

March 2, 2017

2017 Settlement Agreement

Terms of the 2017 CWA-AT&T Southwest Settlement Agreement

This document is for all managers in Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC. It contains the terms of the Southwest core wireline tentative agreement between CWA and the companies listed above. If ratified by members of the CWA, District 6, this agreement will become effective April 9, 2017.

This document needs to be retained for the life of the 2017 Labor Agreements, as it contains provisions that will not be in the new contract, but that could still apply to workplace issues. Managers should feel free to share this information with their employees.

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2017 SETTLEMENT AGREEMENT
CWA & AT&T SOUTHWEST

This Agreement is entered into as of March 2, 2017 between Communications Workers of America ("CWA" or "the Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management").

1. This Agreement shall become effective April 9, 2017, subject to receipt by the Company of written notification from an authorized representative of the Union that this Agreement has been duly ratified by the employees represented by the Union and approved by the President of Communications Workers of America, provided said notification is received by the Company on or before 5:00 p.m., April 7, 2017. If such notification is not received on or before 5:00 p.m., April 7, 2017, this Agreement shall have no force or effect, and all proposals made by the Company up to that time are withdrawn.

2. In recognition of the mutual efforts by the parties to reach an agreement, the Company will provide a ratification bonus in the amount of \$1,000.00 to Active regular full-time employees on the Company payroll as of the date of ratification, provided ratification occurs on or before April 7, 2017. Each Active regular part-time employee on the payroll as of the date of ratification will receive a prorated ratification bonus based on what their part-time classification (or "part-time equivalent work week") was on the ratification date. Eligible employees who are on approved short-term disability absence or partial disability absence on the ratification date shall receive the ratification bonus, provided they return to duty on or before April 7, 2018. The Company will pay this bonus as soon as practicable, within 30 days of ratification, subject to normal wage withholdings and deductions.

3. The basic wage schedules set forth in the 2013 Departmental Agreement, shall be superseded on the effective dates of May 7, 2017, May 6, 2018, May 5, 2019, and May 3, 2020 as set forth below and in **ATTACHMENT A** hereto:

- A. 3% increase to base wages effective May 7, 2017. The wage schedules for each job title will be modified to reflect this increase, exponentialized with no change in the start rate.
- B. 2.5% increase to base wages effective May 6, 2018. The wage schedules for each job title will be modified to reflect this increase, exponentialized with no change in the start rate.
- C. 3% increase to base wages effective May 5, 2019. The wage schedules for each job title will be modified to reflect this increase, exponentialized with no change in the start rate.

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- D. 2.25% increase to base wages effective May 3, 2020. The wage schedules for each job title will be modified to reflect this increase, exponentialized with no change in the start rate.

All adjustments in basic wages resulting from this Agreement:

- A. Shall be applied by the "exponential" method;
- B. Shall not affect progression intervals under the new wage schedules;
- C. Shall not in any way affect or be affected by the amount of any applicable differential payments or that portion of any other wage rate arrived at by adding a fixed amount to a wage schedule rate; and
- D. Shall be effective as of May 7, 2017, May 6, 2018, May 5, 2019, and May 3, 2020, respectively, and shall be applied before any other changes in payroll status which may be effective on the same date.

Except where otherwise specifically provided herein, no employee's wage rate resulting from any wage adjustments shall exceed the maximum rate provided by the basic wage schedule or basic wage table applicable to an employee's occupation and location, plus the amount of any applicable differentials.

No wage adjustments resulting from this Agreement shall become effective:

- A. during a period of total disability which is continuous for eight (8) days or more; or
- B. during a period of leave of absence.

Such wage adjustments are not retroactive and shall become effective upon return to active duty.

4. The Company will provide the health and welfare, pension and savings benefits as set forth in **ATTACHMENT B** hereto. This agreement supersedes all other benefit agreements, plans or programs.

5. The parties agree to renew and amend the Success Sharing Plan as set forth in **ATTACHMENT C** hereto.

6. The parties agree to renew the Incentive Plans agreement, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT D** hereto.

7. The parties agree to renew the 2013 Departmental Agreement, as modified by the parties in 2017 Collective Bargaining, effective April 9, 2017 through April 10, 2021.

A. The 2017 Departmental Agreement shall include the following articles:

<u>Article</u>	<u>Title</u>
I.	RECOGNITION AND ESTABLISHMENT OF THE UNIT
II.	CLASSIFICATION OF EMPLOYEES
III.	NEW JOB TITLES
IV.	BASIS OF COMPENSATION
V.	COST-OF-LIVING ALLOWANCE
VI.	HOURS OF WORK
VII.	WORK SCHEDULES
VIII.	HOLIDAYS
IX.	VACATIONS
X.	EXCUSED WORK DAYS
XI.	ABSENCES FROM DUTY
XII.	SENIORITY
XIII.	JOB VACANCY
XIV.	PROMOTIONAL PAY TREATMENT
XV.	TEMPORARY WORK IN HIGHER POSITIONS
XVI.	TRAVEL
XVII.	FORCE ADJUSTMENT
XVIII.	SEVERANCE PAYMENTS
XIX.	GRIEVANCES

- XX. UNION REPRESENTATION
- XXI. AGENCY SHOP
- XXII. DEDUCTION OF UNION DUES
- XXIII. NOTICE OF PROMOTIONS AND TRANSFERS OF
UNION OFFICERS, ELECTED STEWARDS, AND
DESIGNATED REPRESENTATIVES
- XXIV. SAFETY AND HEALTH
- XXV. CONTRACT WORK
- XXVI. PRIOR AGREEMENTS
- XXVII. DURATION

- B. Amend Article II, **Classification of Employees**, as follows:
Section 2, paragraph b., **Temporary Employees**, is amended as follows:

Replace “eighteen (18) months” with “twenty-four (24) months.”

- C. Amend Article IV, **Basis of Compensation**, as follows:

Effective April 11, 2021, Section 6., **Night Differentials**, paragraph a. is amended to read as follows:

- “a. A night differential shall be paid to employees* for each scheduled night tour worked in the amount of ten percent (10%) of the employee’s basic day’s pay. An hourly night differential shall also be paid to employees* for each hour, or fraction thereof, worked on a scheduled tour that ends after 6 p.m. but not later than 7 p.m., in the amount of ten percent (10%) of the employee’s basic hourly rate.

*Except for Cable Splicing Technicians, Operating employees, employees in Appendix I, and certain part-time employees identified in paragraph d., below.”

As a supplement to Article IV, **Basis of Compensation**, the Company will continue notifying the Vice President of the Union in writing whenever Tight Labor Market Wage Credit is authorized. Notification will include job title, the Exchange, the amount of wage credit authorized, and the expected duration. The Company also

agrees to continue to discuss with the Union what impact, if any, such authorization has on incumbent employees in the same job title and Exchange.

D. Article V, **Cost-of-Living Allowance**, is suspended effective April 9, 2017 through April 10, 2021.

E. Amend Article VI, **Hours of Work**, as follows:

Section 3., paragraph d., **Night Tours**, is amended to read as follows:

“d. Night Tours.* A night tour shall be one which falls wholly or partially between the hours of 6 p.m. and 6 a.m.

*Effective April 11, 2021, a night tour shall be one which falls wholly or partially between the hours of 7 p.m. and 6 a.m.”

As a supplement to Section 9., **Assigned Overtime**, Vice President or equivalent approval is required to declare a service emergency.

F. Supplement Article IX, **Vacations**, as follows:

As a supplement to Article IX, **Vacations**, the Company agrees to instruct its managers to continue to make available vacation weeks/days originally offered but not selected in the initial or subsequent interview, or selected but vacated during the vacation year, force requirements permitting.

G. Amend Article XI, **Absences From Duty**, Section 5, **Illness**, as follows:

1. Remove the following parenthetical before paragraph a.:

“(Effective January 1, 2014. For illness absences prior to January 1, 2014, refer to Article XI, Absences From Duty, of the 2009 Departmental Agreement)”

2. Amend paragraph a. with the following:

“Payment shall be made to employees having one (1) or more years of Net Credited Service for absence of at least one (1) session due to illness on scheduled work days, in accordance with the following table:

Employees with
Net Credited Service of

To Be Paid After Waiting
Periods of Consecutive
Scheduled Working Days

1 year but less than 5
5 years but less than 8
8 years and over

Of 2 days
Of 1 day
No waiting period

Employees hired prior to April 9, 2017, having one (1) or more years of Net Credited Service shall be paid at the basic rate for illness absences on scheduled workdays, up to a maximum of ten (10) paid illness days per calendar year, except that if an employee is absent five (5) or fewer paid illness days during the previous calendar year, that employee may be paid up to an additional five (5) paid illness days in the next calendar year for the sole purpose of providing paid illness days for the five (5) day period leading up to an approved disability benefits absence after the initial ten (10) days absence has been exhausted. Nothing in this paragraph shall be interpreted to provide for paid illness days in excess of ten (10) days in a calendar year except as provided above.

Employees hired on or after April 9, 2017, having one (1) or more years of Net Credited Service shall be paid at the basic rate for illness absences on scheduled workdays, up to a maximum of five (5) paid illness days per calendar year. Nothing in this paragraph shall be interpreted to provide for paid illness days in excess of five (5) days in a calendar year.”

H. Amend Article XIII, **Job Vacancy**, as follows:

Amend Section 2., Time-In-Title and Location, as follows:

Add the below job titles and Time-in-Title and Location:

	Time-In	
	<u>Title</u>	<u>Location</u>
“(9) Warehouse Assistant	30 Months	30 Months
(10) Office Coordinator	30 Months	30 Months
(11) Administrative Support Assistant	30 Months	30 Months”

- I. Amend Article XIV, **Promotional Pay Treatment**, Section 4., as follows:
1. Add Warehouse Assistant and Office Coordinator to Job Category V.
 2. Add Administrative Support Assistant to Job Category VI.
- J. Amend Article XVI, **Travel**, as follows:
1. Amend the parenthetical below the Article title from “January 1, 2014” to “January 1, 2018.”
 2. Amend the Note below the parenthetical from “January 1, 2014” to “January 1, 2018” and from “2009” to “2013.”
 3. Amend Section 3, **Same Day Temporary Assignment**, as follows:
 - a. In the first sentence replace “eighty-four (84)” with “ninety-two (92).”
 - b. Amend the second sentence as follows:

“Effective January 1, 2018, the Same Day Travel Allowance will be increased to ninety-three (93) cents per odometer mile; effective January 1, 2019 it will be increased to ninety-four (94) cents per odometer mile; effective January 1, 2020 it will be increased to ninety-five (95) cents per odometer mile; and effective January 1, 2021 it will be increased to ninety-six (96) cents per odometer mile.”
 4. Amend Section 4, **Overnight Temporary Assignment**, as follows:
 - a. Replace subparagraph a.(1)(a) with the following:

“If the Overnight Temporary Assignment location is within the five-state Company operating area, an amount equal to the IRS maximum Meals & Incidental Expenses (M&IE) Allowances but not to exceed forty-five (45) dollars. The Overnight Temporary Assignment Allowance will be increased from forty-five (45) dollars to forty-six (46) dollars effective January 1, 2018 and to forty-seven (47) dollars

effective January 1, 2019.”

- b. Replace the Note following subparagraph a.(1)(a) with the following:

“The Per Diem Allowance in the Dallas (Dallas County), Fort Worth (Tarrant County), Houston (Harris County), Kansas City, Kansas (Johnson and Wyandotte Counties), Kansas City, Missouri (Clay, Jackson, and Platte Counties), San Antonio (Bexar County) and St. Louis (St. Charles and St. Louis Counties) Exchanges will be the IRS maximum, but not to exceed fifty-five (55) dollars. The Per Diem Allowance will be increased from fifty-five (55) dollars to fifty-six (56) dollars effective January 1, 2018 and to fifty-seven (57) dollars effective January 1, 2019.”

- c. Amend the language in the brackets of subparagraph a.(2)(d) as follows:

“[to be reimbursed at the Same Day Travel Allowance rate of ninety-two (92) cents per odometer mile if the distance is sixty (60) odometer miles or less, and at the rate of one dollar and thirty cents (\$1.30) per odometer mile if the distance is more than sixty (60) odometer miles];”

- d. The Notes following subparagraph a.(2)(d) are amended as follows:

- 1) Note 1 is amended as follows:

“Effective January 1, 2018, the Same Day Travel Allowance, if the distance is sixty (60) odometer miles or less, will be increased to ninety-three (93) cents per odometer mile; effective January 1, 2019 it will be increased to ninety-four (94) cents per odometer mile; effective January 1, 2020 it will be increased to ninety-five (95) cents per odometer mile; and effective January 1, 2021 it will be increased to ninety-six (96) cents per odometer mile.”

- 2) Note 2 is amended as follows:

“Effective January 1, 2018, the Same Day Travel Allowance, if the distance is more than sixty (60) odometer miles, will be increased to one dollar and thirty-one cents (\$1.31) per odometer mile; effective January 1, 2019 it will be increased to one dollar and thirty-two cents (\$1.32) per odometer mile; effective January 1, 2020 it will be increased to one dollar and thirty-three cents (\$1.33) per odometer mile; and effective January 1, 2021 it will be increased to one dollar and thirty-four cents (\$1.34) per odometer mile.”

- e. The first sentence in subparagraph a.(2)(e) is amended as follows:

Replace “eleven (11)” with “twelve (12).”

- f. The first sentence in subparagraph a.(2)(f) is amended as follows:

Replace “four dollars and seventy-five cents (\$4.75)” with “five dollars and twenty-five cents (\$5.25).”

- g. Replace the table in paragraph b., Partial Per Diem Allowance, with the following:

“Traveling To
Temporary Location
(Departure Time)

	Current	1/1/2018	1/1/2019
Departure: 12 a.m. - 6:59 a.m.	\$45	\$46	\$47
Departure: 7 a.m. - 10:59 a.m.	\$36	\$37	\$38
Departure: 11 a.m. - 11:59 p.m.	\$23	\$24	\$24

Returning To
Home Location
(Arrival Time)

	Current	1/1/2018	1/1/2019
Arrival: 12 a.m. - 10:59 a.m.	\$9	\$9	\$10
Arrival: 11 a.m. - 4:59 p.m.	\$22	\$22	\$23
Arrival: 5 p.m. - 11:59 p.m.	\$45	\$46	\$47”

- h. Amend the last sentence in paragraph c, Overnight Travel Allowance, subparagraph (1) as follows:

Replace “forty-six (46)” with “forty-eight (48).”

- K. Effective January 1, 2019, Article XVII, **Force Adjustment**, is amended as follows:

1. Amend Section 4, Wage Treatment, subparagraph a.(2) to increase the Reassignment Pay Protection Plan (RPPP) Payout Table by 3%.
2. Replace the parenthetical before the RPPP Payout Table with the following:

“(Effective January 1, 2019. For RPPP Payout provisions applicable prior to January 1, 2019, refer to Article XVII, Force Adjustment, of the 2013 Departmental Agreement. RPPP Payouts that began before January 1, 2019 are not changed by the new table.)”

RPPP PAYOUT TABLE
ASSIGNMENT TO LOWER WAGE RATE

		Years Of Net Credited Service			
Weekly Difference		<10	10<15	15<25	25+
\$ 0.50	\$ 4.50	80	140	670	790
5.00	9.50	100	360	1,410	1,700
10.00	14.50	130	520	2,140	2,590
15.00	19.50	240	730	2,880	3,470
20.00	24.50	260	910	3,620	4,350
25.00	29.50	320	1,090	4,360	5,240
30.00	34.50	360	1,290	5,110	6,130
35.00	39.50	400	1,460	5,850	7,010
40.00	44.50	460	1,650	6,590	7,910
45.00	49.50	500	1,830	7,320	8,800
50.00	54.50	580	2,020	8,060	9,680
55.00	59.50	630	2,200	8,810	10,580
60.00	64.50	670	2,390	9,540	11,450
65.00	69.50	730	2,590	10,290	12,350
70.00	74.50	760	2,760	11,020	13,230
75.00	79.50	820	2,950	11,760	14,130
80.00	84.50	870	3,130	12,500	15,020
85.00	89.50	950	3,320	13,240	15,900
90.00	94.50	980	3,490	13,990	16,790
95.00	99.50	1,040	3,690	14,730	17,690
100.00	104.50	1,080	3,860	15,470	18,550
105.00	109.50	1,140	4,060	16,220	19,460
110.00	114.50	1,180	4,230	16,950	20,350
115.00	119.50	1,230	4,440	17,700	21,240
120.00	124.50	1,300	4,600	18,430	22,120
125.00	129.50	1,350	4,800	19,180	23,000
130.00	134.50	1,400	4,970	19,920	23,920
135.00	139.50	1,450	5,170	20,650	24,790
140.00	144.50	1,480	5,340	21,400	25,690
145.00	149.50	1,560	5,540	22,130	26,560
150.00	154.50	1,600	5,720	22,880	27,450
155.00	159.50	1,670	5,910	23,630	28,350
160.00	164.50	1,710	6,090	24,360	29,230
165.00	169.50	1,760	6,280	25,100	30,130
170.00	174.50	1,810	6,460	25,830	31,010
175.00	179.50	1,860	6,640	26,570	31,890
180.00	184.50	1,900	6,830	27,320	32,800
185.00	189.50	1,970	7,010	28,050	33,670
190.00	194.50	2,020	7,190	28,800	34,570
195.00	199.50	2,080	7,400	29,540	35,440
200.00	204.50	2,120	7,560	30,280	36,340
205.00	209.50	2,180	7,770	31,020	37,230
210.00	214.50	2,220	7,930	31,750	38,120
215.00	219.50	2,270	8,140	32,500	39,010
220.00	224.50	2,330	8,300	33,240	39,900
225.00 +		2,390	8,500	33,980	40,770

L. Effective January 1, 2019, Article XVIII, **Severance Payments**, is amended as follows:

1. Amend Section 2, **Amount of Severance Payment**, paragraph a. to increase the Involuntary Severance Payment Table by 3%.
2. Replace the parenthetical before the Involuntary Severance Payment Table with the following:

“(Effective January 1, 2019. For Involuntary Severance Payment provisions applicable prior to January 1, 2019, refer to Article XVIII, Severance Payments, of the 2013 Departmental Agreement.)”

INVOLUNTARY SEVERANCE PAYMENT TABLE

Completed Years of Net Credited Service	Pension Band Up to 107 7A8-707	Pension Band 108-109 708-709	Pension Band 110-111 710-711	Pension Band 112-114 712+	Pension Band 115-118	Pension Band 119-120	Pension Band 121 +
1-3	\$1,920	\$1,990	\$2,180	\$2,340	\$2,660	\$2,720	\$2,900
4-5	\$3,790	\$3,980	\$4,330	\$4,710	\$5,300	\$5,430	\$5,840
6-7	\$6,310	\$6,630	\$7,230	\$7,820	\$8,800	\$9,090	\$9,680
8-9	\$8,800	\$9,270	\$10,140	\$10,950	\$12,340	\$12,710	\$13,500
10-11	\$12,600	\$13,250	\$14,460	\$15,650	\$17,630	\$18,140	\$19,340
12-13	\$17,040	\$17,890	\$19,470	\$21,150	\$23,790	\$24,510	\$26,100
14-15	\$22,050	\$23,200	\$25,310	\$27,350	\$30,890	\$31,810	\$33,870
16-17	\$27,100	\$28,490	\$31,080	\$33,600	\$37,890	\$39,030	\$41,610
18-19	\$32,150	\$33,790	\$36,850	\$39,890	\$44,930	\$46,320	\$49,390
20	\$34,650	\$36,500	\$39,750	\$43,070	\$48,460	\$49,940	\$53,230
21	\$37,170	\$39,220	\$42,660	\$46,270	\$52,040	\$53,610	\$57,120
22	\$39,700	\$41,940	\$45,600	\$49,440	\$55,570	\$57,240	\$60,990
23	\$42,220	\$44,650	\$48,490	\$52,590	\$59,100	\$60,890	\$64,870
24	\$44,750	\$47,400	\$51,430	\$55,780	\$62,670	\$64,520	\$68,750
25	\$47,250	\$50,110	\$54,340	\$58,980	\$66,210	\$68,190	\$72,640
26	\$49,770	\$52,820	\$57,240	\$62,170	\$69,730	\$71,810	\$76,480
27	\$52,290	\$55,530	\$60,160	\$65,340	\$73,280	\$75,470	\$80,360
28	\$54,810	\$58,260	\$63,070	\$68,510	\$76,830	\$79,100	\$84,240
29 and over	\$57,330	\$60,960	\$66,010	\$71,690	\$80,360	\$82,760	\$88,130

Wage Progression Treatment

If on Step 12 through 24 months, the employee shall receive 50% of Table Amount

If on Step 30 through 36 months, the employee shall receive 75% of Table Amount

If on Step 42 months and over, the employee shall receive 100% of Table Amount

8. Appendices A, B, C, D, E, F, G, I, and J of the 2013 Departmental Agreement shall continue in force and effect as Appendices A, B, C, D, E, F, G, I and J, respectively, to the 2017 Departmental Agreement, except for the changes and modifications set forth below:

A. Appendix B, relating to the Leveraged Service Representative title, is amended as follows:

1. Compensation of a leveraged job title, Leveraged Service Representative, in Appendix B will be paid under a leveraged compensation plan consisting of base pay and incentive pay. The Company may establish, modify and/or discontinue target incentive compensation plans, provided that any such plan shall be consistent with this agreement. The maximum wage rate of the Leveraged Service Representative will be 60% of the maximum base wage rate of the Service Representative job title. The Leveraged Service Representative title will have a 36 month wage schedule with six month wage progression steps. In addition to base wages, employees in the Leveraged Service Representative title will be eligible for compensation under a target incentive compensation plan once they exceed 50% of their established targets. The target incentive dollar amount will be considered eligible compensation under any benefit plans for which the employee is eligible. The dollar basis upon which target incentives are initially created may be adjusted. Annually, the target incentive amount will be increased in accordance with the general wage increases. The target incentive compensation plan will be capped at 300% of target incentive. Employees in initial training will be eligible to receive 100% of the target incentive amount during initial training and will be eligible to participate in the target incentive compensation plan beginning on the first of the next full month following release from initial training.
2. Service Representatives performing the same or similar job functions within the same work group as the Leveraged Service Representative title may choose to convert to the Leveraged Service Representative title and associated compensation plan. In addition, on a one-time basis and at the employee's request, the Company will retreat the employee to the employee's former title within six months of the conversion. Employees covered by the AT&T Pension Benefit Plan-Southwest Program who convert into the Leveraged Service Representative title will have their pension calculated using the Service Representative pension band.

3. In the event a force surplus condition occurs at any location in which the Leveraged Service Representatives are part of the same work group as Service Representatives performing the same or similar job functions, the titles will be pooled and considered as one surplus work group for purposes of declaring the surplus. If a Service Representative is declared surplus in the Force Adjustment Area where there are Leveraged Service Representatives, the Service Representative may displace a Leveraged Service Representative based on eligibility under Article XVII, Force Adjustment, Section 3. g., notwithstanding the same job title requirement in that section.
4. The Company will provide the Union a copy of the target incentive compensation plans applicable to the Leveraged Service Representative title and will provide, whenever practicable, at least ten days' advance notice to the Union prior to providing notice to employees related to any such changes.
5. A Leveraged Service Representative Sales Committee will be established to discuss the status of and suggestions regarding additional compensation and incentive plans, as well as service levels. This committee will meet four times a year, two meetings of which will take place via conference call, and will consist of no more than four representatives each from the Company and the Union. In addition, the committee will be co-chaired by a Manager and a CWA District 6 representative. The meeting place and time will be by mutual agreement. Normal meeting times should consist of one-day sessions not requiring an overnight stay. Union employee representatives on this committee shall suffer no loss in pay for time consumed in, and necessarily consumed in traveling to and from, meetings. The Company will reimburse two employee representatives for the cost of round-trip coach airfare when necessary for attending face-to-face meetings.
6. For staffing purposes, the Leveraged Service Representative job title and the Service Representative job title are considered a lateral to each other. However, if a surplus Service Representative (excluding a Service Representative on ESC JOG) declines a job offer to a Leveraged Service Representative position, it will not be considered a lateral declination.

7. When determining Reassignment Pay Protection Plan (RPPP) for the Leveraged Service Representative job title, the RPPP payout amount is determined based on a combination of base wages and the target incentive amount.
 8. When assigned to relieve or assist a manager under Section 5. of Article XV, Temporary Work in Higher Positions, Leveraged Service Representatives will receive the relief differential payout based on both base wages and the target incentive amount. Payment of the target incentive amount under this agreement shall be made as soon as practicable after the month in which the employee performs the work covered by the relief differential.
- B. Appendix J is renewed and amended, effective April 9, 2017 through April 10, 2021, as follows:
1. Unless otherwise specifically included or modified during 2017 bargaining, the following provisions or Memorandums of Agreement shall not apply to employees in Appendix J:
 - a. Memorandum of Agreement – Informal Surplus
 - b. Memorandum of Agreement – Hometown Job Security Commitment
 - c. Memorandum of Agreement – Employment Security Commitment (ESC)
 - d. Memorandum of Agreement – Four-Day Work Week
 - e. Memorandum of Agreement – Facilities Locate Work
 - f. Memorandum of Agreement - Monitoring
 - g. Contracting Out Notification
 - h. Contracting Out Committee
 - i. Global Positioning System Recommendations
 - j. Overtime – Overtime Two-hour Notice ad hoc Committee
 - k. Successorship

I. Motor Vehicle Usage Program

2. The Company, at its discretion, may offer jobs in Appendix J titles to employees not in Appendix J through the 2017 Labor Agreements.
3. Protected employees (excluding former surplus employees who transferred into Appendix J directly from Core I/M and held a Customer Services Technician [CST] title) in Appendix J and surplus Core employees (excluding non-Business Services surplus CSTs in Technical Field Services [TFS]) who transfer to a Premises Technician job title during the term of the 2017 Labor Agreements will continue to have wages frozen at their current level until the Premises Technician wage schedule reaches the employee's current rate of pay. Until such time, these employees will not be eligible for any wage increases. Employees covered by this paragraph and paragraph 4. below are not entitled to a Reassignment Pay Protection Plan (RPPP) payment but will be required to submit a RPPP Request. Employees moved outside the Force Adjustment Area (FAA) will be required to submit a Surplus Return Request. Surplus employees covered by the 2017 Labor Agreements who are placed in a Premises Technician job title and who meet the eligibility requirements of the ESC shall continue to be eligible for ESC, as applicable, if they are subsequently declared surplus while in a Premises Technician job title to which they have been placed as surplus.
4. A CST in TFS (excluding CSTs in Business Services) who is declared surplus in an exchange where Premises Technicians have a Regular Place of Reporting and who accepts or displaces into a Premises Technician position, as well as former CSTs currently protected in Appendix J, will continue to receive the general wage increases according to the Group 1 Craft Wage Schedule. Employees covered by this paragraph from time to time may also be required to perform CST job functions. For the purposes of administering Article XVII, **Force Adjustment**, a job offer to a Premises Technician title for these employees is considered a lateral job offer. Notwithstanding any other provision in Article XVII, **Force Adjustment**, and if a surplus remains after the application of 3.h. in Article XVII, CSTs under this paragraph, in seniority order may elect to displace the least senior Premises Technician who is junior to the CST in the same exchange. CSTs covered by this

paragraph must be satisfactory in attendance and performance to displace a Premises Technician or transfer into Appendix J.

Note A: If during any subsequent application of paragraph 3.g. in Article XVII, a surplus CST displaces a junior non-Business Services CST in TFS in the FAA, the displaced CST, before layoff, may displace a less senior Premises Technician in the original Surplus exchange.

Note B: If a Premises Technician is displaced, the Company at its discretion may elect to retain the Premises Technician. If the Company elects not to retain that employee, the employee will be treated under the Force Adjustment provisions in Appendix J.

5. The Company, at its discretion, may offer employees identified as surplus under the 2017 Labor Agreements jobs in Appendix J job titles through the 2017 Labor Agreements force adjustment/surplus process. Any job offer to a job title within Appendix J will meet the commitment of a guaranteed job offer under the ESC.
6. The following provisions of the 2017 Labor Agreements shall continue to apply to protected employees in a Premises Technician job title and surplus Core employees who transfer into a Premises Technician job title during the term of the 2017 Labor Agreements in lieu of any otherwise applicable provisions of Appendix J while they remain in the position in which they are placed:
 - a. Overtime and premium pay – Article IV, Section 4.;
 - b. Illness absence treatment – Article XI, Section 5.;
 - c. Shift and differential treatment – Article IV, Section 6.;
 - d. Recognized holidays – Article VIII;
 - e. Excused work days – Article X;
 - f. Vacation – Article IX;
 - g. Force Adjustment – Article XVII; and
 - h. Severance Payments – Article XVIII

All surplus full-time employees who move into a Premises Technician job title shall continue to be scheduled at least forty (40) hours in a calendar week. Notwithstanding any other provision in the 2017 Labor Agreements, all other employees in Appendix J shall be scheduled subject to the needs of the business as determined by Management and according to applicable requirements set forth in Appendix J; no other provisions of the 2017 Labor Agreements except those expressly set forth in Appendix J shall apply to work scheduling of such employees.

7. In the event of any conflict between the terms of any labor agreement between CWA and the Company and Appendix J, the terms of Appendix J shall control.
8. The Company and the Union will continue a forum for the Union to provide input into and discuss the performance aspects of a Premises Technician's job duties including but not limited to productivity, quality, sales, customer experience, and safety. This committee will be comprised of one (1) Union representative per LFO District, but not to exceed four (4) representatives. The committee will be co-chaired by a Director of Internet and Entertainment Field Services and a CWA District 6 representative. This committee will meet as determined by mutual agreement of the co-chairs. The Company will reimburse employee representatives for the cost of round-trip coach airfare when necessary for attending face-to-face meetings.
9. Amend Supplemental Statement 2., **Basis of Compensation**, Section 3., **Overtime**, to reduce the seventeen (17) hour limit for overtime to fourteen (14) hours.
10. Amend Supplemental Statement 9., **Promotional Pay Treatment**, as follows:

“Premises Technician, Warehouse Assistant and Office Coordinator shall be included in Job Category V.
Administrative Support Assistant shall be included in Job Category VI.”
11. Amend Supplemental Statement 11., **Travel**, Section 2., **Overnight Trips**, paragraph c., to increase the thirty-five dollars (\$35) to thirty-seven dollars (\$37).

12. Amend Supplemental Statement 12., **Force Adjustment**, Section 2., **Force Adjustment**, as follows:

“Whenever force conditions as determined by the Company are considered to warrant a surplus and the possible layoff of employees, the Company shall notify the Union in writing prior to notifying the affected employees. The Company will determine how the surplus process will be administered. If a layoff is necessary, affected employees shall be laid off by inverse seniority order. The surplus employees designated for layoff will be notified a minimum of three (3) weeks prior to the layoff date, unless otherwise provided by law.”

13. Amend Supplemental Statement 12., **Force Adjustment**, Section 3., **Layoff Allowance**, as follows:

<u>Length of Service</u>	<u>Layoff Allowance</u>
0 – 12 Months	1 week of pay
13 – 24 Months	2 weeks of pay
25 – 47 Months	3 weeks of pay
48 – 71 Months	4 weeks of pay
72 – 95 Months	5 weeks of pay
96 Months or More	6 weeks of pay”

14. Amend Supplemental Statement 16., **Employment Security**, as follows:

“The provisions of the Memorandum of Agreement – Employment Security Commitment effective April 9, 2017 shall not apply to employees in titles listed in Appendix J.”

15. Add Supplemental Statement 19., **Home Dispatch**, which states:

“The Company has the sole discretion to assign Appendix J employees to participate in the AT&T Home Dispatch Program.”

16. Union time (paid or unpaid) will be considered work time toward the build-up for the forty (40) hour work week for overtime calculations.

17. Amend Appendix J, **1.01 Classification**, as follows:

Add Warehouse Assistant, Office Coordinator and Administrative Support Assistant to list of titles.

18. Amend Appendix J, **Wage Progression Schedules**, as follows:

Add wage progression schedules for Warehouse Assistant, Office Coordinator and Administrative Support Assistant.

9. The parties agree to renew the 2013 Agreement of General Application, as modified by the parties in 2017 Collective Bargaining, effective April 9, 2017 through April 10, 2021.

- A. The 2017 Agreement of General Application shall include the following articles:

<u>Article</u>	<u>Title</u>
I.	COLLECTIVE BARGAINING PROCEDURE
II.	SERVICE INTERRUPTION
III.	UNUSUAL GRIEVANCES
IV.	ARBITRATION
V.	EXPEDITED ARBITRATION
VI.	LEAVES OF ABSENCE FOR UNION REPRESENTATIVES ON UNION BUSINESS
VII.	PENSIONS, DISABILITY BENEFITS, AND DEATH BENEFITS
VIII.	RESPONSIBLE UNION-COMPANY RELATIONSHIP
IX.	NONDISCRIMINATION
X.	TECHNOLOGY CHANGE
XI.	COMMON INTEREST FORUMS
XII.	TRAINING/RETRAINING
XIII.	PRIOR AGREEMENT
XIV.	DURATION

10. The parties agree to renew the Memorandum of Understanding Regarding Part-Time Employees, effective April 9, 2017 through April 10, 2021, appearing after the Agreement of General Application.

11. The parties agree to renew the Motor Vehicle Usage Program, effective April 9, 2017 through April 10, 2021, appearing after the Agreement of General Application.

12. The parties agree to renew the Memorandum of Agreement on employees entering active military duty, effective April 9, 2017 through April 10, 2021, appearing after the Agreement of General Application.

13. The June 22, 2003 Letter of Agreement relating to the Benefit Representative position will remain in effect through April 10, 2021 or until the current Benefit Representative vacates the assignment. If the current Benefit Representative vacates the assignment, the CWA will assign one (1) Benefit Representative from the bargaining unit to interface with and assist the union in resolving benefit issues experienced by union members. The selected Benefit Representative will have the demonstrated skills, abilities and experience necessary to perform the duties of this position. The selected Benefit Representative will remain in their current job title and be paid their current rate of pay with a 10% differential.

14. The parties agree to renew the ad hoc Committee on Two Hour Notification, effective April 9, 2017 through April 10, 2021.

15. The Company and Union will reinstate an ad hoc committee under the auspices of the Executive Council of the Strategic Alliance to review work identified by the Company or Union which is being contracted out. The focus shall be to:

- A. Afford the Union the opportunity to suggest ways to use the Bargaining Unit members to do the contracted out work.
- B. Give the Company the opportunity to receive input from the Union on how to jointly find practical and effective ways in which to meet cost and completion objectives of the business.

16. When possible, the Senior Manager will notify CWA leadership at least thirty (30) days in advance of contracting work which is not then being, or has not recently been, performed by contractors in the Senior Manager's geographic scope of responsibility involving work directly related to the network. This notification will include:

- A. A description of the work to be contracted out.
- B. The location(s) where contracting will occur (city and state).
- C. The reason why the Company determined that the use of overtime in lieu of contracting is not feasible.

- D. When the new contracting will commence and the expected duration.
- E. If possible, an estimate of the number of personnel involved in the new contracting efforts.

17. The parties agree to renew the Memorandum of Agreement – Employment Security Commitment (ESC), effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT E** hereto. The Company agrees not to suspend the ESC through April 10, 2021.

18. The parties agree to renew and amend the Memorandum of Agreement – National Transfer Plan, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT F** hereto.

19. The Company agrees that in any agreement to sell a portion of its assets in a transaction involving the transfer of Employees subject to the parties' 2017 Labor Agreements, as a condition of the closing of such sale, that the Buyer shall agree to assume the terms of the 2017 Labor Agreements, provided that the Buyer shall have the right to re-open the unexpired 2017 Labor Agreements at any time after eighteen (18) months but no longer than twenty-four (24) months following the Closing of the sale, the re-opening of which the Union hereby agrees to accept or, the Buyer and Union may bargain at the expiration of the 2017 Labor Agreements, whichever is earlier. In no event will the terms of this Successorship Agreement limit any of the Company's existing rights under the 2017 Labor Agreements. The Company further agrees it will notify the Union at least 30 days prior to the close of such proposed transaction and, during such 30 day period, will meet with the Union upon request to engage in effects bargaining and to discuss the business reasons for the Company's decision.

20. The parties agree to renew the Memorandum of Agreement – Hometown Job Security Commitment, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT G** hereto.

21. The parties agree to renew the Memorandum of Agreement – Informal Surplus, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT H** hereto.

22. The parties agree to renew and amend the Memorandum of Agreement – Regarding Neutrality and Card Check Recognition, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT I** hereto. Upon ratification, the Card Check agreement will be administered on a national basis by the CWA and AT&T.

23. The Company agrees to renew the reimbursement of retired CWA Union Presidents or their retired designee for travel and associated expenses to attend

Strategic Alliance Standing Joint Committees and Common Interest Forum meetings, effective April 9, 2017 through April 10, 2021.

24. Within 30 days of ratification of the 2017 Labor Agreements, and each quarter thereafter for the life of the contract, the Company agrees to promote the CWA/NETT Academy training program as an available option under the Training/Retraining program.

25. The parties agree to renew the Memorandum of Agreement – Modified Procedures for Expedited Arbitration, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT J** hereto.

26. The parties agree to renew and amend the Memorandum of Agreement – CWA Internal Review / Appeal Process, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT K** hereto.

27. The parties agree to renew the Memorandum of Agreement – Presidential Council, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT L** hereto. Upon ratification, the Presidential Council agreement will be administered on a national basis by the CWA and AT&T.

28. The parties agree to renew the Statement of Renewed Commitment to the Principles of Cooperative Union-Management Relations, effective April 9, 2017 through April 10, 2021, appearing after the Agreement of General Application.

29. The parties agree to renew the Strategic Alliance Agreement, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT M** hereto.

30. The parties agree to renew the Recommendations of the Communications Consultant Joint Leadership Forum, effective April 9, 2017 through April 10, 2021.

31. The parties agree to renew the Memorandum of Agreement – Four-Day Work Week, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT N** hereto.

32. The parties agree to renew the Recommendations of the ad hoc Committee on Global Positioning Systems, effective April 9, 2017 through April 10, 2021. This agreement shall not apply to employees in Appendix J of the 2017 Labor Agreements.

33. The parties agree to renew the Operator Services Task Force Recommendations, effective April 9, 2017 through April 10, 2021.

34. The parties agree to renew the Recommendations of the Revenue Management Representative Working Group, effective April 9, 2017 through April 10, 2021.

35. The parties agree to renew the Memorandum of Agreement – Service Leader, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT O** hereto.

36. The parties agree to renew and amend the Memorandum of Agreement – Uniformed Services Leave of Absence – Executive Order for Operation Enduring Freedom / Operation Iraqi Freedom, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT P** hereto. The MOA will be renamed to Operation Freedom's Sentinel.

37. The parties agree to renew the October 17, 2002 Joint Agreements of the Service Representative Review Committee, effective April 9, 2017 through April 10, 2021.

38. The prohibition against Decision Making Leaves (DMLs) and dismissals of Service Representatives solely for adherence performance, agreed to during 1998 Bargaining, and subsequently extended, will remain in effect April 9, 2017 through April 10, 2021.

39. The parties agree to renew the Memorandum of Agreement – Facilities Locate Work, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT Q** hereto.

40. The parties agree to renew the Memorandum of Agreement – Recovery of Wage or Benefits Overpayments, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT R** hereto.

41. The parties agree to renew the Memorandum of Agreement – Monitoring, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT S** hereto.

42. The parties agree to renew the Memorandum of Agreement – Transition of Newly-Represented DIRECTV, LLC Employees, effective April 9, 2017 through April 10, 2021, as set forth in **ATTACHMENT T** hereto.

43. The parties agree to renew the December 1, 2016 Letter of Agreement – Hiring Cap Technician MOA, effective April 9, 2017 through April 10, 2021.

44. The parties agree to implement the Memorandum of Agreement – Excise Tax, as forth in **ATTACHMENT U** hereto.

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The Company and Union execute this Settlement Agreement by their duly authorized officers and representatives, effective on the date stated above in Paragraph 1 herein.

*B. Mun*

**FOR THE UNION:**

By: Claude Cummings Jr.  
Claude Cummings Jr.  
Vice President, District 6

**FOR THE COMPANY:**

By: Joe Croci  
Joe Croci  
Vice President – Labor Relations

Approved By:

Chris Shelton, President  
Chris Shelton, President  
Communications Workers of America

B. M. W.



## APPENDIX A

### WAGE PROGRESSION SCHEDULES GRAPHICS AND DRAFTING CLASSIFICATION

Basic Wage Rates for Normal Work Week

#### GRAPHICS SPECIALIST - A

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$288.50        | \$289.50   | \$290.00   | \$291.50   | \$292.00   |
| " 12 "                    | \$347.50        | \$350.50   | \$352.50   | \$355.00   | \$357.00   |
| " 18 "                    | \$419.50        | \$424.00   | \$428.00   | \$432.50   | \$436.50   |
| " 24 "                    | \$506.00        | \$513.50   | \$519.50   | \$527.50   | \$533.50   |
| " 30 "                    | \$610.00        | \$621.50   | \$631.00   | \$643.00   | \$652.00   |
| " 36 "                    | \$736.00        | \$752.50   | \$766.50   | \$783.50   | \$796.50   |
| " 42 "                    | \$887.50        | \$910.50   | \$930.50   | \$955.00   | \$973.50   |
| " 48 "                    | \$1,070.50      | \$1,102.50 | \$1,130.00 | \$1,164.00 | \$1,190.00 |
| Pension Band              | 108             | 108        | 108        | 108        | 108        |

Present -- Effective 5/1/2016

## APPENDIX B

### WAGE PROGRESSION SCHEDULES CONTACT CLASSIFICATIONS

Basic Wage Rates for Normal Work Week

#### BUSINESS REPRESENTATIVE GROUP

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$290.00        | \$290.00   | \$290.00   | \$290.00   | \$290.00   |
| After 6 Months            | \$340.50        | \$341.50   | \$342.00   | \$343.00   | \$344.00   |
| " 12 "                    | \$399.50        | \$401.50   | \$403.50   | \$406.00   | \$408.00   |
| " 18 "                    | \$468.50        | \$472.50   | \$476.50   | \$480.50   | \$483.50   |
| " 24 "                    | \$550.00        | \$556.50   | \$562.00   | \$568.50   | \$573.50   |
| " 30 "                    | \$645.00        | \$655.00   | \$663.00   | \$673.00   | \$680.50   |
| " 36 "                    | \$757.00        | \$770.50   | \$782.00   | \$796.00   | \$807.00   |
| " 42 "                    | \$888.50        | \$907.00   | \$923.00   | \$942.00   | \$957.00   |
| " 48 "                    | \$1,042.50      | \$1,067.50 | \$1,088.50 | \$1,115.00 | \$1,135.00 |
| " 54 "                    | \$1,223.50      | \$1,256.50 | \$1,284.50 | \$1,319.00 | \$1,346.00 |
| " 60 "                    | \$1,435.50      | \$1,478.50 | \$1,515.50 | \$1,561.00 | \$1,596.00 |
| Pension Band              | 119             | 119        | 119        | 119        | 119        |

#### COIN COUNTER

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$273.50        | \$273.50   | \$273.50   | \$273.50   | \$273.50   |
| After 6 Months            | \$320.50        | \$321.50   | \$322.50   | \$323.50   | \$324.00   |
| " 12 "                    | \$376.00        | \$378.00   | \$380.00   | \$382.00   | \$384.00   |
| " 18 "                    | \$440.50        | \$444.50   | \$448.00   | \$452.00   | \$455.00   |
| " 24 "                    | \$516.50        | \$522.50   | \$528.00   | \$534.00   | \$539.00   |
| " 30 "                    | \$605.50        | \$614.50   | \$622.00   | \$631.50   | \$638.50   |
| " 36 "                    | \$710.00        | \$722.50   | \$733.50   | \$746.50   | \$756.50   |
| " 42 "                    | \$832.50        | \$849.50   | \$864.50   | \$882.50   | \$896.50   |
| " 48 "                    | \$975.50        | \$999.00   | \$1,019.00 | \$1,043.50 | \$1,062.00 |
| " 54 "                    | \$1,144.00      | \$1,174.50 | \$1,201.00 | \$1,233.50 | \$1,258.50 |
| " 60 "                    | \$1,341.00      | \$1,381.00 | \$1,415.50 | \$1,458.00 | \$1,491.00 |
| Pension Band              | 116             | 116        | 116        | 116        | 116        |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX B

### COMMUNICATIONS CONSULTANT

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$303.00        | \$303.00   | \$303.00   | \$303.00   | \$303.00   |
| After 6 Months            | \$357.50        | \$358.50   | \$359.50   | \$360.50   | \$361.50   |
| " 12 "                    | \$422.00        | \$424.50   | \$426.50   | \$429.00   | \$431.00   |
| " 18 "                    | \$498.00        | \$502.00   | \$506.00   | \$510.50   | \$514.00   |
| " 24 "                    | \$587.50        | \$594.50   | \$600.50   | \$607.50   | \$613.00   |
| " 30 "                    | \$693.00        | \$703.50   | \$712.00   | \$723.00   | \$731.00   |
| " 36 "                    | \$818.00        | \$832.50   | \$845.00   | \$860.00   | \$871.50   |
| " 42 "                    | \$965.00        | \$985.00   | \$1,002.50 | \$1,023.50 | \$1,039.50 |
| " 48 "                    | \$1,138.50      | \$1,166.00 | \$1,189.50 | \$1,217.50 | \$1,239.50 |
| " 54 "                    | \$1,343.50      | \$1,380.00 | \$1,411.00 | \$1,449.00 | \$1,478.50 |
| " 60 "                    | \$1,585.50      | \$1,633.00 | \$1,674.00 | \$1,724.00 | \$1,763.00 |
| Pension Band              | 123             | 123        | 123        | 123        | 123        |

### CUSTOMER CLERK

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$287.00        | \$288.00   | \$288.50   | \$290.00   | \$290.50   |
| " 12 "                    | \$344.00        | \$346.50   | \$349.00   | \$351.50   | \$353.50   |
| " 18 "                    | \$413.00        | \$417.50   | \$421.50   | \$426.00   | \$429.50   |
| " 24 "                    | \$495.50        | \$503.00   | \$509.00   | \$516.50   | \$522.50   |
| " 30 "                    | \$594.50        | \$605.50   | \$615.00   | \$626.50   | \$635.00   |
| " 36 "                    | \$713.50        | \$729.50   | \$743.00   | \$759.50   | \$772.50   |
| " 42 "                    | \$856.00        | \$878.50   | \$897.50   | \$921.00   | \$939.00   |
| " 48 "                    | \$1,027.00      | \$1,058.00 | \$1,084.50 | \$1,117.00 | \$1,142.00 |
| Pension Band              | 107             | 107        | 107        | 107        | 107        |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX B

### CUSTOMER REPRESENTATIVE GROUP

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$295.50        | \$295.50   | \$295.50   | \$295.50   | \$295.50   |
| After 6 Months            | \$347.50        | \$348.50   | \$349.50   | \$350.50   | \$351.00   |
| " 12 "                    | \$408.50        | \$411.00   | \$413.00   | \$415.50   | \$417.50   |
| " 18 "                    | \$480.50        | \$485.00   | \$488.50   | \$493.00   | \$496.00   |
| " 24 "                    | \$565.50        | \$572.00   | \$578.00   | \$584.50   | \$590.00   |
| " 30 "                    | \$665.00        | \$675.00   | \$683.00   | \$693.50   | \$701.00   |
| " 36 "                    | \$782.00        | \$796.00   | \$808.00   | \$822.50   | \$833.50   |
| " 42 "                    | \$919.50        | \$939.00   | \$955.50   | \$975.50   | \$990.50   |
| " 48 "                    | \$1,081.50      | \$1,107.50 | \$1,129.50 | \$1,156.50 | \$1,177.50 |
| " 54 "                    | \$1,272.00      | \$1,306.50 | \$1,335.50 | \$1,372.00 | \$1,399.50 |
| " 60 "                    | \$1,496.00      | \$1,541.00 | \$1,579.50 | \$1,627.00 | \$1,663.50 |
| Pension Band              | 120             | 120        | 120        | 120        | 120        |

### CUSTOMER SERVICE REPRESENTATIVE II

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$276.50        | \$276.50   | \$276.50   | \$276.50   | \$276.50   |
| After 6 Months            | \$327.50        | \$328.50   | \$329.00   | \$330.00   | \$331.00   |
| " 12 "                    | \$387.50        | \$389.50   | \$391.50   | \$394.00   | \$395.50   |
| " 18 "                    | \$458.50        | \$462.50   | \$466.00   | \$470.00   | \$473.50   |
| " 24 "                    | \$542.50        | \$549.00   | \$554.50   | \$561.50   | \$566.50   |
| " 30 "                    | \$642.50        | \$652.00   | \$660.00   | \$670.00   | \$677.50   |
| " 36 "                    | \$760.50        | \$774.00   | \$785.50   | \$799.50   | \$810.50   |
| " 42 "                    | \$900.00        | \$919.00   | \$935.00   | \$954.50   | \$969.50   |
| " 48 "                    | \$1,065.50      | \$1,091.00 | \$1,112.50 | \$1,139.50 | \$1,160.00 |
| " 54 "                    | \$1,261.00      | \$1,295.00 | \$1,324.50 | \$1,360.00 | \$1,387.50 |
| " 60 "                    | \$1,492.50      | \$1,537.50 | \$1,576.00 | \$1,623.50 | \$1,660.00 |
| Pension Band              | 120             | 120        | 120        | 120        | 120        |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX B

### CUSTOMER SERVICES SPECIALIST

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$245.00        | \$245.00   | \$245.00   | \$245.00   | \$245.00   |
| After 6 Months            | \$296.00        | \$297.50   | \$298.00   | \$299.50   | \$300.00   |
| " 12 "                    | \$358.00        | \$360.50   | \$363.00   | \$365.50   | \$367.50   |
| " 18 "                    | \$433.00        | \$437.50   | \$442.00   | \$446.50   | \$450.50   |
| " 24 "                    | \$523.00        | \$531.00   | \$537.50   | \$545.50   | \$552.00   |
| " 30 "                    | \$632.50        | \$644.50   | \$654.50   | \$666.50   | \$676.00   |
| " 36 "                    | \$764.50        | \$782.00   | \$796.50   | \$814.50   | \$828.00   |
| " 42 "                    | \$924.50        | \$948.50   | \$969.50   | \$995.00   | \$1,014.50 |
| " 48 "                    | \$1,117.50      | \$1,151.00 | \$1,180.00 | \$1,215.50 | \$1,243.00 |
| Pension Band              | 110             | 110        | 110        | 110        | 110        |

### HEAD SERVICE REPRESENTATIVE

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$274.00        | \$274.00   | \$274.00   | \$274.00   | \$274.00   |
| After 6 Months            | \$333.00        | \$334.50   | \$335.50   | \$336.50   | \$337.50   |
| " 12 "                    | \$405.00        | \$408.00   | \$410.50   | \$413.50   | \$416.00   |
| " 18 "                    | \$492.00        | \$497.50   | \$502.50   | \$508.00   | \$512.00   |
| " 24 "                    | \$598.50        | \$607.00   | \$614.50   | \$624.00   | \$631.00   |
| " 30 "                    | \$727.50        | \$741.00   | \$752.50   | \$766.50   | \$777.00   |
| " 36 "                    | \$884.00        | \$904.00   | \$920.50   | \$941.50   | \$957.00   |
| " 42 "                    | \$1,075.00      | \$1,103.00 | \$1,127.00 | \$1,156.50 | \$1,179.00 |
| " 48 "                    | \$1,306.50      | \$1,345.50 | \$1,379.00 | \$1,420.50 | \$1,452.50 |
| Pension Band              | 115             | 115        | 115        | 115        | 115        |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX B

### LEVERAGED SERVICE REPRESENTATIVE

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$400.00        | \$400.00 | \$400.00 | \$400.00 | \$400.00 |
| After 6 Months            | \$444.00        | \$446.00 | \$448.00 | \$450.00 | \$451.50 |
| " 12 "                    | \$492.50        | \$497.50 | \$501.50 | \$506.50 | \$510.00 |
| " 18 "                    | \$546.50        | \$554.50 | \$561.00 | \$569.50 | \$576.00 |
| " 24 "                    | \$606.00        | \$618.00 | \$628.50 | \$641.00 | \$650.00 |
| " 30 "                    | \$672.50        | \$689.50 | \$703.50 | \$721.00 | \$734.00 |
| " 36 "                    | \$746.00        | \$768.50 | \$787.50 | \$811.00 | \$829.00 |
| Pension Band              | 113             | 113      | 113      | 113      | 113      |

### MARKETING OPERATIONS GROUP

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$310.00        | \$310.00   | \$310.00   | \$310.00   | \$310.00   |
| After 6 Months            | \$362.50        | \$363.50   | \$364.50   | \$366.00   | \$367.00   |
| " 12 "                    | \$423.50        | \$426.50   | \$429.00   | \$432.50   | \$434.50   |
| " 18 "                    | \$494.50        | \$500.00   | \$505.00   | \$510.50   | \$515.00   |
| " 24 "                    | \$578.00        | \$586.50   | \$594.00   | \$603.00   | \$609.50   |
| " 30 "                    | \$675.50        | \$688.00   | \$699.00   | \$712.00   | \$722.00   |
| " 36 "                    | \$789.50        | \$807.00   | \$822.50   | \$841.00   | \$855.00   |
| " 42 "                    | \$922.50        | \$947.00   | \$967.50   | \$993.00   | \$1,012.50 |
| " 48 "                    | \$1,078.00      | \$1,110.50 | \$1,138.50 | \$1,172.50 | \$1,199.00 |
| Pension Band              | 109             | 109        | 109        | 109        | 109        |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX B

### REVENUE MANAGEMENT REPRESENTATIVE

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$290.00        | \$291.00   | \$292.00   | \$293.00   | \$294.00   |
| " 12 "                    | \$351.50        | \$354.50   | \$356.50   | \$359.00   | \$361.00   |
| " 18 "                    | \$426.50        | \$431.50   | \$435.50   | \$440.50   | \$444.00   |
| " 24 "                    | \$517.50        | \$525.50   | \$532.00   | \$540.00   | \$546.00   |
| " 30 "                    | \$628.00        | \$639.50   | \$649.50   | \$661.50   | \$671.00   |
| " 36 "                    | \$761.50        | \$778.50   | \$793.50   | \$811.00   | \$825.00   |
| " 42 "                    | \$924.00        | \$948.00   | \$969.00   | \$994.50   | \$1,014.00 |
| " 48 "                    | \$1,121.00      | \$1,154.50 | \$1,183.50 | \$1,219.00 | \$1,246.50 |
| Pension Band              | 110             | 110        | 110        | 110        | 110        |

### SALES CLERK

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$239.00        | \$239.00 | \$239.00 | \$239.00 | \$239.00 |
| After 6 Months            | \$270.00        | \$271.00 | \$272.00 | \$273.00 | \$273.50 |
| " 12 "                    | \$305.00        | \$307.50 | \$309.00 | \$311.50 | \$313.00 |
| " 18 "                    | \$344.50        | \$348.50 | \$351.50 | \$355.50 | \$358.50 |
| " 24 "                    | \$389.50        | \$395.00 | \$400.00 | \$406.00 | \$410.50 |
| " 30 "                    | \$439.50        | \$448.00 | \$455.00 | \$463.50 | \$470.00 |
| " 36 "                    | \$497.00        | \$508.00 | \$517.50 | \$529.00 | \$538.00 |
| " 42 "                    | \$561.00        | \$576.00 | \$588.50 | \$604.00 | \$616.00 |
| " 48 "                    | \$634.00        | \$653.00 | \$669.50 | \$689.50 | \$705.00 |
| Pension Band              | 96              | 96       | 96       | 96       | 96       |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX B

### SERVICE REPRESENTATIVE GROUP

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$250.50        | \$250.50   | \$250.50   | \$250.50   | \$250.50   |
| After 6 Months            | \$306.00        | \$307.00   | \$308.00   | \$309.50   | \$310.00   |
| " 12 "                    | \$374.00        | \$376.50   | \$379.00   | \$382.00   | \$384.00   |
| " 18 "                    | \$457.00        | \$462.00   | \$466.50   | \$471.50   | \$475.50   |
| " 24 "                    | \$558.00        | \$566.50   | \$573.50   | \$582.00   | \$588.50   |
| " 30 "                    | \$682.00        | \$695.00   | \$705.50   | \$719.00   | \$729.00   |
| " 36 "                    | \$833.50        | \$852.00   | \$868.00   | \$887.50   | \$902.50   |
| " 42 "                    | \$1,018.00      | \$1,045.00 | \$1,068.00 | \$1,096.00 | \$1,117.50 |
| " 48 "                    | \$1,244.00      | \$1,281.50 | \$1,313.50 | \$1,353.00 | \$1,383.50 |
| Pension Band              | 113             | 113        | 113        | 113        | 113        |

### TELLER

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$287.00        | \$288.00   | \$288.50   | \$290.00   | \$290.50   |
| " 12 "                    | \$344.00        | \$346.50   | \$349.00   | \$351.50   | \$353.50   |
| " 18 "                    | \$413.00        | \$417.50   | \$421.50   | \$426.00   | \$429.50   |
| " 24 "                    | \$495.50        | \$503.00   | \$509.00   | \$516.50   | \$522.50   |
| " 30 "                    | \$594.50        | \$605.50   | \$615.00   | \$626.50   | \$635.00   |
| " 36 "                    | \$713.50        | \$729.50   | \$743.00   | \$759.50   | \$772.50   |
| " 42 "                    | \$856.00        | \$878.50   | \$897.50   | \$921.00   | \$939.00   |
| " 48 "                    | \$1,027.00      | \$1,058.00 | \$1,084.50 | \$1,117.00 | \$1,142.00 |
| Pension Band              | 107             | 107        | 107        | 107        | 107        |

Present -- Effective 5/1/2016



## APPENDIX B

### WAGE PROGRESSION SCHEDULES GRAPHICS AND DRAFTING CLASSIFICATION

Basic Wage Rates for Normal Work Week

#### GRAPHICS SPECIALIST - B

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$288.50        | \$289.50   | \$290.00   | \$291.50   | \$292.00   |
| " 12 "                    | \$347.50        | \$350.50   | \$352.50   | \$355.00   | \$357.00   |
| " 18 "                    | \$419.50        | \$424.00   | \$428.00   | \$432.50   | \$436.50   |
| " 24 "                    | \$506.00        | \$513.50   | \$519.50   | \$527.50   | \$533.50   |
| " 30 "                    | \$610.00        | \$621.50   | \$631.00   | \$643.00   | \$652.00   |
| " 36 "                    | \$736.00        | \$752.50   | \$766.50   | \$783.50   | \$796.50   |
| " 42 "                    | \$887.50        | \$910.50   | \$930.50   | \$955.00   | \$973.50   |
| " 48 "                    | \$1,070.50      | \$1,102.50 | \$1,130.00 | \$1,164.00 | \$1,190.00 |
| Pension Band              | 108             | 108        | 108        | 108        | 108        |

Present -- Effective 5/1/2016

## APPENDIX C

### WAGE PROGRESSION SCHEDULES CRAFT CLASSIFICATIONS

#### Basic Wage Rates for Normal Work Week

#### GROUP 1

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$276.50        | \$276.50   | \$276.50   | \$276.50   | \$276.50   |
| After 6 Months            | \$327.50        | \$328.50   | \$329.00   | \$330.00   | \$331.00   |
| " 12 "                    | \$387.50        | \$389.50   | \$391.50   | \$394.00   | \$395.50   |
| " 18 "                    | \$458.50        | \$462.50   | \$466.00   | \$470.00   | \$473.50   |
| " 24 "                    | \$542.50        | \$549.00   | \$554.50   | \$561.50   | \$566.50   |
| " 30 "                    | \$642.50        | \$652.00   | \$660.00   | \$670.00   | \$677.50   |
| " 36 "                    | \$760.50        | \$774.00   | \$785.50   | \$799.50   | \$810.50   |
| " 42 "                    | \$900.00        | \$919.00   | \$935.00   | \$954.50   | \$969.50   |
| " 48 "                    | \$1,065.50      | \$1,091.00 | \$1,112.50 | \$1,139.50 | \$1,160.00 |
| " 54 "                    | \$1,261.00      | \$1,295.00 | \$1,324.50 | \$1,360.00 | \$1,387.50 |
| " 60 "                    | \$1,492.50      | \$1,537.50 | \$1,576.00 | \$1,623.50 | \$1,660.00 |
| Pension Band              | 120             | 120        | 120        | 120        | 120        |

#### GROUP 2

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$276.50        | \$276.50   | \$276.50   | \$276.50   | \$276.50   |
| After 6 Months            | \$326.00        | \$327.00   | \$328.00   | \$329.00   | \$329.50   |
| " 12 "                    | \$384.50        | \$387.00   | \$389.00   | \$391.00   | \$393.00   |
| " 18 "                    | \$453.50        | \$457.50   | \$461.00   | \$465.00   | \$468.50   |
| " 24 "                    | \$535.00        | \$541.50   | \$547.00   | \$553.50   | \$558.00   |
| " 30 "                    | \$631.00        | \$640.50   | \$648.50   | \$658.00   | \$665.50   |
| " 36 "                    | \$744.50        | \$758.00   | \$769.00   | \$783.00   | \$793.00   |
| " 42 "                    | \$878.00        | \$896.50   | \$912.00   | \$931.00   | \$945.50   |
| " 48 "                    | \$1,036.00      | \$1,060.50 | \$1,081.50 | \$1,107.50 | \$1,127.00 |
| " 54 "                    | \$1,221.50      | \$1,254.50 | \$1,282.50 | \$1,317.00 | \$1,343.50 |
| " 60 "                    | \$1,441.00      | \$1,484.00 | \$1,521.00 | \$1,566.50 | \$1,601.50 |
| Pension Band              | 119             | 119        | 119        | 119        | 119        |

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Present -- Effective 5/1/2016

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## APPENDIX C

### GROUP 2A

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$276.50        | \$276.50   | \$276.50   | \$276.50   | \$276.50   |
| After 6 Months            | \$327.50        | \$329.00   | \$329.50   | \$331.00   | \$331.50   |
| " 12 "                    | \$388.50        | \$391.00   | \$393.00   | \$396.00   | \$398.00   |
| " 18 "                    | \$460.50        | \$465.00   | \$469.00   | \$473.50   | \$477.00   |
| " 24 "                    | \$546.00        | \$553.00   | \$559.00   | \$566.50   | \$572.00   |
| " 30 "                    | \$647.00        | \$657.50   | \$667.00   | \$678.00   | \$686.50   |
| " 36 "                    | \$767.00        | \$782.00   | \$795.00   | \$811.00   | \$823.00   |
| " 42 "                    | \$909.00        | \$930.00   | \$948.50   | \$970.50   | \$987.50   |
| " 48 "                    | \$1,077.50      | \$1,106.00 | \$1,131.00 | \$1,161.00 | \$1,184.50 |
| " 54 "                    | \$1,277.00      | \$1,315.50 | \$1,348.50 | \$1,389.00 | \$1,420.50 |
| Pension Band              | 114             | 114        | 114        | 114        | 114        |

Present -- Effective 5/1/2016

## APPENDIX C

### WAGE PROGRESSION SCHEDULES NONCRAFT CLASSIFICATIONS

Basic Wage Rates for Normal Work Week

#### AIR CONDITIONING SPECIALIST AND MOTOR EQUIPMENT INSPECTOR MAINTAINER

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$276.50        | \$276.50   | \$276.50   | \$276.50   | \$276.50   |
| After 6 Months            | \$327.00        | \$328.00   | \$329.00   | \$330.00   | \$330.50   |
| " 12 "                    | \$386.50        | \$389.00   | \$391.00   | \$393.50   | \$395.00   |
| " 18 "                    | \$457.50        | \$461.50   | \$465.00   | \$469.00   | \$472.00   |
| " 24 "                    | \$541.00        | \$547.50   | \$553.00   | \$559.50   | \$564.50   |
| " 30 "                    | \$639.50        | \$649.00   | \$657.50   | \$667.00   | \$674.50   |
| " 36 "                    | \$756.50        | \$770.00   | \$781.50   | \$795.50   | \$806.00   |
| " 42 "                    | \$894.50        | \$913.50   | \$929.50   | \$949.00   | \$963.50   |
| " 48 "                    | \$1,058.00      | \$1,083.50 | \$1,105.00 | \$1,131.50 | \$1,152.00 |
| " 54 "                    | \$1,251.50      | \$1,285.00 | \$1,314.00 | \$1,349.50 | \$1,376.50 |
| " 60 "                    | \$1,480.00      | \$1,524.50 | \$1,562.50 | \$1,609.50 | \$1,645.50 |
| Pension Band              | 120             | 120        | 120        | 120        | 120        |

#### ASSISTANT CUSTOMER SERVICE TECHNICIAN

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$261.50        | \$261.50 | \$261.50 | \$261.50 | \$261.50 |
| After 6 Months            | \$304.50        | \$305.50 | \$306.50 | \$308.00 | \$308.50 |
| " 12 "                    | \$354.50        | \$357.50 | \$359.50 | \$362.50 | \$364.50 |
| " 18 "                    | \$413.00        | \$418.00 | \$421.50 | \$426.50 | \$430.00 |
| " 24 "                    | \$481.00        | \$488.50 | \$494.50 | \$502.00 | \$507.50 |
| " 30 "                    | \$560.50        | \$571.00 | \$580.00 | \$590.50 | \$599.00 |
| " 36 "                    | \$653.00        | \$667.50 | \$680.00 | \$695.00 | \$707.00 |
| " 42 "                    | \$760.50        | \$780.00 | \$797.50 | \$818.00 | \$834.00 |
| " 48 "                    | \$885.50        | \$912.00 | \$935.00 | \$963.00 | \$984.50 |
| Pension Band              | 103             | 103      | 103      | 103      | 103      |

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Present -- Effective 5/1/2016

## APPENDIX C

### BUILDING MAINTAINER AND GARAGE ATTENDANT

| Wage Length<br>of Service | Effective Dates |          |          |          |            |
|---------------------------|-----------------|----------|----------|----------|------------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00 | \$239.00 | \$239.00 | \$239.00   |
| After 6 Months            | \$282.50        | \$284.00 | \$284.50 | \$285.50 | \$286.50   |
| " 12 "                    | \$334.50        | \$337.00 | \$339.00 | \$341.50 | \$343.50   |
| " 18 "                    | \$395.50        | \$400.00 | \$404.00 | \$408.50 | \$412.00   |
| " 24 "                    | \$468.00        | \$475.00 | \$481.00 | \$488.00 | \$493.50   |
| " 30 "                    | \$554.00        | \$564.00 | \$573.00 | \$583.50 | \$592.00   |
| " 36 "                    | \$655.00        | \$670.00 | \$682.50 | \$697.50 | \$709.50   |
| " 42 "                    | \$775.00        | \$795.50 | \$812.50 | \$834.00 | \$850.50   |
| " 48 "                    | \$917.00        | \$944.50 | \$968.00 | \$997.00 | \$1,019.50 |
| Pension Band              | 104             | 104      | 104      | 104      | 104        |

### BUILDING MECHANIC

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$273.00        | \$273.00   | \$273.00   | \$273.00   | \$273.00   |
| After 6 Months            | \$321.00        | \$322.00   | \$323.00   | \$324.00   | \$324.50   |
| " 12 "                    | \$377.50        | \$380.00   | \$382.00   | \$384.00   | \$386.00   |
| " 18 "                    | \$444.00        | \$448.00   | \$451.50   | \$455.50   | \$458.50   |
| " 24 "                    | \$522.50        | \$528.50   | \$534.00   | \$540.50   | \$545.00   |
| " 30 "                    | \$614.50        | \$623.50   | \$631.50   | \$641.00   | \$648.00   |
| " 36 "                    | \$722.50        | \$735.50   | \$746.50   | \$760.00   | \$770.50   |
| " 42 "                    | \$850.00        | \$868.00   | \$883.00   | \$901.50   | \$915.50   |
| " 48 "                    | \$999.50        | \$1,023.50 | \$1,044.00 | \$1,069.00 | \$1,088.50 |
| " 54 "                    | \$1,176.00      | \$1,207.50 | \$1,234.50 | \$1,268.00 | \$1,294.00 |
| " 60 "                    | \$1,383.00      | \$1,424.50 | \$1,460.00 | \$1,504.00 | \$1,538.00 |
| Pension Band              | 117             | 117        | 117        | 117        | 117        |

(Continued on next page)

Present -- Effective 5/1/2016

*B. Mun*

## APPENDIX C

### CAD TECHNICAL SPECIALIST

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$289.00        | \$290.50   | \$291.00   | \$292.50   | \$293.00   |
| " 12 "                    | \$350.00        | \$352.50   | \$355.00   | \$357.50   | \$359.50   |
| " 18 "                    | \$423.50        | \$428.00   | \$432.50   | \$437.00   | \$441.00   |
| " 24 "                    | \$512.50        | \$520.00   | \$526.50   | \$534.50   | \$540.50   |
| " 30 "                    | \$620.00        | \$632.00   | \$641.50   | \$653.50   | \$663.00   |
| " 36 "                    | \$750.50        | \$767.50   | \$782.00   | \$799.50   | \$813.00   |
| " 42 "                    | \$908.00        | \$932.00   | \$952.50   | \$977.50   | \$997.00   |
| " 48 "                    | \$1,099.00      | \$1,132.00 | \$1,160.50 | \$1,195.50 | \$1,222.50 |
| Pension Band              | 109             | 109        | 109        | 109        | 109        |

### CUSTOMER SERVICES REPRESENTATIVE CIRCUIT DESIGN SPECIALIST FACILITIES SPECIALIST

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$249.00        | \$249.00   | \$249.00   | \$249.00   | \$249.00   |
| After 6 Months            | \$302.00        | \$303.00   | \$304.00   | \$305.00   | \$306.00   |
| " 12 "                    | \$366.00        | \$368.50   | \$371.00   | \$374.00   | \$376.00   |
| " 18 "                    | \$443.50        | \$448.50   | \$453.00   | \$458.00   | \$462.00   |
| " 24 "                    | \$538.00        | \$546.00   | \$552.50   | \$561.00   | \$567.50   |
| " 30 "                    | \$652.00        | \$664.50   | \$674.50   | \$687.50   | \$697.00   |
| " 36 "                    | \$790.50        | \$808.50   | \$823.50   | \$842.00   | \$856.50   |
| " 42 "                    | \$958.50        | \$983.50   | \$1,005.00 | \$1,031.50 | \$1,052.00 |
| " 48 "                    | \$1,162.00      | \$1,197.00 | \$1,227.00 | \$1,264.00 | \$1,292.50 |
| Pension Band              | 111             | 111        | 111        | 111        | 111        |

(Continued on next page)

Present -- Effective 5/1/2016

*B. Mun*

## APPENDIX C

### DRIVER-TRACTOR TRAILER

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Pension Band              | 111             | 111      | 111      | 111      | 111      |

### HOUSE SERVICE ATTENDANT

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$239.00        | \$239.00 | \$239.00 | \$239.00 | \$239.00 |
| After 6 Months            | \$280.00        | \$281.00 | \$282.00 | \$283.00 | \$284.00 |
| " 12 "                    | \$328.00        | \$330.50 | \$332.50 | \$335.00 | \$337.00 |
| " 18 "                    | \$384.50        | \$388.50 | \$392.50 | \$397.00 | \$400.00 |
| " 24 "                    | \$450.50        | \$457.00 | \$463.00 | \$470.00 | \$475.00 |
| " 30 "                    | \$528.00        | \$537.50 | \$546.00 | \$556.50 | \$564.00 |
| " 36 "                    | \$618.50        | \$632.50 | \$644.00 | \$658.50 | \$670.00 |
| " 42 "                    | \$724.50        | \$743.50 | \$760.00 | \$780.00 | \$795.50 |
| " 48 "                    | \$849.00        | \$874.50 | \$896.50 | \$923.50 | \$944.50 |
| Pension Band              | 102             | 102      | 102      | 102      | 102      |

### HOUSE SERVICE MAINTAINER

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$239.00        | \$239.00 | \$239.00 | \$239.00 | \$239.00 |
| After 6 Months            | \$282.00        | \$283.00 | \$284.00 | \$285.00 | \$286.00 |
| " 12 "                    | \$332.50        | \$335.00 | \$337.50 | \$340.00 | \$341.50 |
| " 18 "                    | \$392.50        | \$397.00 | \$400.50 | \$405.00 | \$408.50 |
| " 24 "                    | \$463.50        | \$470.00 | \$476.00 | \$483.00 | \$488.50 |
| " 30 "                    | \$546.50        | \$557.00 | \$565.50 | \$576.00 | \$584.00 |
| " 36 "                    | \$645.00        | \$659.50 | \$671.50 | \$687.00 | \$698.50 |
| " 42 "                    | \$761.00        | \$781.00 | \$798.00 | \$819.00 | \$835.00 |
| " 48 "                    | \$898.00        | \$925.00 | \$948.00 | \$976.50 | \$998.50 |
| Pension Band              | 104             | 104      | 104      | 104      | 104      |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX C

### INSTALLATION COORDINATOR

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$310.00        | \$310.00   | \$310.00   | \$310.00   | \$310.00   |
| After 6 Months            | \$362.50        | \$363.50   | \$364.50   | \$366.00   | \$367.00   |
| " 12 "                    | \$423.50        | \$426.50   | \$429.00   | \$432.50   | \$434.50   |
| " 18 "                    | \$494.50        | \$500.00   | \$505.00   | \$510.50   | \$515.00   |
| " 24 "                    | \$578.00        | \$586.50   | \$594.00   | \$603.00   | \$609.50   |
| " 30 "                    | \$675.50        | \$688.00   | \$699.00   | \$712.00   | \$722.00   |
| " 36 "                    | \$789.50        | \$807.00   | \$822.50   | \$841.00   | \$855.00   |
| " 42 "                    | \$922.50        | \$947.00   | \$967.50   | \$993.00   | \$1,012.50 |
| " 48 "                    | \$1,078.00      | \$1,110.50 | \$1,138.50 | \$1,172.50 | \$1,199.00 |
| Pension Band              | 109             | 109        | 109        | 109        | 109        |

### CENTRAL OFFICE TRANSLATION SPECIALIST LINE TRANSLATIONS SPECIALIST

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$250.50        | \$250.50   | \$250.50   | \$250.50   | \$250.50   |
| After 6 Months            | \$304.50        | \$305.50   | \$306.50   | \$308.00   | \$308.50   |
| " 12 "                    | \$370.50        | \$373.00   | \$375.50   | \$378.00   | \$380.50   |
| " 18 "                    | \$450.50        | \$455.50   | \$459.50   | \$465.00   | \$468.50   |
| " 24 "                    | \$547.50        | \$556.00   | \$562.50   | \$571.00   | \$577.50   |
| " 30 "                    | \$666.00        | \$678.50   | \$689.00   | \$702.00   | \$711.50   |
| " 36 "                    | \$809.50        | \$828.00   | \$843.50   | \$862.50   | \$877.00   |
| " 42 "                    | \$984.50        | \$1,010.50 | \$1,032.50 | \$1,059.50 | \$1,080.50 |
| " 48 "                    | \$1,197.00      | \$1,233.00 | \$1,264.00 | \$1,302.00 | \$1,331.50 |
| Pension Band              | 112             | 112        | 112        | 112        | 112        |

(Continued on next page)

Present -- Effective 5/1/2016



## APPENDIX C

### PAY TELEPHONE TECHNICIAN

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$273.50        | \$273.50   | \$273.50   | \$273.50   | \$273.50   |
| After 6 Months            | \$322.00        | \$322.50   | \$323.50   | \$324.50   | \$325.00   |
| " 12 "                    | \$378.50        | \$381.00   | \$382.50   | \$385.00   | \$386.50   |
| " 18 "                    | \$445.50        | \$449.50   | \$452.50   | \$456.50   | \$460.00   |
| " 24 "                    | \$524.00        | \$530.00   | \$535.50   | \$542.00   | \$546.50   |
| " 30 "                    | \$616.50        | \$625.50   | \$633.50   | \$643.00   | \$650.00   |
| " 36 "                    | \$725.50        | \$738.00   | \$749.50   | \$762.50   | \$773.00   |
| " 42 "                    | \$853.50        | \$871.00   | \$886.50   | \$905.00   | \$919.00   |
| " 48 "                    | \$1,004.00      | \$1,028.00 | \$1,048.50 | \$1,073.50 | \$1,093.00 |
| " 54 "                    | \$1,181.00      | \$1,213.00 | \$1,240.00 | \$1,273.50 | \$1,299.50 |
| " 60 "                    | \$1,389.50      | \$1,431.00 | \$1,467.00 | \$1,511.00 | \$1,545.00 |
| Pension Band              | 117             | 117        | 117        | 117        | 117        |

### SUPPLIES ATTENDANT

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$290.00        | \$291.00   | \$291.50   | \$293.00   | \$293.50   |
| " 12 "                    | \$351.50        | \$354.00   | \$356.00   | \$358.50   | \$360.50   |
| " 18 "                    | \$426.00        | \$430.50   | \$434.50   | \$439.50   | \$443.00   |
| " 24 "                    | \$516.50        | \$524.00   | \$530.50   | \$538.50   | \$544.50   |
| " 30 "                    | \$626.00        | \$637.50   | \$647.50   | \$659.50   | \$669.00   |
| " 36 "                    | \$759.00        | \$776.00   | \$790.50   | \$808.00   | \$822.00   |
| " 42 "                    | \$920.00        | \$944.00   | \$964.50   | \$990.00   | \$1,009.50 |
| " 48 "                    | \$1,115.50      | \$1,149.00 | \$1,177.50 | \$1,213.00 | \$1,240.50 |
| Pension Band              | 110             | 110        | 110        | 110        | 110        |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX C

### TECHNICAL ASSOCIATE

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$289.00        | \$290.50   | \$291.00   | \$292.50   | \$293.00   |
| " 12 "                    | \$350.00        | \$352.50   | \$355.00   | \$357.50   | \$359.50   |
| " 18 "                    | \$423.50        | \$428.00   | \$432.50   | \$437.00   | \$441.00   |
| " 24 "                    | \$512.50        | \$520.00   | \$526.50   | \$534.50   | \$540.50   |
| " 30 "                    | \$620.00        | \$632.00   | \$641.50   | \$653.50   | \$663.00   |
| " 36 "                    | \$750.50        | \$767.50   | \$782.00   | \$799.50   | \$813.00   |
| " 42 "                    | \$908.00        | \$932.00   | \$952.50   | \$977.50   | \$997.00   |
| " 48 "                    | \$1,099.00      | \$1,132.00 | \$1,160.50 | \$1,195.50 | \$1,222.50 |
| Pension Band              | 109             | 109        | 109        | 109        | 109        |

Present -- Effective 5/1/2016

## APPENDIX D

### WAGE PROGRESSION SCHEDULES CENTRAL OFFICE ASSISTANT CLASSIFICATION

Basic Wage Rates for Normal Work Week

#### CENTRAL OFFICE ASSISTANT

| Wage Length<br>of Service | Effective Dates |          |          |            |            |
|---------------------------|-----------------|----------|----------|------------|------------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$245.00        | \$245.00 | \$245.00 | \$245.00   | \$245.00   |
| After 6 Months            | \$297.00        | \$298.00 | \$299.00 | \$300.50   | \$301.50   |
| " 12 "                    | \$359.50        | \$362.50 | \$365.00 | \$368.00   | \$370.50   |
| " 18 "                    | \$435.50        | \$441.00 | \$445.50 | \$451.50   | \$455.50   |
| " 24 "                    | \$527.50        | \$536.50 | \$544.00 | \$553.00   | \$560.50   |
| " 30 "                    | \$639.00        | \$652.50 | \$664.00 | \$678.00   | \$689.00   |
| " 36 "                    | \$774.00        | \$793.50 | \$810.50 | \$831.50   | \$847.50   |
| " 42 "                    | \$937.50        | \$965.50 | \$989.50 | \$1,019.00 | \$1,042.00 |
| Pension Band              | 105             | 105      | 105      | 105        | 105        |

Present -- Effective 5/1/2016

## APPENDIX D

### WAGE PROGRESSION SCHEDULES CONSOLE OPERATOR CLASSIFICATION

Basic Wage Rates for Normal Work Week

| CONSOLE OPERATOR          |                 |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$239.00        | \$239.00 | \$239.00 | \$239.00 | \$239.00 |
| After 6 Months            | \$287.50        | \$289.00 | \$290.00 | \$291.00 | \$292.00 |
| " 12 "                    | \$346.00        | \$349.00 | \$351.50 | \$354.50 | \$356.50 |
| " 18 "                    | \$416.50        | \$421.50 | \$426.00 | \$431.50 | \$435.50 |
| " 24 "                    | \$501.00        | \$509.50 | \$517.00 | \$525.50 | \$532.50 |
| " 30 "                    | \$603.00        | \$615.50 | \$626.50 | \$640.00 | \$650.50 |
| " 36 "                    | \$725.50        | \$744.00 | \$760.00 | \$779.50 | \$794.50 |
| " 42 "                    | \$873.00        | \$899.00 | \$921.50 | \$949.00 | \$970.50 |
| Pension Band              | 103             | 103      | 103      | 103      | 103      |

Present -- Effective 5/1/2016

## APPENDIX D

### WAGE PROGRESSION SCHEDULES CONTACT CLASSIFICATION

Basic Wage Rates for Normal Work Week

#### BUSINESS SERVICES INSTRUCTOR

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$261.50        | \$261.50   | \$261.50   | \$261.50   | \$261.50   |
| After 6 Months            | \$314.50        | \$315.50   | \$316.50   | \$317.50   | \$318.50   |
| " 12 "                    | \$378.00        | \$380.50   | \$383.00   | \$386.00   | \$388.00   |
| " 18 "                    | \$454.50        | \$459.50   | \$463.50   | \$469.00   | \$473.00   |
| " 24 "                    | \$546.00        | \$554.50   | \$561.00   | \$569.50   | \$576.00   |
| " 30 "                    | \$656.50        | \$669.00   | \$679.50   | \$692.00   | \$701.50   |
| " 36 "                    | \$789.50        | \$807.00   | \$822.00   | \$840.50   | \$854.50   |
| " 42 "                    | \$949.00        | \$974.00   | \$995.00   | \$1,021.00 | \$1,041.50 |
| " 48 "                    | \$1,141.00      | \$1,175.00 | \$1,204.50 | \$1,240.50 | \$1,268.50 |
| Pension Band              | 110             | 110        | 110        | 110        | 110        |

Present -- Effective 5/1/2016

## APPENDIX D

### WAGE PROGRESSION SCHEDULES OPERATING CLASSIFICATIONS

Basic Wage Rates for Normal Work Week

#### CENTRAL OFFICE CLERK SERVICE ASSISTANT

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$249.00        | \$249.00   | \$249.00   | \$249.00   | \$249.00   |
| After 6 Months            | \$299.00        | \$300.50   | \$301.50   | \$302.50   | \$303.00   |
| " 12 "                    | \$359.50        | \$362.50   | \$364.50   | \$367.50   | \$369.50   |
| " 18 "                    | \$432.00        | \$437.00   | \$441.00   | \$446.00   | \$450.00   |
| " 24 "                    | \$519.50        | \$527.00   | \$533.50   | \$541.50   | \$548.00   |
| " 30 "                    | \$624.00        | \$636.00   | \$646.00   | \$658.00   | \$667.00   |
| " 36 "                    | \$750.00        | \$767.00   | \$781.50   | \$799.00   | \$812.50   |
| " 42 "                    | \$901.50        | \$925.00   | \$945.50   | \$970.50   | \$989.50   |
| " 48 "                    | \$1,083.50      | \$1,116.00 | \$1,144.00 | \$1,178.50 | \$1,205.00 |
| Pension Band              | 109             | 109        | 109        | 109        | 109        |

#### OPERATOR

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$287.50        | \$288.50   | \$289.50   | \$290.50   | \$291.50   |
| " 12 "                    | \$346.00        | \$348.50   | \$350.50   | \$353.00   | \$355.00   |
| " 18 "                    | \$416.00        | \$421.00   | \$424.50   | \$429.50   | \$433.00   |
| " 24 "                    | \$500.50        | \$508.00   | \$514.50   | \$522.00   | \$528.00   |
| " 30 "                    | \$602.50        | \$613.50   | \$623.00   | \$634.50   | \$643.50   |
| " 36 "                    | \$724.50        | \$741.00   | \$755.00   | \$771.50   | \$784.50   |
| " 42 "                    | \$872.00        | \$895.00   | \$914.50   | \$938.00   | \$956.50   |
| " 48 "                    | \$1,049.00      | \$1,080.50 | \$1,107.50 | \$1,140.50 | \$1,166.00 |
| Pension Band              | 108             | 108        | 108        | 108        | 108        |

Present -- Effective 5/1/2016

## APPENDIX E

### WAGE PROGRESSION SCHEDULES CLERICAL CLASSIFICATIONS

#### APPENDICES A, B, C, D, and H

#### Basic Wage Rates for Normal Work Week

##### E-1 CLERICAL

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$239.00        | \$239.00 | \$239.00 | \$239.00 | \$239.00 |
| After 6 Months            | \$280.50        | \$281.50 | \$282.50 | \$283.50 | \$284.50 |
| " 12 "                    | \$329.50        | \$332.00 | \$334.00 | \$336.50 | \$338.50 |
| " 18 "                    | \$387.00        | \$391.50 | \$395.00 | \$399.50 | \$403.00 |
| " 24 "                    | \$454.50        | \$461.50 | \$467.50 | \$474.00 | \$479.50 |
| " 30 "                    | \$534.00        | \$544.00 | \$552.50 | \$563.00 | \$570.50 |
| " 36 "                    | \$627.00        | \$641.00 | \$653.50 | \$668.00 | \$679.00 |
| " 42 "                    | \$736.50        | \$756.00 | \$772.50 | \$793.00 | \$808.50 |
| " 48 "                    | \$865.00        | \$891.00 | \$913.50 | \$941.00 | \$962.00 |
| Pension Band              | 103             | 103      | 103      | 103      | 103      |

##### E-2 CLERICAL

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$285.50        | \$286.50   | \$287.50   | \$288.50   | \$289.50   |
| " 12 "                    | \$341.50        | \$344.00   | \$346.00   | \$348.50   | \$350.50   |
| " 18 "                    | \$408.00        | \$412.50   | \$416.50   | \$421.00   | \$424.50   |
| " 24 "                    | \$487.50        | \$494.50   | \$501.00   | \$508.50   | \$514.00   |
| " 30 "                    | \$582.50        | \$593.50   | \$602.50   | \$614.00   | \$622.50   |
| " 36 "                    | \$696.00        | \$711.50   | \$725.00   | \$741.50   | \$754.00   |
| " 42 "                    | \$832.00        | \$853.50   | \$872.50   | \$895.00   | \$913.00   |
| " 48 "                    | \$994.00        | \$1,024.00 | \$1,049.50 | \$1,081.00 | \$1,105.50 |
| Pension Band              | 106             | 106        | 106        | 106        | 106        |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX E

### E-3 CLERICAL

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$287.00        | \$288.00   | \$288.50   | \$290.00   | \$290.50   |
| " 12 "                    | \$344.00        | \$346.50   | \$349.00   | \$351.50   | \$353.50   |
| " 18 "                    | \$413.00        | \$417.50   | \$421.50   | \$426.00   | \$429.50   |
| " 24 "                    | \$495.50        | \$503.00   | \$509.00   | \$516.50   | \$522.50   |
| " 30 "                    | \$594.50        | \$605.50   | \$615.00   | \$626.50   | \$635.00   |
| " 36 "                    | \$713.50        | \$729.50   | \$743.00   | \$759.50   | \$772.50   |
| " 42 "                    | \$856.00        | \$878.50   | \$897.50   | \$921.00   | \$939.00   |
| " 48 "                    | \$1,027.00      | \$1,058.00 | \$1,084.50 | \$1,117.00 | \$1,142.00 |
| Pension Band              | 107             | 107        | 107        | 107        | 107        |

### SS-1 CLERICAL

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$287.50        | \$288.50   | \$289.50   | \$290.50   | \$291.50   |
| " 12 "                    | \$346.00        | \$349.00   | \$351.00   | \$353.50   | \$355.50   |
| " 18 "                    | \$416.50        | \$421.50   | \$425.00   | \$430.00   | \$433.50   |
| " 24 "                    | \$501.50        | \$509.00   | \$515.50   | \$523.00   | \$529.00   |
| " 30 "                    | \$603.50        | \$615.00   | \$624.50   | \$636.00   | \$645.00   |
| " 36 "                    | \$726.50        | \$743.00   | \$756.50   | \$773.50   | \$787.00   |
| " 42 "                    | \$874.50        | \$897.50   | \$917.00   | \$941.00   | \$959.50   |
| " 48 "                    | \$1,052.50      | \$1,084.00 | \$1,111.00 | \$1,144.50 | \$1,170.50 |
| Pension Band              | 108             | 108        | 108        | 108        | 108        |

(Continued on next page)

Present -- Effective 5/1/2016

*B. Mun*



## APPENDIX E

### SS-2 CLERICAL

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$289.00        | \$290.00   | \$291.00   | \$292.00   | \$292.50   |
| " 12 "                    | \$349.00        | \$351.50   | \$354.00   | \$356.50   | \$358.50   |
| " 18 "                    | \$422.00        | \$426.50   | \$430.50   | \$435.50   | \$439.00   |
| " 24 "                    | \$510.00        | \$517.50   | \$524.00   | \$531.50   | \$537.50   |
| " 30 "                    | \$616.00        | \$627.50   | \$637.50   | \$649.00   | \$658.50   |
| " 36 "                    | \$744.50        | \$761.00   | \$775.50   | \$793.00   | \$806.00   |
| " 42 "                    | \$900.00        | \$923.50   | \$943.50   | \$968.50   | \$987.00   |
| " 48 "                    | \$1,087.50      | \$1,120.00 | \$1,148.00 | \$1,182.50 | \$1,209.00 |
| Pension Band              | 109             | 109        | 109        | 109        | 109        |

### S-1 CLERICAL

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$245.00        | \$245.00   | \$245.00   | \$245.00   | \$245.00   |
| After 6 Months            | \$296.00        | \$297.50   | \$298.00   | \$299.50   | \$300.00   |
| " 12 "                    | \$358.00        | \$360.50   | \$363.00   | \$365.50   | \$367.50   |
| " 18 "                    | \$433.00        | \$437.50   | \$442.00   | \$446.50   | \$450.50   |
| " 24 "                    | \$523.00        | \$531.00   | \$537.50   | \$545.50   | \$552.00   |
| " 30 "                    | \$632.50        | \$644.50   | \$654.50   | \$666.50   | \$676.00   |
| " 36 "                    | \$764.50        | \$782.00   | \$796.50   | \$814.50   | \$828.00   |
| " 42 "                    | \$924.50        | \$948.50   | \$969.50   | \$995.00   | \$1,014.50 |
| " 48 "                    | \$1,117.50      | \$1,151.00 | \$1,180.00 | \$1,215.50 | \$1,243.00 |
| Pension Band              | 110             | 110        | 110        | 110        | 110        |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX E

### S-2 CLERICAL

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$254.50        | \$254.50   | \$254.50   | \$254.50   | \$254.50   |
| After 6 Months            | \$307.50        | \$308.50   | \$309.50   | \$310.50   | \$311.50   |
| " 12 "                    | \$371.50        | \$374.00   | \$376.50   | \$379.50   | \$381.50   |
| " 18 "                    | \$448.50        | \$453.50   | \$458.00   | \$463.00   | \$467.00   |
| " 24 "                    | \$542.00        | \$550.00   | \$557.00   | \$565.00   | \$571.50   |
| " 30 "                    | \$655.00        | \$667.00   | \$677.50   | \$690.00   | \$699.50   |
| " 36 "                    | \$791.00        | \$808.50   | \$823.50   | \$842.00   | \$856.00   |
| " 42 "                    | \$955.50        | \$980.50   | \$1,002.00 | \$1,028.00 | \$1,048.00 |
| " 48 "                    | \$1,154.50      | \$1,189.00 | \$1,218.50 | \$1,255.00 | \$1,283.00 |
| Pension Band              | 111             | 111        | 111        | 111        | 111        |

Present -- Effective 5/1/2016

## APPENDIX I

### WAGE PROGRESSION SCHEDULES CLERICAL CLASSIFICATIONS

Basic Wage Rates for Normal Work Week

#### E-1 CLERICAL

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$239.00        | \$239.00 | \$239.00 | \$239.00 | \$239.00 |
| After 6 Months            | \$280.50        | \$281.50 | \$282.50 | \$283.50 | \$284.00 |
| " 12 "                    | \$329.00        | \$331.50 | \$333.50 | \$336.00 | \$338.00 |
| " 18 "                    | \$386.50        | \$390.50 | \$394.50 | \$398.50 | \$402.00 |
| " 24 "                    | \$453.50        | \$460.00 | \$466.00 | \$472.50 | \$478.00 |
| " 30 "                    | \$532.00        | \$542.00 | \$550.50 | \$560.50 | \$568.50 |
| " 36 "                    | \$624.50        | \$638.50 | \$650.50 | \$665.00 | \$676.00 |
| " 42 "                    | \$733.00        | \$752.00 | \$768.50 | \$788.50 | \$804.00 |
| " 48 "                    | \$860.00        | \$886.00 | \$908.00 | \$935.00 | \$956.00 |
| Pension Band              | 703             | 703      | 703      | 703      | 703      |

#### E-2 CLERICAL

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$285.50        | \$286.50   | \$287.50   | \$288.50   | \$289.00   |
| " 12 "                    | \$340.50        | \$343.00   | \$345.50   | \$348.00   | \$349.50   |
| " 18 "                    | \$406.50        | \$411.00   | \$415.00   | \$419.50   | \$423.00   |
| " 24 "                    | \$485.50        | \$492.50   | \$499.00   | \$506.00   | \$512.00   |
| " 30 "                    | \$579.50        | \$590.50   | \$599.50   | \$610.50   | \$619.00   |
| " 36 "                    | \$692.00        | \$707.50   | \$720.50   | \$736.50   | \$749.00   |
| " 42 "                    | \$826.00        | \$847.50   | \$866.00   | \$888.50   | \$906.00   |
| " 48 "                    | \$986.00        | \$1,015.50 | \$1,041.00 | \$1,072.00 | \$1,096.00 |
| Pension Band              | 706             | 706        | 706        | 706        | 706        |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX I

### E-3 CLERICAL

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$286.50        | \$287.50   | \$288.50   | \$289.50   | \$290.50   |
| " 12 "                    | \$343.50        | \$346.00   | \$348.50   | \$351.00   | \$353.00   |
| " 18 "                    | \$412.00        | \$416.50   | \$420.50   | \$425.00   | \$428.50   |
| " 24 "                    | \$494.00        | \$501.00   | \$507.50   | \$515.00   | \$521.00   |
| " 30 "                    | \$592.00        | \$603.00   | \$612.50   | \$624.00   | \$633.00   |
| " 36 "                    | \$710.00        | \$726.00   | \$739.50   | \$756.00   | \$769.00   |
| " 42 "                    | \$851.00        | \$873.50   | \$892.50   | \$916.00   | \$934.00   |
| " 48 "                    | \$1,020.50      | \$1,051.00 | \$1,077.50 | \$1,110.00 | \$1,135.00 |
| Pension Band              | 707             | 707        | 707        | 707        | 707        |

### SS-1 CLERICAL

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$287.50        | \$288.50   | \$289.50   | \$290.50   | \$291.50   |
| " 12 "                    | \$345.50        | \$348.00   | \$350.50   | \$353.00   | \$355.00   |
| " 18 "                    | \$415.50        | \$420.50   | \$424.00   | \$429.00   | \$432.50   |
| " 24 "                    | \$500.00        | \$507.50   | \$513.50   | \$521.50   | \$527.00   |
| " 30 "                    | \$601.00        | \$612.50   | \$622.00   | \$633.50   | \$642.50   |
| " 36 "                    | \$723.00        | \$739.00   | \$753.00   | \$770.00   | \$783.00   |
| " 42 "                    | \$869.50        | \$892.50   | \$912.00   | \$935.50   | \$954.00   |
| " 48 "                    | \$1,045.50      | \$1,077.00 | \$1,104.00 | \$1,137.00 | \$1,162.50 |
| Pension Band              | 708             | 708        | 708        | 708        | 708        |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX I

### SS-2 CLERICAL

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$239.00        | \$239.00   | \$239.00   | \$239.00   | \$239.00   |
| After 6 Months            | \$288.50        | \$289.50   | \$290.50   | \$291.50   | \$292.50   |
| " 12 "                    | \$348.50        | \$351.00   | \$353.50   | \$356.00   | \$358.00   |
| " 18 "                    | \$421.00        | \$425.50   | \$429.50   | \$434.50   | \$438.00   |
| " 24 "                    | \$508.00        | \$516.00   | \$522.00   | \$530.00   | \$536.00   |
| " 30 "                    | \$613.50        | \$625.00   | \$635.00   | \$646.50   | \$655.50   |
| " 36 "                    | \$741.00        | \$757.50   | \$772.00   | \$789.00   | \$802.50   |
| " 42 "                    | \$895.00        | \$918.50   | \$938.50   | \$963.00   | \$982.00   |
| " 48 "                    | \$1,080.50      | \$1,113.00 | \$1,141.00 | \$1,175.00 | \$1,201.50 |
| Pension Band              | 709             | 709        | 709        | 709        | 709        |

Present -- Effective 5/1/2016

## APPENDIX I

### WAGE PROGRESSION SCHEDULES CONTACT CLASSIFICATIONS

Basic Wage Rates for Normal Work Week

#### SALES AGENT

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$279.50        | \$279.50 | \$279.50 | \$279.50 | \$279.50 |
| After 6 Months            | \$313.50        | \$315.00 | \$316.00 | \$317.00 | \$318.00 |
| " 12 "                    | \$352.00        | \$354.50 | \$357.00 | \$359.50 | \$361.50 |
| " 18 "                    | \$395.00        | \$399.50 | \$403.00 | \$407.50 | \$411.00 |
| " 24 "                    | \$443.50        | \$450.00 | \$455.50 | \$462.50 | \$467.50 |
| " 30 "                    | \$497.50        | \$506.50 | \$514.50 | \$524.00 | \$531.50 |
| " 36 "                    | \$558.00        | \$570.50 | \$581.50 | \$594.50 | \$604.50 |
| " 42 "                    | \$626.50        | \$643.00 | \$657.00 | \$674.00 | \$687.00 |
| " 48 "                    | \$703.00        | \$724.00 | \$742.00 | \$764.50 | \$781.50 |
| Pension Band              | 7A8             | 7A8      | 7A8      | 7A8      | 7A8      |

#### SALES AND SERVICE CONSULTANT

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$302.50        | \$302.50 | \$302.50 | \$302.50 | \$302.50 |
| After 6 Months            | \$340.00        | \$341.00 | \$342.00 | \$343.50 | \$344.50 |
| " 12 "                    | \$382.00        | \$385.00 | \$387.00 | \$390.00 | \$392.50 |
| " 18 "                    | \$429.00        | \$434.00 | \$438.00 | \$443.00 | \$446.50 |
| " 24 "                    | \$482.50        | \$489.50 | \$495.50 | \$503.00 | \$508.50 |
| " 30 "                    | \$542.00        | \$552.00 | \$560.50 | \$571.00 | \$579.50 |
| " 36 "                    | \$609.00        | \$622.50 | \$634.50 | \$648.50 | \$659.50 |
| " 42 "                    | \$684.50        | \$702.00 | \$717.50 | \$736.50 | \$751.00 |
| " 48 "                    | \$769.00        | \$792.00 | \$812.00 | \$836.50 | \$855.50 |
| Pension Band              | 700             | 700      | 700      | 700      | 700      |

(Continued on next page)

Present -- Effective 5/1/2016

## APPENDIX I

### SENIOR CONSULTANT

| Wage Length<br>of Service | Effective Dates |            |            |            |            |
|---------------------------|-----------------|------------|------------|------------|------------|
|                           | Present         | 5/7/2017   | 5/6/2018   | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$250.50        | \$250.50   | \$250.50   | \$250.50   | \$250.50   |
| After 6 Months            | \$304.50        | \$305.50   | \$306.50   | \$307.50   | \$308.50   |
| " 12 "                    | \$370.00        | \$372.50   | \$375.00   | \$377.50   | \$379.50   |
| " 18 "                    | \$449.50        | \$454.50   | \$458.50   | \$463.50   | \$467.50   |
| " 24 "                    | \$546.00        | \$554.00   | \$561.00   | \$569.00   | \$575.50   |
| " 30 "                    | \$663.00        | \$675.50   | \$686.00   | \$698.50   | \$708.50   |
| " 36 "                    | \$806.00        | \$824.00   | \$839.00   | \$858.00   | \$872.00   |
| " 42 "                    | \$979.00        | \$1,004.50 | \$1,026.50 | \$1,053.00 | \$1,074.00 |
| " 48 "                    | \$1,189.50      | \$1,225.00 | \$1,255.50 | \$1,293.00 | \$1,322.00 |
| Pension Band              | 712             | 712        | 712        | 712        | 712        |

Present -- Effective 5/1/2016

## APPENDIX J

### WAGE PROGRESSION SCHEDULES

Basic Wage Rates for Normal Work Week

#### PREMISES TECHNICIAN

| Wage Length<br>of Service | Effective Dates |          |          |            |            |
|---------------------------|-----------------|----------|----------|------------|------------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019   | 5/3/2020   |
| Minimum                   | \$514.00        | \$514.00 | \$514.00 | \$514.00   | \$514.00   |
| After 6 Months            | \$546.00        | \$547.50 | \$549.00 | \$550.50   | \$551.50   |
| " 12 "                    | \$580.00        | \$583.50 | \$586.00 | \$589.50   | \$592.00   |
| " 18 "                    | \$616.00        | \$621.50 | \$626.00 | \$631.50   | \$635.50   |
| " 24 "                    | \$654.00        | \$662.00 | \$668.50 | \$676.00   | \$682.50   |
| " 30 "                    | \$694.50        | \$705.00 | \$713.50 | \$724.00   | \$732.50   |
| " 36 "                    | \$738.00        | \$751.00 | \$762.00 | \$775.50   | \$786.00   |
| " 42 "                    | \$783.50        | \$800.00 | \$814.00 | \$830.50   | \$844.00   |
| " 48 "                    | \$832.50        | \$852.00 | \$869.00 | \$889.50   | \$905.50   |
| " 54 "                    | \$884.00        | \$908.00 | \$928.00 | \$953.00   | \$972.00   |
| " 60 "                    | \$939.00        | \$967.00 | \$991.00 | \$1,020.50 | \$1,043.50 |

#### WAREHOUSE ASSISTANT

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$490.50        | \$490.50 | \$490.50 | \$490.50 | \$490.50 |
| After 6 Months            | \$507.50        | \$509.00 | \$510.50 | \$512.00 | \$513.00 |
| " 12 "                    | \$525.50        | \$528.50 | \$531.50 | \$534.50 | \$537.00 |
| " 18 "                    | \$544.00        | \$549.00 | \$553.00 | \$558.00 | \$561.50 |
| " 24 "                    | \$563.00        | \$570.00 | \$575.50 | \$582.50 | \$587.50 |
| " 30 "                    | \$583.00        | \$591.50 | \$599.00 | \$608.00 | \$615.00 |
| " 36 "                    | \$603.50        | \$614.00 | \$623.50 | \$634.50 | \$643.00 |
| " 42 "                    | \$624.50        | \$637.50 | \$649.00 | \$662.50 | \$673.00 |
| " 48 "                    | \$646.50        | \$662.00 | \$675.50 | \$691.50 | \$704.00 |
| " 54 "                    | \$669.00        | \$687.50 | \$703.00 | \$722.00 | \$736.50 |
| " 60 "                    | \$692.50        | \$713.50 | \$731.50 | \$753.50 | \$770.50 |

Present -- Effective 5/1/2016



**OFFICE COORDINATOR**

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$500.00        | \$500.00 | \$500.00 | \$500.00 | \$500.00 |
| After 6 Months            | \$516.50        | \$518.00 | \$519.50 | \$521.00 | \$522.00 |
| " 12 "                    | \$533.50        | \$537.00 | \$539.50 | \$542.50 | \$545.00 |
| " 18 "                    | \$551.50        | \$556.50 | \$560.50 | \$565.50 | \$569.50 |
| " 24 "                    | \$569.50        | \$576.50 | \$582.00 | \$589.00 | \$594.50 |
| " 30 "                    | \$588.50        | \$597.50 | \$605.00 | \$614.00 | \$620.50 |
| " 36 "                    | \$608.00        | \$619.00 | \$628.00 | \$639.50 | \$648.00 |
| " 42 "                    | \$628.00        | \$641.50 | \$652.50 | \$666.50 | \$677.00 |
| " 48 "                    | \$649.00        | \$664.50 | \$678.00 | \$694.00 | \$706.50 |
| " 54 "                    | \$670.50        | \$688.50 | \$704.00 | \$723.00 | \$738.00 |
| " 60 "                    | \$692.50        | \$713.50 | \$731.50 | \$753.50 | \$770.50 |

**ADMINISTRATIVE SUPPORT ASSISTANT**

| Wage Length<br>of Service | Effective Dates |          |          |          |          |
|---------------------------|-----------------|----------|----------|----------|----------|
|                           | Present         | 5/7/2017 | 5/6/2018 | 5/5/2019 | 5/3/2020 |
| Minimum                   | \$449.50        | \$449.50 | \$449.50 | \$449.50 | \$449.50 |
| After 6 Months            | \$461.50        | \$463.00 | \$464.00 | \$465.50 | \$466.50 |
| " 12 "                    | \$474.00        | \$477.00 | \$479.00 | \$482.00 | \$484.00 |
| " 18 "                    | \$487.00        | \$491.00 | \$495.00 | \$499.00 | \$502.50 |
| " 24 "                    | \$500.00        | \$506.00 | \$511.00 | \$517.00 | \$521.50 |
| " 30 "                    | \$513.50        | \$521.00 | \$527.50 | \$535.50 | \$541.50 |
| " 36 "                    | \$527.50        | \$536.50 | \$544.50 | \$554.50 | \$562.00 |
| " 42 "                    | \$541.50        | \$553.00 | \$562.50 | \$574.00 | \$583.00 |
| " 48 "                    | \$556.00        | \$569.50 | \$580.50 | \$594.50 | \$605.50 |
| " 54 "                    | \$571.00        | \$586.50 | \$599.50 | \$615.50 | \$628.00 |
| " 60 "                    | \$586.50        | \$604.00 | \$619.00 | \$637.50 | \$652.00 |

Present -- Effective 5/1/2016

*B. Mun*

BENEFIT AGREEMENTS

The means for fulfilling the terms of this Benefit Agreement ("Agreement") may be the Company's adoption of its own plan and associated plan document or participation in an equivalent plan having a plan document that includes, for bargained-for employees, the benefits agreed to be provided pursuant to this Agreement and substantially the terms, provisions and conditions under which such benefits are to be provided. The sole remedy for issues with respect to the validity or amount of any claim for benefits is the claim and appeal process as defined in the individual benefits plans and programs. The parties agree to the plans and programs described below. Copies of the plan documents, Summary Plan Descriptions (SPDs) and Summary of Material Modifications (SMMs) of these plans, policies and programs have been provided to the Union. If there is any difference between these SPDs and the ERISA plans or programs (including amendments thereto), the plan texts shall govern.

For purposes of this Agreement:

- Southwest region core bargained employees hired/rehired on or before August 8, 2009 shall be referred to as "Current Employees";
- Southwest region core bargained employees hired/rehired or transferred into the 2009 Collective Bargaining Agreement (CBA) (including transfers to a job title under Appendix J and transfers pursuant to the National Transfer Plan) after August 8, 2009 and on or before April 6, 2013 shall be referred to as "2009 New Hires". "2009 New Hires" shall also include individuals who were classified as Temporary or Term Employees as of August 8, 2009 and who were subsequently reclassified to Regular Employee status on or before April 6, 2013. In addition, "2009 New Hires" shall also include DIRECTV LLC ("DTV") employees whose Term of Employment (TOE) (as of January 1, 2017) is on or before April 6, 2013;
- Southwest region core bargained employees hired/rehired or transferred into the 2013 CBA (including transfers to a job title under Appendix J and transfers pursuant to the National Transfer Plan) after April 6, 2013 and on or before April 8, 2017 shall be referred to as "2013 New Hires". In addition, "2013 New Hires" shall also include DTV employees whose TOE (as of January 1, 2017) is after April 6, 2013 or any DTV employee that is hired or rehired on or after January 1, 2017 and on or before April 8, 2017;
- Southwest region core bargained employees hired/rehired or transferred into the 2017 CBA (including transfers to a job title under Appendix J and transfers pursuant to the National Transfer Plan) after April 8, 2017 shall be referred to as "2017 New Hires";
- Current Employees who are laid off, excluding those in titles under Appendix J, who are recalled and whose service is immediately bridged will be treated as Current Employees. 2009 New Hires who are laid off, excluding Employees in titles under Appendix J, who are recalled and whose service is immediately bridged will be treated as 2009 New Hires. 2013 New Hires who are laid off, excluding Employees under Appendix J, who are recalled and whose service is immediately bridged will be treated as 2013 New Hires;

- Southwest region core bargained employees includes titles in Appendix J;
- Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires shall be referred to collectively as “Employees”;
- Employees who terminate employment during the term of this Agreement and who meet the applicable requirements to be eligible for post-retirement benefits are referred to as “Eligible Retired Employees”.

## 1. HEALTH AND WELFARE BENEFIT PLANS

- A. Effective January 1, 2018, Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires shall be eligible to participate in the benefit plans, programs and policies identified in the chart below by an X, with the plan terms, conditions and provisions which were in effect on April 8, 2017, as described in the applicable SPDs and SMMs, except as noted herein.

| Plan/Program/Policy                                                                     | Current Employees & 2009 New Hires | 2013 New Hires | 2017 New Hires |
|-----------------------------------------------------------------------------------------|------------------------------------|----------------|----------------|
| AT&T Southwest Medical Program                                                          | X                                  | X              | X              |
| AT&T Dental Program (Bargained Employees)                                               | X                                  | X              | X              |
| AT&T Vision Program (Bargained Employees)                                               | X                                  | X              | X              |
| AT&T CarePlus – A Supplemental Benefit Program                                          | X                                  | X              | X              |
| AT&T Group Life Insurance Program for Active Employees <sup>1</sup>                     | X                                  | X              | X              |
| AT&T Consolidated Long-Term Care Insurance Plan (closed to new entrants as of 5/1/2012) | X                                  |                |                |
| AT&T Flexible Spending Account Plan                                                     | X                                  | X              | X              |
| AT&T Disability Income Program for Southwest Bargained Employees                        | X                                  | X              |                |
| AT&T Disability Income Program <sup>2</sup>                                             |                                    |                | X              |
| AT&T Leaves of Absence Policy                                                           | X                                  | X              | X              |
| AT&T Commuter Benefit Program                                                           | X                                  | X              | X              |
| AT&T Adoption Reimbursement Program                                                     | X                                  | X              | X              |
| AT&T Employee Assistance Program                                                        | X                                  | X              | X              |
| AT&T Voluntary Benefits Platform                                                        | X                                  | X              | X              |

<sup>1</sup>This program includes Supplemental Life Insurance and Dependent Life Insurance provisions.

<sup>2</sup>Effective on April 9, 2017.

- B. Employees, including newly eligible Employees, and Eligible Retired Employees (as provided for in Paragraph 1.D.) shall continue to participate in the same benefit plans, programs and policies on the same terms and conditions which were in effect on April 8, 2017, or June 1, 2017 for all DTV employees, with 2017 New Hires receiving the same benefits as 2013 New Hires, until the benefits identified in Paragraph 1.A. above become effective, subject to changes to benefits resulting from the operation of existing plan provisions and amendments necessary due to changes in the law.

- C. The Company may unilaterally modify or discontinue AT&T CarePlus - A Supplemental Benefit Program, AT&T Consolidated Long-Term Care Insurance Plan and the AT&T Voluntary Benefits Platform without further discussions with the Union.
- D. Employees who terminate employment with the Company during the term of this Agreement or, beginning June 1, 2017 for DTV employees, and are eligible for post-retirement medical coverage under the terms of the medical program the Employee was eligible for as an active Employee as of the date of termination, will be eligible, during the term of this Agreement, for coverage under the AT&T Southwest Eligible Former Bargained Employee Medical Program, AT&T Eligible Former Employee CarePlus – A Supplemental Benefit Program, AT&T Eligible Former Employee Dental Program (Eligible Former Bargained Employees), AT&T Group Life Insurance Program for Former Bargained Employees, AT&T Eligible Former Employee Vision Program, and AT&T Consolidated Long-Term Care Insurance Plan (current participants only), subject to changes to benefits resulting from the operation of existing plan provisions and amendments necessary to comply with changes in the law, and with the exceptions identified in Exhibit 1. Nothing in this Paragraph 1.D. shall be construed to provide benefits for any period subsequent to the term of this Agreement or for any employee other than those referenced above who terminate employment during the term of this Agreement.
- E. Exhibit 1 provides a summary of certain plan, program and/or policy terms, conditions and provisions, including any which are exceptions to terms, conditions and provisions described in the applicable SPDs and SMMs as well as any which differ among groups of employees eligible to participate in a particular plan, program or policy, such as the applicable deductible or copayment amount. If there are discrepancies between the specific information provided in Exhibit 1 and the plan documents, SPDs or SMMs, the information provided in Exhibit 1 will govern.

It is understood that certain benefits are subject to change to comply with implementation of the PPACA and associated regulations and agency guidance. The Company will notify the Union of the changes the Company makes to conform the benefits under this Agreement with final regulations and guidance under PPACA and any amendment determined to be necessary due to changes in the law. Should any of these changes require bargaining, all other terms and provisions of the 2017 CBA will remain in effect through expiration.

## 2. PENSION AND SAVINGS BENEFIT PLANS

- A. Current Employees excluding those working in Appendix J

Except as provided below, Current Employees, but excluding those working in Appendix J (but not excluding Surplus Appendix J Current Employees as defined in Section 3.B.), shall continue to participate in the following pension and savings benefit plans, programs, and policies on the same terms and conditions that were in effect on April 8, 2017.

- AT&T Savings and Security Plan (the ASSP)
  - i. Effective January 1, 2018, Current Employees who participate in the ASSP will be eligible for the maximum Basic Contributions described below.

| Weekly Compensation | Maximum Amount of Weekly Basic Contribution |
|---------------------|---------------------------------------------|
| 0 - \$699           | \$35                                        |
| \$700 - \$799       | \$40                                        |
| \$800 - \$899       | \$45                                        |
| \$900 - \$999       | \$50                                        |
| \$1000 - \$1099     | \$55                                        |
| \$1100 - \$1199     | \$60                                        |
| \$1200 - \$1299     | \$65                                        |
| \$1300 - \$1399     | \$70                                        |
| \$1400 - \$1499     | \$75                                        |
| \$1500 - \$1599     | \$80                                        |
| \$1600 - \$1699     | \$85                                        |
| \$1700 - \$1799     | \$90                                        |
| \$1800 & Over       | \$95                                        |

- Southwest Program of the AT&T Pension Benefit Plan (the “Southwest Program”)
  - i. Current Employees that continue to participate in the Southwest Program will be eligible for the following pension band increase:
    - 1.0% effective January 1, 2018
    - 1.0% effective January 1, 2019
    - 1.0% effective January 1, 2020
    - 1.0% effective January 1, 2021

- B. Current Employees working in Appendix J (excluding Surplus Appendix J Current Employees as defined in Section 3.B.), 2009 New Hires, 2013 New Hires, and 2017 New Hires.

Except as provided below, Current Employees working in Appendix J (excluding Surplus Appendix J Current Employees as defined in Section 3.B.), 2009 New Hires, 2013 New Hires, and 2017 New Hires (excluding 2009, 2013, and 2017 New Hires working in Appendix J job titles but not classified as Regular Employees) shall participate in the following pension and savings benefit plans, programs, and policies on the same terms and conditions that were in effect on April 8, 2017. DTV employees shall participate in the following pension and savings benefit plans, programs, and policies effective June 1, 2017.

- AT&T Retirement Savings Plan
- Bargained Cash Balance Program #2 of the AT&T Pension Benefit Plan (the BCB#2 Program)

### 3. BENEFITS RULES FOR MOVEMENT OF EMPLOYEES

A. General Provision – Any employee who moves after April 8, 2017 from a job title not covered by this Agreement to a job title covered by this Agreement where the circumstances of the move are not specifically accounted for in one of the following paragraphs will be treated as a 2017 New Hire for benefit purposes. In addition, any Employee who moves from a non-Appendix J job title to an Appendix J job title where the circumstances of the move are not specifically accounted for in one of the following paragraphs will be treated as a 2017 New Hire under this Agreement.

#### B. Treatment of Surplus Appendix J Employees

##### i. Definitions

- *Surplus Appendix J Current Employee*: A “Surplus Appendix J Current Employee” means an individual who was a Current Employee under this Agreement and who was transferred or transfers during the term of this Agreement to an Appendix J job title pursuant to the force adjustment surplus process from a non-Appendix J job title under the 2009, 2013 or 2017 Southwest Core CWA CBAs.
- *Surplus Appendix J 2009 New Hire*: A “Surplus Appendix J 2009 New Hire” means an individual who was a 2009 New Hire under this Agreement and who was transferred or transfers during the term of this Agreement to an Appendix J job title pursuant to the force adjustment surplus process from a non-Appendix J job title under the 2009, 2013 or 2017 Southwest Core CWA CBAs.

- *Surplus Appendix J 2013 New Hire*: A “Surplus Appendix J 2013 New Hire” means an individual who was a 2013 New Hire under this Agreement and who was transferred or transfers during the term of this Agreement to an Appendix J job title pursuant to the force adjustment surplus process from a non-Appendix J job title under the 2013 or 2017 Southwest Core CWA CBAs.

C. Treatment Of Inter-Region Transferred Converted Temp/Term Employees, and Inter-Region Transferred Appendix Employees and Transferred 2009 and 2013 New Hire Employees

i. *Definitions*:

- An “Inter-Region Transferred Converted Temp/Term Employee” means an individual who was classified as a temp or term employee as of August 8, 2009 in one of the 2009 Core CWA Collective Bargaining Agreements in the East, Midwest, West, Southeast and Legacy T regions (“Core CWA CBAs”) who was subsequently reclassified to “regular employee” status during the term of such applicable 2009 Core CWA CBA and then moved pursuant to the National Transfer Plan to any job title covered by the 2017 Southwest Core CWA CBA.
- An “Inter-Region Transferred Appendix Employee” means an individual who was employed as of August 8, 2009 in one of the following appendices under any of the 2009 Core CWA CBAs: East Region Appendix F, Midwest Region Appendix F, or West Region Appendix E and while in such job title did not have economic protections as a result of a surplus and then moved pursuant to the National Transfer Plan to any job title covered by the 2017 Southwest Core CWA CBA.
- A “Transferred 2009 New Hire Employee” means an individual who was
  - hired or rehired after August 8, 2009 and on or before April 6, 2013 in a job title in one of the 2009 Core CWA CBAs and who moved pursuant to the National Transfer Plan into any job title covered by the 2017 Southwest Core CWA CBA,
  - or
  - hired or rehired after August 8, 2009 and on or before April 6, 2013 under this Agreement and who was transferred or transfers during the term of this Agreement to an Appendix J job title covered by the 2017 Southwest Core CWA CBA, but excluding transfers pursuant to the force adjustment surplus process,



or

- a DTV employee whose TOE (as of January 1, 2017) is on or before April 6, 2013 in a job title in one of the 2015 Core CWA CBAs and who moved pursuant to the National Transfer Plan into any job title covered by the 2017 Southwest Core CWA CBA. For employees who move to DTV, benefits provided under this Agreement will begin on June 1, 2017.
- A “Transferred 2013 New Hire Employee” means an individual who was:
  - hired or rehired after April 6, 2013 and on or before April 8, 2017 in a job title in one of the 2012/2013/2015 Core CWA CBAs and who moved pursuant to the National Transfer Plan into any job title covered by the 2017 Southwest Core CWA CBA,
  - or
  - hired or rehired after April 6, 2013 and on or before April 8, 2017 under this Agreement and who was transferred or transfers during the term of this Agreement to an Appendix J job title covered by the 2017 Southwest Core CWA CBA, but excluding transfers pursuant to the force adjustment surplus process.
  - DTV employee whose TOE (as of January 1, 2017) or subsequent rehire date is after April 6, 2013 and on or before April 8, 2017 in a job title in one of the 2015 Core CWA CBAs and who moved pursuant to the National Transfer Plan into any job title covered by the 2017 Southwest Core CWA CBA. For employees who move to DTV, benefits provided under this Agreement will begin on June 1, 2017.

D. Treatment of Inter-Region Transferred Current Employees and Transferred Core to Appendix Employee

i. *Definitions:*

- An “Inter-Region Transferred Current Employee” means an individual who was employed as of August 8, 2009 in one of the 2009 Core CWA CBAs who moved pursuant to the National Transfer Plan into any job title covered by the 2017 Southwest Core CWA CBA, except an Appendix J job title, and immediately preceding such movement was being treated as a “current employee” for benefit plan purposes under the transferring applicable CBA.



- A “Transferred Core to Appendix Employee” means an individual who was:
  - employed as of August 8, 2009 in one of the 2009 Core CWA CBAs other than one of the following appendices under the 2009 Core CWA CBAs: East Region Appendix F, Midwest Region Appendix F, or West Region Appendix E who moved pursuant to the National Transfer Plan into a job title covered by the 2017 Southwest Core CWA CBA in Appendix J, and immediately preceding such movement was being treated as a “current employee” for benefit plan purposes under the transferring applicable CBA,
  - or
  - employed as of August 8, 2009 under this Agreement and who was transferred or transfers during the term of this Agreement to an Appendix J job title covered by the 2017 Southwest Core CWA CBA, but excluding transfers pursuant to the force adjustment surplus process. Immediately preceding such movement, employee was being treated as a “current employee” for benefit plan purposes under this Agreement.

- E. The following employee groups will be eligible to participate in the same plans, policies and provisions on the same terms and conditions as will be provided:

| Employee Group                                        | Benefit Treatment Of Initial Move                         | Benefit Treatment Of Subsequent Moves to Any Other Job Title Covered Under the 2017 CBA |
|-------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------------------------------------|
| Surplus Appendix J Current Employee                   | Current Employees                                         | Current Employees                                                                       |
| Surplus Appendix J 2009 New Hire                      | 2009 New Hires                                            | 2009 New Hires                                                                          |
| Surplus Appendix J 2013 New Hire                      | 2013 New Hires                                            | 2013 New Hires                                                                          |
| Inter-Region Transferred Converted Temp/Term Employee | 2009 New Hires                                            | 2009 New Hires                                                                          |
| Inter-Region Transferred Appendix Employee            | 2009 New Hires                                            | 2009 New Hires                                                                          |
| Transferred 2009 New Hire Employee                    | 2009 New Hires                                            | 2009 New Hires                                                                          |
| Transferred 2013 New Hire Employee                    | 2013 New Hires                                            | 2013 New Hires                                                                          |
| Inter-Region Transferred Current Employee             | Current Employee                                          | Current Employee (if subsequent move is to a job title outside of Appendix J)           |
| Transferred Core to Appendix Employee                 | Current Employees<br>2009 New Hires<br>(Pension /Savings) | Current Employees (if subsequent move is to a job title outside of Appendix J)          |

4. The term of this Agreement shall be contemporaneous with the term of the 2017 Labor Agreements.

## Southwest CWA Benefits Outline Summary

| Provision                                                                                                 | Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Active Employees</b>                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Effective Date(s)</b>                                                                                  | Health & Welfare: 1/1/2018, unless noted otherwise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Eligibility</b>                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>For Medical, Dental, Vision, Disability, CarePlus, and Life Insurance (unless otherwise specified)</b> | <p><u>2013 New Hires, 2009 New Hires and Current Employees</u></p> <p>Applicable programs:</p> <p>Medical – AT&amp;T Southwest Medical Program<br/> Dental – AT&amp;T Dental Program (Bargained Employees)<br/> Vision – AT&amp;T Vision Program (Bargained Employees)<br/> Disability – AT&amp;T Disability Income Program for Southwest Bargained Employees<br/> CarePlus – AT&amp;T CarePlus – A Supplemental Benefit Program<br/> Life Insurance – AT&amp;T Group Life Insurance Program for Active Employees*</p> <p><u>2017 New Hires</u></p> <p>Applicable programs:</p> <p>Medical – AT&amp;T Southwest Medical Program<br/> Dental – AT&amp;T Dental Program (Bargained Employees)<br/> Vision – AT&amp;T Vision Program (Bargained Employees)<br/> Disability – AT&amp;T Disability Income Program<br/> CarePlus – AT&amp;T CarePlus – A Supplemental Benefit Program<br/> Life Insurance – AT&amp;T Group Life Insurance Program for Active Employees*</p> <p>*includes Supplemental Life and Dependent Life provisions.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Medical</b>                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Program</b>                                                                                            | <p><u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u></p> <p>AT&amp;T Southwest Medical Program</p> <p>No change from current program except as provided below, and including:</p> <ul style="list-style-type: none"> <li>Choice of Option 1 or Option 2 as defined below</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Dependent Eligibility</b>                                                                              | <p><u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u></p> <p>No change from current program.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Eligibility for Company Subsidy</b>                                                                    | <p><u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u></p> <p>No change from current program except as noted below:</p> <p>Individual Coverage:<br/> Company subsidy for Employees enrolled in Company-sponsored Individual medical coverage (including fully insured coverage options, if available) will begin on the first day of the month in which 90 days of net credited service (NCS) is attained (also referred to as term of employment (TOE)). Employees with less than 90 days of NCS will be eligible to enroll in Company-sponsored medical coverage (including fully insured coverage options, if available) but are required to pay 100% of the cost of coverage.</p> <p>Family Coverage:<br/> Company subsidy for Employees enrolled in Company-sponsored medical coverage other than Individual coverage will continue to begin on the first day of the month in which 6 months of NCS is attained (also referred to as TOE). Employees with less than 91 days of NCS may enroll in Company-sponsored medical coverage (including fully insured coverage options, if available) but are required to pay 100% of the cost of coverage. Employees with more than 90 days of NCS and less than 6 months of NCS may enroll in Company-sponsored medical coverage (including fully insured coverage options, if available) but are required to pay 100% of the cost of coverage reduced by the company subsidy for the Individual coverage tier.</p> |

## Southwest CWA Benefits Outline Summary

| Provision                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|-----------------|-------|--------|------------------|-----------------|------------------|-----------------|------------------|-----------------|------------------|-----------------|-----|---------|---------|---------|---------|---------|---------|---------|---------|--------|---------|---------|---------|---------|---------|---------|---------|---------|
| Active<br>(Full-Time)<br>Monthly Contributions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 2013 New Hires, 2009 New Hires and Current Employees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Monthly Contribution Amounts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <table><tr><td>Option 1</td><td>2018</td><td>2019</td><td>2020</td><td>2021</td></tr><tr><td>Individual</td><td>\$105</td><td>\$113</td><td>\$126</td><td>\$131</td></tr><tr><td>Family</td><td>\$264</td><td>\$296</td><td>\$330</td><td>\$345</td></tr></table>                                                                                                                                                                                                                                                                                                                                                                                                                                | Option 1         | 2018             | 2019             | 2020             | 2021             | Individual       | \$105            | \$113           | \$126 | \$131  | Family           | \$264           | \$296            | \$330           | \$345            |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Option 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2018             | 2019             | 2020             | 2021             |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Individual                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | \$105            | \$113            | \$126            | \$131            |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Family                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | \$264            | \$296            | \$330            | \$345            |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Monthly Contribution Amounts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <table><tr><td>Option 2</td><td>2018</td><td>2019</td><td>2020</td><td>2021</td></tr><tr><td>Individual</td><td>\$46</td><td>\$59</td><td>\$72</td><td>\$78</td></tr><tr><td>Family</td><td>\$121</td><td>\$154</td><td>\$189</td><td>\$205</td></tr></table>                                                                                                                                                                                                                                                                                                                                                                                                                                    | Option 2         | 2018             | 2019             | 2020             | 2021             | Individual       | \$46             | \$59            | \$72  | \$78   | Family           | \$121           | \$154            | \$189           | \$205            |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Option 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2018             | 2019             | 2020             | 2021             |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Individual                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | \$46             | \$59             | \$72             | \$78             |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Family                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$121                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$154            | \$189            | \$205            |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| 2017 New Hires                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Monthly Contribution Amounts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| <table><tr><td>Option 1</td><td>2018</td><td>2019</td><td>2020</td><td>2021</td></tr><tr><td>Individual</td><td>\$138</td><td>\$144</td><td>\$150</td><td>\$158</td></tr><tr><td>Family</td><td>\$362</td><td>\$377</td><td>\$394</td><td>\$414</td></tr></table>                                                                                                                                                                                                                                                                                                         | Option 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2018             | 2019             | 2020             | 2021             | Individual       | \$138            | \$144            | \$150           | \$158 | Family | \$362            | \$377           | \$394            | \$414           |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Option 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2018                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 2019             | 2020             | 2021             |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Individual                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$138                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$144            | \$150            | \$158            |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Family                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$362                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$377            | \$394            | \$414            |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Monthly Contribution Amounts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| <table><tr><td>Option 2</td><td>2018</td><td>2019</td><td>2020</td><td>2021</td></tr><tr><td>Individual</td><td>\$84</td><td>\$90</td><td>\$97</td><td>\$104</td></tr><tr><td>Family</td><td>\$220</td><td>\$236</td><td>\$254</td><td>\$273</td></tr></table>                                                                                                                                                                                                                                                                                                            | Option 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2018             | 2019             | 2020             | 2021             | Individual       | \$84             | \$90             | \$97            | \$104 | Family | \$220            | \$236           | \$254            | \$273           |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Option 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2018                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 2019             | 2020             | 2021             |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Individual                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$84                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | \$90             | \$97             | \$104            |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Family                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$220                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$236            | \$254            | \$273            |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Active<br>(Part-Time)<br>Monthly Contributions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees<br>No change from current program.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Annual<br>Deductibles                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Option 1:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <table><tr><td></td><td colspan="2">2018</td><td colspan="2">2019</td><td colspan="2">2020</td><td colspan="2">2021</td></tr><tr><td></td><td>Network<br/>&amp; ONA</td><td>Non-<br/>Network</td><td>Network &amp;<br/>ONA</td><td>Non-<br/>Network</td><td>Network<br/>&amp; ONA</td><td>Non-<br/>Network</td><td>Network<br/>&amp; ONA</td><td>Non-<br/>Network</td></tr><tr><td>Ind</td><td>\$ 650</td><td>\$2,275</td><td>\$ 700</td><td>\$2,450</td><td>\$ 750</td><td>\$2,625</td><td>\$ 800</td><td>\$2,800</td></tr><tr><td>Family</td><td>\$1,300</td><td>\$4,550</td><td>\$1,400</td><td>\$4,900</td><td>\$1,500</td><td>\$5,250</td><td>\$1,600</td><td>\$5,600</td></tr></table>     |                  | 2018             |                  | 2019             |                  | 2020             |                  | 2021            |       |        | Network<br>& ONA | Non-<br>Network | Network &<br>ONA | Non-<br>Network | Network<br>& ONA | Non-<br>Network | Network<br>& ONA | Non-<br>Network | Ind | \$ 650  | \$2,275 | \$ 700  | \$2,450 | \$ 750  | \$2,625 | \$ 800  | \$2,800 | Family | \$1,300 | \$4,550 | \$1,400 | \$4,900 | \$1,500 | \$5,250 | \$1,600 | \$5,600 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 2018             |                  | 2019             |                  | 2020             |                  | 2021             |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Network<br>& ONA | Non-<br>Network  | Network &<br>ONA | Non-<br>Network  | Network<br>& ONA | Non-<br>Network  | Network<br>& ONA | Non-<br>Network |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Ind                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | \$ 650           | \$2,275          | \$ 700           | \$2,450          | \$ 750           | \$2,625          | \$ 800           | \$2,800         |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Family                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | \$1,300          | \$4,550          | \$1,400          | \$4,900          | \$1,500          | \$5,250          | \$1,600          | \$5,600         |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Annual Deductible Provisions:<br>No change from current program.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Note: The Annual Deductibles will be included in the Out-Of-Pocket Maximums                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Option 2:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <table><tr><td></td><td colspan="2">2018</td><td colspan="2">2019</td><td colspan="2">2020</td><td colspan="2">2021</td></tr><tr><td></td><td>Network<br/>&amp; ONA</td><td>Non-<br/>Network</td><td>Network &amp;<br/>ONA</td><td>Non-<br/>Network</td><td>Network<br/>&amp; ONA</td><td>Non-<br/>Network</td><td>Network<br/>&amp; ONA</td><td>Non-<br/>Network</td></tr><tr><td>Ind</td><td>\$1,450</td><td>\$4,350</td><td>\$1,500</td><td>\$4,500</td><td>\$1,550</td><td>\$4,650</td><td>\$1,600</td><td>\$4,800</td></tr><tr><td>Family</td><td>\$2,900</td><td>\$8,700</td><td>\$3,000</td><td>\$9,000</td><td>\$3,100</td><td>\$9,300</td><td>\$3,200</td><td>\$9,600</td></tr></table> |                  | 2018             |                  | 2019             |                  | 2020             |                  | 2021            |       |        | Network<br>& ONA | Non-<br>Network | Network &<br>ONA | Non-<br>Network | Network<br>& ONA | Non-<br>Network | Network<br>& ONA | Non-<br>Network | Ind | \$1,450 | \$4,350 | \$1,500 | \$4,500 | \$1,550 | \$4,650 | \$1,600 | \$4,800 | Family | \$2,900 | \$8,700 | \$3,000 | \$9,000 | \$3,100 | \$9,300 | \$3,200 | \$9,600 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 2018                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                  | 2019             |                  | 2020             |                  | 2021             |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Network<br>& ONA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Non-<br>Network  | Network &<br>ONA | Non-<br>Network  | Network<br>& ONA | Non-<br>Network  | Network<br>& ONA | Non-<br>Network  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Ind                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | \$1,450                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | \$4,350          | \$1,500          | \$4,500          | \$1,550          | \$4,650          | \$1,600          | \$4,800          |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Family                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$2,900                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | \$8,700          | \$3,000          | \$9,000          | \$3,100          | \$9,300          | \$3,200          | \$9,600          |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Annual Deductible Provisions:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| No change from current program except as provided below: <ul style="list-style-type: none"><li>If the coverage tier is Family, no individual can receive benefits until the Family Annual Deductible is met. The Family Annual Deductible can be met by one or a combination of covered family members.</li><li>The following costs paid by the participant also apply toward the applicable Network/ONA or Non-Network Deductible amounts:<ul style="list-style-type: none"><li>Outpatient prescription drug allowable charges of eligible expenses.</li></ul></li></ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |
| Note: The Annual Deductibles are included in the Out-Of-Pocket Maximums                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                  |                  |                  |                  |                  |                  |                  |                 |       |        |                  |                 |                  |                 |                  |                 |                  |                 |     |         |         |         |         |         |         |         |         |        |         |         |         |         |         |         |         |         |

## Southwest CWA Benefits Outline Summary

| Provision                                                         | Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires                                                                                                                                                                                                                                  |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------|---------------|-------------|---------------------|---------------------|------------|---------------------|------------|-------------------|---------------------|---------------------|
| General Copay/Coinsurance                                         | 2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees                                                                                                                                                                                                                                  |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Option 1:                                                                                                                                                                                                                                                                                             |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | <table><tr><td></td><td colspan="2">2018-2021</td></tr><tr><td></td><td>Network &amp; ONA</td><td>Non-Network</td></tr><tr><td>Preventive</td><td>\$0 / 0% Ded waived</td><td>No Benefit</td></tr><tr><td>Sickness/ Illness</td><td>\$0 / 10% After Ded</td><td>\$0 / 50% After Ded</td></tr></table> |                     | 2018-2021           |               |             | Network & ONA       | Non-Network         | Preventive | \$0 / 0% Ded waived | No Benefit | Sickness/ Illness | \$0 / 10% After Ded | \$0 / 50% After Ded |
|                                                                   |                                                                                                                                                                                                                                                                                                       | 2018-2021           |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   |                                                                                                                                                                                                                                                                                                       | Network & ONA       | Non-Network         |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Preventive                                                                                                                                                                                                                                                                                            | \$0 / 0% Ded waived | No Benefit          |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Sickness/ Illness                                                                                                                                                                                                                                                                                     | \$0 / 10% After Ded | \$0 / 50% After Ded |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Option 2:                                                                                                                                                                                                                                                                                             |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | <table><tr><td></td><td colspan="2">2018-2021</td></tr><tr><td></td><td>Network &amp; ONA</td><td>Non-Network</td></tr><tr><td>Preventive</td><td>\$0 / 0% Ded waived</td><td>No Benefit</td></tr><tr><td>Sickness/ Illness</td><td>\$0 / 10% After Ded</td><td>\$0 / 50% After Ded</td></tr></table> |                     | 2018-2021           |               |             | Network & ONA       | Non-Network         | Preventive | \$0 / 0% Ded waived | No Benefit | Sickness/ Illness | \$0 / 10% After Ded | \$0 / 50% After Ded |
|                                                                   |                                                                                                                                                                                                                                                                                                       | 2018-2021           |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Network & ONA                                                                                                                                                                                                                                                                                         | Non-Network         |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
| Preventive                                                        | \$0 / 0% Ded waived                                                                                                                                                                                                                                                                                   | No Benefit          |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
| Sickness/ Illness                                                 | \$0 / 10% After Ded                                                                                                                                                                                                                                                                                   | \$0 / 50% After Ded |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
| Office Visit Copay / Coinsurance                                  | 2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees                                                                                                                                                                                                                                  |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Option 1:                                                                                                                                                                                                                                                                                             |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | <table><tr><td></td><td colspan="2">2018-2021</td></tr><tr><td></td><td>Network &amp; ONA</td><td>Non-Network</td></tr><tr><td>Preventive</td><td>\$0 / 0% Ded waived</td><td>No Benefit</td></tr><tr><td>Sickness/ Illness</td><td>\$0 / 10% After Ded</td><td>\$0 / 50% After Ded</td></tr></table> |                     | 2018-2021           |               |             | Network & ONA       | Non-Network         | Preventive | \$0 / 0% Ded waived | No Benefit | Sickness/ Illness | \$0 / 10% After Ded | \$0 / 50% After Ded |
|                                                                   |                                                                                                                                                                                                                                                                                                       | 2018-2021           |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   |                                                                                                                                                                                                                                                                                                       | Network & ONA       | Non-Network         |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Preventive                                                                                                                                                                                                                                                                                            | \$0 / 0% Ded waived | No Benefit          |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Sickness/ Illness                                                                                                                                                                                                                                                                                     | \$0 / 10% After Ded | \$0 / 50% After Ded |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Option 2:                                                                                                                                                                                                                                                                                             |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | <table><tr><td></td><td colspan="2">2018-2021</td></tr><tr><td></td><td>Network &amp; ONA</td><td>Non-Network</td></tr><tr><td>Preventive</td><td>\$0 / 0% Ded waived</td><td>No Benefit</td></tr><tr><td>Sickness/ Illness</td><td>\$0 / 10% After Ded</td><td>\$0 / 50% After Ded</td></tr></table> |                     | 2018-2021           |               |             | Network & ONA       | Non-Network         | Preventive | \$0 / 0% Ded waived | No Benefit | Sickness/ Illness | \$0 / 10% After Ded | \$0 / 50% After Ded |
|                                                                   |                                                                                                                                                                                                                                                                                                       | 2018-2021           |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Network & ONA                                                                                                                                                                                                                                                                                         | Non-Network         |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
| Preventive                                                        | \$0 / 0% Ded waived                                                                                                                                                                                                                                                                                   | No Benefit          |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
| Sickness/ Illness                                                 | \$0 / 10% After Ded                                                                                                                                                                                                                                                                                   | \$0 / 50% After Ded |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
| Urgent Care Facility/Professional Services Copay / Coinsurance    | 2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees                                                                                                                                                                                                                                  |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Option 1:                                                                                                                                                                                                                                                                                             |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | <table><tr><td colspan="2">2018-2021</td></tr><tr><td>Network &amp; ONA</td><td>Non-Network</td></tr><tr><td>\$0 / 10% After Ded</td><td>\$0 / 50% After Ded</td></tr></table>                                                                                                                        | 2018-2021           |                     | Network & ONA | Non-Network | \$0 / 10% After Ded | \$0 / 50% After Ded |            |                     |            |                   |                     |                     |
|                                                                   | 2018-2021                                                                                                                                                                                                                                                                                             |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Network & ONA                                                                                                                                                                                                                                                                                         | Non-Network         |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | \$0 / 10% After Ded                                                                                                                                                                                                                                                                                   | \$0 / 50% After Ded |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Option 2:                                                                                                                                                                                                                                                                                             |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | <table><tr><td colspan="2">2018-2021</td></tr><tr><td>Network &amp; ONA</td><td>Non-Network</td></tr><tr><td>\$0 / 10% After Ded</td><td>\$0 / 50% After Ded</td></tr></table>                                                                                                                        | 2018-2021           |                     | Network & ONA | Non-Network | \$0 / 10% After Ded | \$0 / 50% After Ded |            |                     |            |                   |                     |                     |
|                                                                   | 2018-2021                                                                                                                                                                                                                                                                                             |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Network & ONA                                                                                                                                                                                                                                                                                         | Non-Network         |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
| \$0 / 10% After Ded                                               | \$0 / 50% After Ded                                                                                                                                                                                                                                                                                   |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
| Emergency Room Facility/Professional Services Copay / Coinsurance | 2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees                                                                                                                                                                                                                                  |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Option 1:                                                                                                                                                                                                                                                                                             |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | <table><tr><td colspan="2">2018-2021</td></tr><tr><td>Network &amp; ONA</td><td>Non-Network</td></tr><tr><td>\$0 / 10% After Ded</td><td>\$0 / 10% After Ded</td></tr></table>                                                                                                                        | 2018-2021           |                     | Network & ONA | Non-Network | \$0 / 10% After Ded | \$0 / 10% After Ded |            |                     |            |                   |                     |                     |
|                                                                   | 2018-2021                                                                                                                                                                                                                                                                                             |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Network & ONA                                                                                                                                                                                                                                                                                         | Non-Network         |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | \$0 / 10% After Ded                                                                                                                                                                                                                                                                                   | \$0 / 10% After Ded |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Option 2:                                                                                                                                                                                                                                                                                             |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | <table><tr><td colspan="2">2018-2021</td></tr><tr><td>Network &amp; ONA</td><td>Non-Network</td></tr><tr><td>\$0 / 10% After Ded</td><td>\$0 / 10% After Ded</td></tr></table>                                                                                                                        | 2018-2021           |                     | Network & ONA | Non-Network | \$0 / 10% After Ded | \$0 / 10% After Ded |            |                     |            |                   |                     |                     |
|                                                                   | 2018-2021                                                                                                                                                                                                                                                                                             |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
|                                                                   | Network & ONA                                                                                                                                                                                                                                                                                         | Non-Network         |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |
| \$0 / 10% After Ded                                               | \$0 / 10% After Ded                                                                                                                                                                                                                                                                                   |                     |                     |               |             |                     |                     |            |                     |            |                   |                     |                     |

## Southwest CWA Benefits Outline Summary

| Provision                                                                               | Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                     |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------|---------------|-------------|---------------------|---------------------|------------|---------------------|---------------|------------------|---------------------|---------------------|--|-----------|--|--|---------------|-------------|------------|---------------------|------------|------------------|---------------------|---------------------|
| <b>Hospital Inpatient/Outpatient Facility/Professional Services Copay / Coinsurance</b> | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Option 1:<br><table><tr><th colspan="2">2018-2021</th></tr><tr><th>Network &amp; ONA</th><th>Non-Network</th></tr><tr><td>\$0 / 10% After Ded</td><td>\$0 / 50% After Ded</td></tr></table><br><br>Option 2:<br><table><tr><th colspan="2">2018-2021</th></tr><tr><th>Network &amp; ONA</th><th>Non-Network</th></tr><tr><td>\$0 / 10% After Ded</td><td>\$0 / 50% After Ded</td></tr></table>                                                                                                                                                                                                                                             | 2018-2021           |           | Network & ONA | Non-Network | \$0 / 10% After Ded | \$0 / 50% After Ded | 2018-2021  |                     | Network & ONA | Non-Network      | \$0 / 10% After Ded | \$0 / 50% After Ded |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| 2018-2021                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| Network & ONA                                                                           | Non-Network                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                     |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| \$0 / 10% After Ded                                                                     | \$0 / 50% After Ded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                     |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| 2018-2021                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| Network & ONA                                                                           | Non-Network                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                     |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| \$0 / 10% After Ded                                                                     | \$0 / 50% After Ded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                     |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| <b>Tests (all tests including x-ray, radiology, lab test, etc) Copay / Coinsurance</b>  | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Option 1:<br><table><tr><th></th><th colspan="2">2018-2021</th></tr><tr><th></th><th>Network &amp; ONA</th><th>Non-Network</th></tr><tr><td>Preventive</td><td>\$0 / 0% Ded waived</td><td>No Benefit</td></tr><tr><td>Sickness/Illness</td><td>\$0 / 10% After Ded</td><td>\$0 / 50% After Ded</td></tr></table><br><br>Option 2:<br><table><tr><th></th><th colspan="2">2018-2021</th></tr><tr><th></th><th>Network &amp; ONA</th><th>Non-Network</th></tr><tr><td>Preventive</td><td>\$0 / 0% Ded waived</td><td>No Benefit</td></tr><tr><td>Sickness/Illness</td><td>\$0 / 10% After Ded</td><td>\$0 / 50% After Ded</td></tr></table> |                     | 2018-2021 |               |             | Network & ONA       | Non-Network         | Preventive | \$0 / 0% Ded waived | No Benefit    | Sickness/Illness | \$0 / 10% After Ded | \$0 / 50% After Ded |  | 2018-2021 |  |  | Network & ONA | Non-Network | Preventive | \$0 / 0% Ded waived | No Benefit | Sickness/Illness | \$0 / 10% After Ded | \$0 / 50% After Ded |
|                                                                                         | 2018-2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                     |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
|                                                                                         | Network & ONA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Non-Network         |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| Preventive                                                                              | \$0 / 0% Ded waived                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | No Benefit          |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| Sickness/Illness                                                                        | \$0 / 10% After Ded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | \$0 / 50% After Ded |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
|                                                                                         | 2018-2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                     |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
|                                                                                         | Network & ONA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Non-Network         |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| Preventive                                                                              | \$0 / 0% Ded waived                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | No Benefit          |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| Sickness/Illness                                                                        | \$0 / 10% After Ded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | \$0 / 50% After Ded |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| <b>Mental Health/Substance Abuse (MH/SA) Copay / Coinsurance</b>                        | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Option 1:<br><table><tr><th></th><th colspan="2">2018-2021</th></tr><tr><th></th><th>Network &amp; ONA</th><th>Non-Network</th></tr><tr><td>Preventive</td><td>\$0 / 0% Ded waived</td><td>No Benefit</td></tr><tr><td>Sickness/Illness</td><td>\$0 / 10% After Ded</td><td>\$0 / 50% After Ded</td></tr></table><br><br>Option 2:<br><table><tr><th></th><th colspan="2">2018-2021</th></tr><tr><th></th><th>Network &amp; ONA</th><th>Non-Network</th></tr><tr><td>Preventive</td><td>\$0 / 0% Ded waived</td><td>No Benefit</td></tr><tr><td>Sickness/Illness</td><td>\$0 / 10% After Ded</td><td>\$0 / 50% After Ded</td></tr></table> |                     | 2018-2021 |               |             | Network & ONA       | Non-Network         | Preventive | \$0 / 0% Ded waived | No Benefit    | Sickness/Illness | \$0 / 10% After Ded | \$0 / 50% After Ded |  | 2018-2021 |  |  | Network & ONA | Non-Network | Preventive | \$0 / 0% Ded waived | No Benefit | Sickness/Illness | \$0 / 10% After Ded | \$0 / 50% After Ded |
|                                                                                         | 2018-2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                     |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
|                                                                                         | Network & ONA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Non-Network         |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| Preventive                                                                              | \$0 / 0% Ded waived                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | No Benefit          |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| Sickness/Illness                                                                        | \$0 / 10% After Ded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | \$0 / 50% After Ded |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
|                                                                                         | 2018-2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                     |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
|                                                                                         | Network & ONA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Non-Network         |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| Preventive                                                                              | \$0 / 0% Ded waived                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | No Benefit          |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |
| Sickness/Illness                                                                        | \$0 / 10% After Ded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | \$0 / 50% After Ded |           |               |             |                     |                     |            |                     |               |                  |                     |                     |  |           |  |  |               |             |            |                     |            |                  |                     |                     |

## Southwest CWA Benefits Outline Summary

| Provision                                                                                                                                                                                                                                                                              | Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires                                                                                                                                                                                                                                                                                                                                                                                      |                          |                    |                          |                    |                          |                    |                          |                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------|--------------------------|--------------------|--------------------------|--------------------|--------------------------|--------------------|
| Annual Out-of-Pocket Maximums (OOP)                                                                                                                                                                                                                                                    | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u>                                                                                                                                                                                                                                                                                                                                                                               |                          |                    |                          |                    |                          |                    |                          |                    |
|                                                                                                                                                                                                                                                                                        | Option 1:                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                          |                    |                          |                    |                          |                    |                          |                    |
|                                                                                                                                                                                                                                                                                        | Out-of-Pocket Maximum Amounts<br>(including Annual Deductible)                                                                                                                                                                                                                                                                                                                                                                                            |                          |                    |                          |                    |                          |                    |                          |                    |
|                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <u>2018</u>              |                    | <u>2019</u>              |                    | <u>2020</u>              |                    | <u>2021</u>              |                    |
|                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <u>Network &amp; ONA</u> | <u>Non-Network</u> | <u>Network &amp; ONA</u> | <u>Non-Network</u> | <u>Network &amp; ONA</u> | <u>Non-Network</u> | <u>Network &amp; ONA</u> | <u>Non-Network</u> |
|                                                                                                                                                                                                                                                                                        | Ind                                                                                                                                                                                                                                                                                                                                                                                                                                                       | \$3,250                  | \$9,750            | \$3,500                  | \$10,500           | \$3,750                  | \$11,250           | \$4,000                  | \$12,000           |
|                                                                                                                                                                                                                                                                                        | Family                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$6,500                  | \$19,500           | \$7,000                  | \$21,000           | \$7,500                  | \$22,500           | \$8,000                  | \$24,000           |
|                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                    |                          |                    |                          |                    |                          |                    |
|                                                                                                                                                                                                                                                                                        | (Integrated Med/Surg, MH/SA)<br>Out-of-Pocket Maximum provisions:<br>No change from current program, except as provided below:                                                                                                                                                                                                                                                                                                                            |                          |                    |                          |                    |                          |                    |                          |                    |
|                                                                                                                                                                                                                                                                                        | The following additional costs paid by the participant apply toward the applicable Network/ONA or Non-Network Out-of-Pocket Maximum amounts: <ul style="list-style-type: none"><li>Deductibles</li></ul>                                                                                                                                                                                                                                                  |                          |                    |                          |                    |                          |                    |                          |                    |
|                                                                                                                                                                                                                                                                                        | Option 2:                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                          |                    |                          |                    |                          |                    |                          |                    |
|                                                                                                                                                                                                                                                                                        | Out-of-Pocket Maximum Amounts<br>(including Annual Deductible)                                                                                                                                                                                                                                                                                                                                                                                            |                          |                    |                          |                    |                          |                    |                          |                    |
|                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <u>2018</u>              |                    | <u>2019</u>              |                    | <u>2020</u>              |                    | <u>2021</u>              |                    |
|                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <u>Network &amp; ONA</u> | <u>Non-Network</u> | <u>Network &amp; ONA</u> | <u>Non-Network</u> | <u>Network &amp; ONA</u> | <u>Non-Network</u> | <u>Network &amp; ONA</u> | <u>Non-Network</u> |
|                                                                                                                                                                                                                                                                                        | Ind                                                                                                                                                                                                                                                                                                                                                                                                                                                       | \$6,550                  | \$19,650           | \$6,550                  | \$19,650           | \$6,550                  | \$19,650           | \$6,550                  | \$19,650           |
|                                                                                                                                                                                                                                                                                        | Family                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$13,100                 | \$39,300           | \$13,100                 | \$39,300           | \$13,100                 | \$39,300           | \$13,100                 | \$39,300           |
|                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                    |                          |                    |                          |                    |                          |                    |
|                                                                                                                                                                                                                                                                                        | (Integrated with Med/Surg, Rx, MH/SA, CarePlus)                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                    |                          |                    |                          |                    |                          |                    |
|                                                                                                                                                                                                                                                                                        | Out-of-Pocket Maximum provisions:                                                                                                                                                                                                                                                                                                                                                                                                                         |                          |                    |                          |                    |                          |                    |                          |                    |
|                                                                                                                                                                                                                                                                                        | If the coverage tier is Family, the applicable Family Out-Of-Pocket Maximum must be met before the Program pays 100% of the Allowable Charges for Eligible Expenses, except that the Program will pay 100% of the Allowable Charges for Eligible Expenses for Network/ONA Services for an individual family member once the individual meets the Network/ONA Individual Out-Of-Pocket Maximum, even if the Family Out-Of-Pocket Maximum has not been met. |                          |                    |                          |                    |                          |                    |                          |                    |
| The following additional costs paid by the participant apply toward the applicable Network/ONA or Non-Network Out-of-Pocket Maximum amounts: <ul style="list-style-type: none"><li>Deductibles</li><li>Outpatient prescription drug allowable charges for eligible expenses.</li></ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                    |                          |                    |                          |                    |                          |                    |

## Southwest CWA Benefits Outline Summary

| Provision                                                                                                                                                                                                                                                                                                                                                            | Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires                                                                                                                                                                                                                                                                                             |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|---------|------|------|------|-----------|-----------|------|------|------|---------------|---------------|-------|-------|-------|------|
| Prescription Drug Program (Rx)                                                                                                                                                                                                                                                                                                                                       | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u>                                                                                                                                                                                                                                                                                      |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | Option 1:                                                                                                                                                                                                                                                                                                                                                        |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | Deductible: None.                                                                                                                                                                                                                                                                                                                                                |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | Out-of-Pocket Maximum:                                                                                                                                                                                                                                                                                                                                           |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | <u>2018-2021</u>                                                                                                                                                                                                                                                                                                                                                 |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | Ind \$1,200                                                                                                                                                                                                                                                                                                                                                      |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | Fam \$2,400                                                                                                                                                                                                                                                                                                                                                      |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | Retail – Network Copays:                                                                                                                                                                                                                                                                                                                                         |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | (Up to 30-day supply, limited to 2 fills for maintenance)                                                                                                                                                                                                                                                                                                        |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | <table><tr><td></td><td><u>2018</u></td><td><u>2019</u></td><td><u>2020</u></td><td><u>2021</u></td></tr><tr><td>Generic</td><td>\$10</td><td>\$10</td><td>\$10</td><td>\$10</td></tr><tr><td>Preferred</td><td>\$35</td><td>\$35</td><td>\$35</td><td>\$35</td></tr><tr><td>Non-Preferred</td><td>\$60</td><td>\$70</td><td>\$80</td><td>\$80</td></tr></table> |             | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> | Generic | \$10 | \$10 | \$10 | \$10      | Preferred | \$35 | \$35 | \$35 | \$35          | Non-Preferred | \$60  | \$70  | \$80  | \$80 |
|                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                  | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | Generic                                                                                                                                                                                                                                                                                                                                                          | \$10        | \$10        | \$10        | \$10        |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | Preferred                                                                                                                                                                                                                                                                                                                                                        | \$35        | \$35        | \$35        | \$35        |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | Non-Preferred                                                                                                                                                                                                                                                                                                                                                    | \$60        | \$70        | \$80        | \$80        |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
|                                                                                                                                                                                                                                                                                                                                                                      | Retail – Non-Network Copays:                                                                                                                                                                                                                                                                                                                                     |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Participant pays the greater of the applicable Network copay or balance remaining after the program pays 75% of network retail cost.                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Mail Order Copays:                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| (Up to 90-day supply)                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| <table><tr><td></td><td><u>2018</u></td><td><u>2019</u></td><td><u>2020</u></td><td><u>2021</u></td></tr><tr><td>Generic</td><td>\$20</td><td>\$20</td><td>\$20</td><td>\$20</td></tr><tr><td>Preferred</td><td>\$70</td><td>\$70</td><td>\$70</td><td>\$70</td></tr><tr><td>Non-Preferred</td><td>\$120</td><td>\$140</td><td>\$160</td><td>\$160</td></tr></table> |                                                                                                                                                                                                                                                                                                                                                                  | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> | Generic     | \$20    | \$20 | \$20 | \$20 | Preferred | \$70      | \$70 | \$70 | \$70 | Non-Preferred | \$120         | \$140 | \$160 | \$160 |      |
|                                                                                                                                                                                                                                                                                                                                                                      | <u>2018</u>                                                                                                                                                                                                                                                                                                                                                      | <u>2019</u> | <u>2020</u> | <u>2021</u> |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Generic                                                                                                                                                                                                                                                                                                                                                              | \$20                                                                                                                                                                                                                                                                                                                                                             | \$20        | \$20        | \$20        |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Preferred                                                                                                                                                                                                                                                                                                                                                            | \$70                                                                                                                                                                                                                                                                                                                                                             | \$70        | \$70        | \$70        |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Non-Preferred                                                                                                                                                                                                                                                                                                                                                        | \$120                                                                                                                                                                                                                                                                                                                                                            | \$140       | \$160       | \$160       |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Option 2:                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Deductible: Integrated with Med/Surg, MH/SA, CarePlus                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Out-of-Pocket Maximum: Integrated with Med/Surg, MH/SA, CarePlus                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Retail – Network Copays:                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| (Up to 30-day supply, limited to 2 fills for maintenance)                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| <table><tr><td></td><td><u>2018</u></td><td><u>2019</u></td><td><u>2020</u></td><td><u>2021</u></td></tr><tr><td>Generic</td><td>\$9</td><td>\$9</td><td>\$9</td><td>\$9</td></tr><tr><td>Preferred</td><td>\$35</td><td>\$35</td><td>\$35</td><td>\$35</td></tr><tr><td>Non-Preferred</td><td>\$70</td><td>\$70</td><td>\$70</td><td>\$70</td></tr></table>         |                                                                                                                                                                                                                                                                                                                                                                  | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> | Generic     | \$9     | \$9  | \$9  | \$9  | Preferred | \$35      | \$35 | \$35 | \$35 | Non-Preferred | \$70          | \$70  | \$70  | \$70  |      |
|                                                                                                                                                                                                                                                                                                                                                                      | <u>2018</u>                                                                                                                                                                                                                                                                                                                                                      | <u>2019</u> | <u>2020</u> | <u>2021</u> |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Generic                                                                                                                                                                                                                                                                                                                                                              | \$9                                                                                                                                                                                                                                                                                                                                                              | \$9         | \$9         | \$9         |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Preferred                                                                                                                                                                                                                                                                                                                                                            | \$35                                                                                                                                                                                                                                                                                                                                                             | \$35        | \$35        | \$35        |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Non-Preferred                                                                                                                                                                                                                                                                                                                                                        | \$70                                                                                                                                                                                                                                                                                                                                                             | \$70        | \$70        | \$70        |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Retail – Non-Network Copays:                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Participant pays the greater of the applicable Network copay or balance remaining after the program pays 75% of network retail cost.                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Mail Order Copays:                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| (Up to 90-day supply)                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| <table><tr><td></td><td><u>2018</u></td><td><u>2019</u></td><td><u>2020</u></td><td><u>2021</u></td></tr><tr><td>Generic</td><td>\$18</td><td>\$18</td><td>\$18</td><td>\$18</td></tr><tr><td>Preferred</td><td>\$70</td><td>\$70</td><td>\$70</td><td>\$70</td></tr><tr><td>Non-Preferred</td><td>\$140</td><td>\$140</td><td>\$140</td><td>\$140</td></tr></table> |                                                                                                                                                                                                                                                                                                                                                                  | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> | Generic     | \$18    | \$18 | \$18 | \$18 | Preferred | \$70      | \$70 | \$70 | \$70 | Non-Preferred | \$140         | \$140 | \$140 | \$140 |      |
|                                                                                                                                                                                                                                                                                                                                                                      | <u>2018</u>                                                                                                                                                                                                                                                                                                                                                      | <u>2019</u> | <u>2020</u> | <u>2021</u> |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Generic                                                                                                                                                                                                                                                                                                                                                              | \$18                                                                                                                                                                                                                                                                                                                                                             | \$18        | \$18        | \$18        |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Preferred                                                                                                                                                                                                                                                                                                                                                            | \$70                                                                                                                                                                                                                                                                                                                                                             | \$70        | \$70        | \$70        |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| Non-Preferred                                                                                                                                                                                                                                                                                                                                                        | \$140                                                                                                                                                                                                                                                                                                                                                            | \$140       | \$140       | \$140       |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| The following provisions will continue to apply to Option 1 and Option 2:                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| <ul style="list-style-type: none"><li>• Mandatory mail order for maintenance Rx – Applies after second fill at retail.</li><li>• Specialty pharmacy program</li><li>• Personal Choice – 100% participant-paid</li><li>• Mandatory Generic</li><li>• Compound medication limitation</li></ul>                                                                         |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| The following provisions also apply to Option 1 and Option 2:                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |
| <ul style="list-style-type: none"><li>• Advanced Control Specialty Formulary</li><li>• New Standard Prescription Drug Formulary</li><li>• Generic Step Therapy</li></ul>                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                  |             |             |             |             |             |         |      |      |      |           |           |      |      |      |               |               |       |       |       |      |



## Southwest CWA Benefits Outline Summary

| Provision                       | Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires                                                                                                                                                                                                                                                                                                                                                                                                                        |             |            |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------|
| Employee Assistance Plan (EAP)  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |            |
| Program                         | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>AT&T Employee Assistance Program.<br><br>No change from current program.                                                                                                                                                                                                                                                                                                                                     |             |            |
| Visit Limit                     | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>No change from current program.                                                                                                                                                                                                                                                                                                                                                                              |             |            |
| Disability                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |            |
| Program                         | <u>2013 New Hires, 2009 New Hires and Current Employees</u><br>AT&T Disability Income Program for Southwest Bargained Employees.<br><br>No change from current program.<br><br><u>2017 New Hires</u><br>Effective April 9, 2017, AT&T Disability Income Program as described in the Summary Plan Description except as provided below.                                                                                                                                                      |             |            |
| Short Term Disability (STD)     | <u>2013 New Hires, 2009 New Hires and Current Employees</u><br>No change from current program<br><br><u>2017 New Hires</u><br>Short-term disability Benefits and the other sources of income received and designed to replace 60 percent or 100 percent of Pay, based on your service as shown below:                                                                                                                                                                                       |             |            |
|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | % of Pay    |            |
|                                 | <u>Term of Employment</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <u>100%</u> | <u>60%</u> |
|                                 | 6 months < 2 years                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 0 weeks     | 26 weeks   |
|                                 | 2 years < 5 years                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 4 weeks     | 22 weeks   |
|                                 | 5 years < 15 years                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 13 weeks    | 13 weeks   |
|                                 | 15 years or more                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 26 weeks    | 0 weeks    |
| Long-Term Disability (LTD)      | <u>2013 New Hires, 2009 New Hires and Current Employees</u><br>No change from current program.<br><br><u>2017 New Hires</u><br>The AT&T Disability Income Program as described in the Summary Plan Description except that Temporary and Term employees are not eligible for LTD benefits.                                                                                                                                                                                                  |             |            |
| Leaves of Absence (LOAs)        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |            |
| Policy                          | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>AT&T Leaves of Absence Policy.                                                                                                                                                                                                                                                                                                                                                                               |             |            |
| Types of LOAs                   | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>No change from current policy.                                                                                                                                                                                                                                                                                                                                                                               |             |            |
| Dental                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |            |
| Program                         | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>AT&T Dental Program (Bargained Employees)* except as provided below. <ul style="list-style-type: none"><li>Dental PPO</li><li>DHMO (available at the discretion of the Company)</li></ul><br>*This document highlights key elements of program design. For complete program details, refer to the Summary Plan Description (SPD) dated September 2016 & associated Summary of Material Modifications (SMMs). |             |            |
| Eligibility for Coverage        | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Eligibility for coverage continues to begin on first day of the month in which 6 months NCS is attained (also referred to as TOE).                                                                                                                                                                                                                                                                       |             |            |
| Eligibility for Company Subsidy | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Company subsidy continues to begin on the first day of the month in which 6 months NCS is attained (also referred to as TOE).                                                                                                                                                                                                                                                                            |             |            |

## Southwest CWA Benefits Outline Summary

| Provision                                                     | Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |      |      |      |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |
|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|------|------|------|------------|-----|-----|-----|-----|---------------|------|------|------|------|--------|------|------|------|------|
| <b>Active (Full-Time)</b><br><br><b>Monthly Contributions</b> | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Contributions for Dental PPO or DHMO (if available): <table><tr><td></td><td>2018</td><td>2019</td><td>2020</td><td>2021</td></tr><tr><td>Individual</td><td>\$7</td><td>\$7</td><td>\$7</td><td>\$8</td></tr><tr><td>Individual +1</td><td>\$14</td><td>\$14</td><td>\$14</td><td>\$17</td></tr><tr><td>Family</td><td>\$23</td><td>\$23</td><td>\$23</td><td>\$27</td></tr></table>                                                                                                                                                                                                                                                                                                                                                           |      | 2018 | 2019 | 2020 | 2021 | Individual | \$7 | \$7 | \$7 | \$8 | Individual +1 | \$14 | \$14 | \$14 | \$17 | Family | \$23 | \$23 | \$23 | \$27 |
|                                                               | 2018                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2019 | 2020 | 2021 |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |
| Individual                                                    | \$7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$7  | \$7  | \$8  |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |
| Individual +1                                                 | \$14                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$14 | \$14 | \$17 |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |
| Family                                                        | \$23                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$23 | \$23 | \$27 |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |
| <b>Active (Part-Time)</b><br><br><b>Monthly Contributions</b> | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Based on Scheduled hours/week: <ul style="list-style-type: none"><li>• Greater than or equal to 20 hours = 50% of full cost of coverage*</li><li>• Less than 20 hours = 100% of full cost of coverage* with no Company subsidy</li></ul><br>*Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.                                                                                                                                                                                                                                                                                                                                                                                 |      |      |      |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |
| <b>Deductible</b>                                             | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Network and ONA: \$25 per individual per year<br>Non-Network: \$50 per individual per year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |      |      |      |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |
| <b>Annual Maximum Benefit</b>                                 | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Network and ONA: \$1,750 per individual*<br>Non-Network: \$1,300 per individual*<br><br>*Not to exceed \$1,750 combined Network/Non-Network                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |      |      |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |
| <b>Orthodontic Lifetime Maximum</b>                           | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Network and ONA: \$2,000 per individual*<br>Non-Network: \$1,400 per individual*<br><br>*Not to exceed \$2,000 combined Network/Non-Network                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |      |      |      |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |
| <b>Coverage Levels</b>                                        | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>Dental PPO Coinsurance<br><br>Class I (Diagnostic/Preventive):<br>Network and ONA*: 100%, deductible waived<br>Non-Network**: 100%, deductible waived<br><br>Class II (Basic restorative – fillings, extractions, periodontal treatment/maintenance):<br>Network and ONA*: 90%, after deductible<br>Non-Network**: 70%, after deductible<br><br>Class III (Major restorative – crowns, dentures, bridgework):<br>Network and ONA*: 80%, after deductible<br>Non-Network**: 50%, after deductible<br><br>Class IV (Orthodontia):<br>Network and ONA*: 80%, after deductible<br>Non-Network**: 50%, after deductible<br><br>Notes:<br>*For ONA, paid at Network contracted rate.<br>**For Non-Network paid based on reasonable and customary amounts. |      |      |      |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |
| <b>Outside Network Area (ONA)</b>                             | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u> <ul style="list-style-type: none"><li>• ONA benefit provided to employees who reside in a zip code which does not meet the network standards</li><li>• ONA benefits are equivalent to PPO Network benefits</li><li>• Enrollees who are in Network will be offered the PPO option only</li><li>• Enrollees who are located outside the Network zip code criteria will be offered the ONA option only</li></ul>                                                                                                                                                                                                                                                                                                                                          |      |      |      |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |
| <b>Vision</b>                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |      |      |      |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |
| <b>Program</b>                                                | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>AT&T Vision Plan* (Bargained Employees) except as provided below.<br><br>*This document highlights key elements of program design. For complete program details, refer to the Summary Plan Description (SPD) dated September 2016 & associated Summary of Material Modifications (SMMs).                                                                                                                                                                                                                                                                                                                                                                                                                                                            |      |      |      |      |      |            |     |     |     |     |               |      |      |      |      |        |      |      |      |      |

## Southwest CWA Benefits Outline Summary

| Provision                                | Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |        |        |        |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------|--------|------|------|------------|--------|--------|--------|--------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Eligibility for Coverage                 | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Eligibility for coverage continues to begin on the first day of the month in which 6 months of NCS is attained (also referred to as TOE).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |        |        |        |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
| Eligibility for Company Subsidy          | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Eligibility for Company subsidy continues to begin on the first day of the month in which 6 months of NCS is attained (also referred to as TOE).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |        |        |        |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
| Active (Full-Time) Monthly Contributions | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Contributions for 2018-2021: <table><tr><td></td><td>2018</td><td>2019</td><td>2020</td><td>2021</td></tr><tr><td>Individual</td><td>\$2.00</td><td>\$2.00</td><td>\$2.00</td><td>\$2.50</td></tr><tr><td>Individual +1</td><td>\$5.00</td><td>\$5.00</td><td>\$5.00</td><td>\$5.50</td></tr><tr><td>Family</td><td>\$8.00</td><td>\$8.00</td><td>\$8.00</td><td>\$9.00</td></tr></table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |        | 2018   | 2019   | 2020 | 2021 | Individual | \$2.00 | \$2.00 | \$2.00 | \$2.50 | Individual +1 | \$5.00 | \$5.00 | \$5.00 | \$5.50 | Family | \$8.00 | \$8.00 | \$8.00 | \$9.00 |
|                                          | 2018                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 2019   | 2020   | 2021   |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
| Individual                               | \$2.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$2.00 | \$2.00 | \$2.50 |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
| Individual +1                            | \$5.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$5.00 | \$5.00 | \$5.50 |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
| Family                                   | \$8.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | \$8.00 | \$8.00 | \$9.00 |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
| Active (Part-Time) Monthly Contributions | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>Based on Scheduled hours/week: <ul style="list-style-type: none"><li>• Greater than or equal to 20 hours = 50% of full cost of coverage*</li><li>• Less than 20 hours = 100% of full cost of coverage* with no Company subsidy</li></ul><br>* Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |        |        |        |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
| Coverage Levels                          | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br><b>Exam:</b> 1 exam per 12 months <ul style="list-style-type: none"><li>• Network: \$0 copay</li><li>• Non-Network: \$28 allowance</li></ul><br><b>Frame Allowance:</b> 1 pair per 12 months <ul style="list-style-type: none"><li>• Network: \$130 allowance</li><li>• Non-Network: \$ 30 allowance</li></ul><br><b>Lenses Allowance:</b> 1 set per 12 months <ul style="list-style-type: none"><li>• Network: \$0/0% copay/coinsurance<br/>Covers std. plastic lenses: Single, Bi-focal, Tri-focal, Lenticular, Progressive + Polycarbonate at 100%</li><li>• Non-Network: \$30-\$80 allowance</li></ul><br><b>Contact Lenses Allowance:</b> Allowance per 12 months <ul style="list-style-type: none"><li>• Network: \$150 allowance</li><li>• Non-Network: \$150 allowance</li></ul><br><b>2<sup>nd</sup> Pair Benefit:</b> Allows for a 2 <sup>nd</sup> pair of glasses or contact lenses allowance after the first pair benefit is utilized, per 24 months. |        |        |        |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
| Flexible Spending Account (FSA)          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |        |        |        |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
| Plan                                     | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>AT&T Flexible Spending Account Plan*<br><br>No change from current plan, except those that are mandated by healthcare reform legislation (PPACA).<br><br>*This document highlights key elements of plan design. For complete plan details, refer to the Summary Program Description (SPD) dated August 2015 & associated Summary of Material Modifications (SMMs).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |        |        |        |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
| Contribution Minimum/Maximums            | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>No change from current plan, except those that are mandated by healthcare reform legislation (PPACA) and to annually adjust the maximum contribution amount to that permitted by law for each calendar year for which the IRS issues timely guidance such that the Company can implement the change.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |        |        |        |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
| Supplemental Medical Benefits            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |        |        |        |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |
| Program                                  | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>AT&T CarePlus – A Supplemental Benefit Program<br><br>No change from current program.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |        |        |        |      |      |            |        |        |        |        |               |        |        |        |        |        |        |        |        |        |

## Southwest CWA Benefits Outline Summary

| Provision                                         | Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Employee Monthly Contributions (FT and PT)</b> | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>No change from current plan.<br><br>Note: Contribution amounts are subject to change from time to time at the sole discretion of the Company.                                                                                                                                 |
| <b>General Benefits</b>                           | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>No change from current program, except those required to comply with healthcare reform legislation (PPACA).<br><br>Company continues to retain the unilateral right to change, modify, amend and discontinue benefits offered under CarePlus.                                 |
| <b>Life Insurance</b>                             |                                                                                                                                                                                                                                                                                                                                                              |
| <b>Program</b>                                    | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>AT&T Group Life Insurance Program for Active Employees*<br><br>*This document highlights key elements of program design. For complete program details, refer to the Summary Plan Description (SPD) dated December 2016 & associated Summary of Material Modifications (SMMs). |
| <b>Active Benefits</b>                            | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>No change from current plan.<br><br>Note: Contributions amounts are subject to annual adjustment.                                                                                                                                                                             |
| <b>Definition of Pay</b>                          | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>No change from current plan.                                                                                                                                                                                                                                                  |
| <b>Long-Term Care</b>                             |                                                                                                                                                                                                                                                                                                                                                              |
| <b>Plan</b>                                       | AT&T Consolidated Long-Term Care Insurance Plan*<br><br>*This document highlights key elements of plan design. For complete plan details, refer to the Summary Plan Description (SPD) dated October 2008 & associated Summary of Material Modifications (SMMs).                                                                                              |
| <b>Coverage</b>                                   | <u>New Hires</u><br>Not available; closed to new entrants as of 5/1/2012.<br><br><u>Current Employees</u><br>No change from current plan, except that the Company has the unilateral right to change, modify, amend and discontinue the AT&T Consolidated Long-Term Care Insurance Plan.                                                                     |
| <b>Adoption Assistance Policy</b>                 |                                                                                                                                                                                                                                                                                                                                                              |
| <b>Plan</b>                                       | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>No change from current policy.                                                                                                                                                                                                                                                |
| <b>Coverage</b>                                   | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>No change from current policy.                                                                                                                                                                                                                                                |
| <b>Commuter</b>                                   |                                                                                                                                                                                                                                                                                                                                                              |
| <b>Policy</b>                                     | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br>AT&T Commuter Benefit Policy.<br><br>No change from current policy.                                                                                                                                                                                                           |
| <b>Coverage</b>                                   | <u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br><br>Pre-tax deductions for parking and mass transit. 2016 Internal Revenue Service (IRS) limits: \$255 parking; \$130 mass transit.<br><br>Eligible expense and monthly limits follow IRS Code Section 132 Regulations.<br><br>Note: Annual adjustments apply.                |

## Southwest CWA Benefits Outline Summary

| Provision                                                           | Eligible Retired Employees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Retiree Provisions</b>                                           | Effective 1/1/2018:<br><br>Applicable for the term of the Agreement to Eligible Retired Employees who terminate during the term of the Agreement.                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Medical</b>                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Program</b>                                                      | Eligible Retired Employees shall be eligible to participate in the same program, options and provisions as a similarly situated active Current Employee, 2009 New Hire, 2013 New Hire or 2017 New Hire except as noted in the sections below:                                                                                                                                                                                                                                                                                          |
| <b>Eligible Retired Employees (Full-Time) Monthly Contributions</b> | <p><u>Current Employee, 2009 New Hires and 2013 New Hires</u><br/>No change from current program</p> <p><u>2017 New Hires</u></p> <ul style="list-style-type: none"> <li>Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy.</li> <li>Eligible Retired Employees who are Medicare eligible are ineligible for coverage.</li> </ul> <p>* Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.</p>   |
| <b>Eligible Retired Employees (Part-Time) Monthly Contributions</b> | <p><u>Current Employee, 2009 New Hires, and 2013 New Hires</u><br/>No change from current program.</p> <p><u>2017 New Hires</u></p> <ul style="list-style-type: none"> <li>Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy.</li> <li>Eligible Retired Employees who are Medicare eligible are ineligible for coverage.</li> </ul> <p>* Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.</p> |
| <b>Medicare Part-B Premium Reimbursement</b>                        | <p><u>Current Employees</u><br/>No change from current plan except that Class I dependents of employees who retire on or after January 1, 2017 will continue to be ineligible for the Medicare Part-B premium reimbursement.</p> <p><u>2009 New Hires, 2013 New Hires and 2017 New Hires</u><br/>Not Eligible.</p>                                                                                                                                                                                                                     |
| <b>Supplemental Medical Benefits</b>                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Program</b>                                                      | <p><u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br/>AT&amp;T CarePlus – A Supplemental Benefit Program</p>                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Monthly Contributions</b>                                        | <p><u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br/>No change from current program.</p> <p>Note: Contribution amounts are subject to change from time to time at the sole discretion of the Company.</p>                                                                                                                                                                                                                                                                                                |
| <b>General Benefits</b>                                             | <p><u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u></p> <p>No change from current program provisions, except those required to comply with healthcare reform legislation (PPACA).</p> <p>Company continues to retain the unilateral right to change, modify, amend and discontinue the benefits offered under CarePlus.</p>                                                                                                                                                                                 |
| <b>Dental</b>                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Program</b>                                                      | Eligible Retired Employees shall continue to be eligible to participate in the same program provisions as similarly situated active Current Employees, 2009 New Hires, 2013 New Hires or 2017 New Hires except as noted in the sections below.                                                                                                                                                                                                                                                                                         |

## Southwest CWA Benefits Outline Summary

| Provision                                                           | Current Employees, 2009 New Hires, 2013 New Hires and 2017 New Hires                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Eligible Retired Employees (Full-Time) Monthly Contributions</b> | <p><u>Current Employee, 2009 New Hires, and 2017 New Hires</u><br/>No change from current program.</p> <p><u>2017 New Hires</u></p> <ul style="list-style-type: none"> <li>Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy.</li> <li>Eligible Retired Employees who are Medicare eligible are ineligible for coverage.</li> </ul> <p>* Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.</p> |
| <b>Eligible Retired Employees (Part-Time) Monthly Contributions</b> | <p><u>Current Employee, 2009 New Hires, and 2013 New Hires</u><br/>No change from current plan.</p> <p><u>2017 New Hires</u></p> <ul style="list-style-type: none"> <li>Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy.</li> <li>Eligible Retired Employees who are Medicare eligible are ineligible for coverage.</li> </ul> <p>* Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.</p>    |
| <b>Life Insurance</b>                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Eligible Retired Employees Basic Life (Company Paid)</b>         | <p><u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br/>No change from current program.</p>                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Supplemental Life (Retiree Paid)</b>                             | <p><u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br/>No change from current program except that contributions shall be the same as for a similarly situated active employee.</p>                                                                                                                                                                                                                                                                                                                         |
| <b>Definition of Pay</b>                                            | <p><u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br/>No change from current program.</p>                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Vision</b>                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Eligible Retired Employees Vision Program</b>                    | <p><u>2017 New Hires, 2013 New Hires, 2009 New Hires and Current Employees</u><br/>Eligible Retired Employees shall be eligible to participate in the AT&amp;T Eligible Former Employee Vision Program (formerly named the AT&amp;T Retiree Vision Care Program)</p>                                                                                                                                                                                                                                                                   |
| <b>Eligible Retired Employees Monthly Contributions</b>             | <p><u>Current Employee, 2009 New Hires, and 2013 New Hires</u><br/>No change from current program.</p> <p><u>2017 New Hires</u></p> <ul style="list-style-type: none"> <li>Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy.</li> <li>Eligible Retired Employees who are Medicare eligible are ineligible for coverage.</li> </ul> <p>* Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.</p> |
| <b>Eligible Retired Employees (Part-Time) Monthly Contributions</b> | <p><u>Current Employee, 2009 New Hires, and 2013 New Hires</u><br/>No change from current program.</p> <p><u>2017 New Hires</u></p> <ul style="list-style-type: none"> <li>Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy.</li> <li>Eligible Retired Employees who are Medicare eligible are ineligible for coverage.</li> </ul> <p>* Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.</p> |
| <b>Provision</b>                                                    | <b>Current Employees, 2009 New Hires, 2013 New Hires, 2017 New Hires and Eligible Retired Employees</b>                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Voluntary</b>                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Discretionary Program</b>                                        | AT&T Voluntary Benefits Platform (products offered as they may change from time to time).                                                                                                                                                                                                                                                                                                                                                                                                                                              |

**MONTHLY BENEFIT TABLE A  
FOR PENSION EFFECTIVE DATES  
ON OR AFTER JANUARY 1, 2018  
AND BEFORE JANUARY 1, 2019**

| Increase =                 | 1%      |
|----------------------------|---------|
| PENSION<br>BAND<br>NUMBERS | ANY AGE |
| 94                         | \$27.27 |
| 95                         | \$28.91 |
| 96                         | \$30.53 |
| 97                         | \$32.14 |
| 98                         | \$33.76 |
| 99                         | \$35.38 |
| 100                        | \$37.02 |
| 101                        | \$38.64 |
| 102                        | \$40.26 |
| 103                        | \$41.94 |
| 104                        | \$43.56 |
| 105                        | \$45.16 |
| 106                        | \$46.77 |
| 107                        | \$48.46 |
| 108                        | \$50.11 |
| 109                        | \$51.73 |
| 110                        | \$53.34 |
| 111                        | \$54.98 |
| 112                        | \$56.55 |
| 113                        | \$58.27 |
| 114                        | \$59.86 |
| 115                        | \$61.45 |
| 116                        | \$63.11 |
| 117                        | \$64.71 |
| 118                        | \$66.38 |
| 119                        | \$67.99 |
| 120                        | \$69.64 |
| 121                        | \$71.26 |
| 122                        | \$72.91 |
| 123                        | \$74.52 |
| 124                        | \$76.16 |
| 125                        | \$77.80 |
| 126                        | \$79.40 |
| 127                        | \$81.06 |
| 128                        | \$82.67 |
| 129                        | \$84.32 |
| 130                        | \$85.91 |
| 131                        | \$87.60 |
| 132                        | \$89.19 |
| 133                        | \$90.80 |
| 134                        | \$92.48 |
| 135                        | \$94.07 |

**MONTHLY BENEFIT TABLE B  
FOR PENSION EFFECTIVE DATES  
ON OR AFTER JANUARY 1, 2019  
AND BEFORE JANUARY 1, 2020**

| Increase =                 | 1%      |
|----------------------------|---------|
| PENSION<br>BAND<br>NUMBERS | ANY AGE |
| 94                         | \$27.54 |
| 95                         | \$29.20 |
| 96                         | \$30.84 |
| 97                         | \$32.46 |
| 98                         | \$34.10 |
| 99                         | \$35.73 |
| 100                        | \$37.39 |
| 101                        | \$39.03 |
| 102                        | \$40.66 |
| 103                        | \$42.36 |
| 104                        | \$44.00 |
| 105                        | \$45.61 |
| 106                        | \$47.24 |
| 107                        | \$48.94 |
| 108                        | \$50.61 |
| 109                        | \$52.25 |
| 110                        | \$53.87 |
| 111                        | \$55.53 |
| 112                        | \$57.12 |
| 113                        | \$58.85 |
| 114                        | \$60.46 |
| 115                        | \$62.06 |
| 116                        | \$63.74 |
| 117                        | \$65.36 |
| 118                        | \$67.04 |
| 119                        | \$68.67 |
| 120                        | \$70.34 |
| 121                        | \$71.97 |
| 122                        | \$73.64 |
| 123                        | \$75.27 |
| 124                        | \$76.92 |
| 125                        | \$78.58 |
| 126                        | \$80.19 |
| 127                        | \$81.87 |
| 128                        | \$83.50 |
| 129                        | \$85.16 |
| 130                        | \$86.77 |
| 131                        | \$88.48 |
| 132                        | \$90.08 |
| 133                        | \$91.71 |
| 134                        | \$93.40 |
| 135                        | \$95.01 |

**MONTHLY BENEFIT TABLE C  
FOR PENSION EFFECTIVE DATES  
ON OR AFTER JANUARY 1, 2020  
AND BEFORE JANUARY 1, 2021**

| Increase =                 | 1%      |
|----------------------------|---------|
| PENSION<br>BAND<br>NUMBERS | ANY AGE |
| 94                         | \$27.82 |
| 95                         | \$29.49 |
| 96                         | \$31.15 |
| 97                         | \$32.78 |
| 98                         | \$34.44 |
| 99                         | \$36.09 |
| 100                        | \$37.76 |
| 101                        | \$39.42 |
| 102                        | \$41.07 |
| 103                        | \$42.78 |
| 104                        | \$44.44 |
| 105                        | \$46.07 |
| 106                        | \$47.71 |
| 107                        | \$49.43 |
| 108                        | \$51.12 |
| 109                        | \$52.77 |
| 110                        | \$54.41 |
| 111                        | \$56.09 |
| 112                        | \$57.69 |
| 113                        | \$59.44 |
| 114                        | \$61.06 |
| 115                        | \$62.68 |
| 116                        | \$64.38 |
| 117                        | \$66.01 |
| 118                        | \$67.71 |
| 119                        | \$69.36 |
| 120                        | \$71.04 |
| 121                        | \$72.69 |
| 122                        | \$74.38 |
| 123                        | \$76.02 |
| 124                        | \$77.69 |
| 125                        | \$79.37 |
| 126                        | \$80.99 |
| 127                        | \$82.69 |
| 128                        | \$84.34 |
| 129                        | \$86.01 |
| 130                        | \$87.64 |
| 131                        | \$89.36 |
| 132                        | \$90.98 |
| 133                        | \$92.63 |
| 134                        | \$94.33 |
| 135                        | \$95.96 |

**MONTHLY BENEFIT TABLE D  
FOR PENSION EFFECTIVE DATES  
ON OR AFTER JANUARY 1, 2021**

| Increase =                 | 1%      |
|----------------------------|---------|
| PENSION<br>BAND<br>NUMBERS | ANY AGE |
| 94                         | \$28.10 |
| 95                         | \$29.78 |
| 96                         | \$31.46 |
| 97                         | \$33.11 |
| 98                         | \$34.78 |
| 99                         | \$36.45 |
| 100                        | \$38.14 |
| 101                        | \$39.81 |
| 102                        | \$41.48 |
| 103                        | \$43.21 |
| 104                        | \$44.88 |
| 105                        | \$46.53 |
| 106                        | \$48.19 |
| 107                        | \$49.92 |
| 108                        | \$51.63 |
| 109                        | \$53.30 |
| 110                        | \$54.95 |
| 111                        | \$56.65 |
| 112                        | \$58.27 |
| 113                        | \$60.03 |
| 114                        | \$61.67 |
| 115                        | \$63.31 |
| 116                        | \$65.02 |
| 117                        | \$66.67 |
| 118                        | \$68.39 |
| 119                        | \$70.05 |
| 120                        | \$71.75 |
| 121                        | \$73.42 |
| 122                        | \$75.12 |
| 123                        | \$76.78 |
| 124                        | \$78.47 |
| 125                        | \$80.16 |
| 126                        | \$81.80 |
| 127                        | \$83.52 |
| 128                        | \$85.18 |
| 129                        | \$86.87 |
| 130                        | \$88.52 |
| 131                        | \$90.25 |
| 132                        | \$91.89 |
| 133                        | \$93.56 |
| 134                        | \$95.27 |
| 135                        | \$96.92 |



**MONTHLY BENEFIT TABLE E  
FOR PENSION EFFECTIVE DATES  
ON OR AFTER JANUARY 1, 2018  
AND BEFORE JANUARY 1, 2019**

| Increase =                 | 1%      |
|----------------------------|---------|
| PENSION<br>BAND<br>NUMBERS | ANY AGE |
| 7A8                        | \$33.76 |
| 7A9                        | \$35.38 |
| 700                        | \$37.02 |
| 701                        | \$38.64 |
| 702                        | \$40.26 |
| 703                        | \$41.94 |
| 704                        | \$43.56 |
| 705                        | \$45.16 |
| 706                        | \$46.77 |
| 707                        | \$48.46 |
| 708                        | \$50.11 |
| 709                        | \$51.73 |
| 710                        | \$53.34 |
| 711                        | \$54.98 |
| 712                        | \$56.55 |

**MONTHLY BENEFIT TABLE F  
FOR PENSION EFFECTIVE DATES  
ON OR AFTER JANUARY 1, 2019  
AND BEFORE JANUARY 1, 2020**

| Increase =                 | 1%      |
|----------------------------|---------|
| PENSION<br>BAND<br>NUMBERS | ANY AGE |
| 7A8                        | \$34.10 |
| 7A9                        | \$35.73 |
| 700                        | \$37.39 |
| 701                        | \$39.03 |
| 702                        | \$40.66 |
| 703                        | \$42.36 |
| 704                        | \$44.00 |
| 705                        | \$45.61 |
| 706                        | \$47.24 |
| 707                        | \$48.94 |
| 708                        | \$50.61 |
| 709                        | \$52.25 |
| 710                        | \$53.87 |
| 711                        | \$55.53 |
| 712                        | \$57.12 |

**MONTHLY BENEFIT TABLE G  
FOR PENSION EFFECTIVE DATES  
ON OR AFTER JANUARY 1, 2020  
AND BEFORE JANUARY 1, 2021**

| Increase =                 | 1%      |
|----------------------------|---------|
| PENSION<br>BAND<br>NUMBERS | ANY AGE |
| 7A8                        | \$34.44 |
| 7A9                        | \$36.09 |
| 700                        | \$37.76 |
| 701                        | \$39.42 |
| 702                        | \$41.07 |
| 703                        | \$42.78 |
| 704                        | \$44.44 |
| 705                        | \$46.07 |
| 706                        | \$47.71 |
| 707                        | \$49.43 |
| 708                        | \$51.12 |
| 709                        | \$52.77 |
| 710                        | \$54.41 |
| 711                        | \$56.09 |
| 712                        | \$57.69 |

**MONTHLY BENEFIT TABLE H  
FOR PENSION EFFECTIVE DATES  
ON OR AFTER JANUARY 1, 2021**

| Increase =                 | 1%      |
|----------------------------|---------|
| PENSION<br>BAND<br>NUMBERS | ANY AGE |
| 7A8                        | \$34.78 |
| 7A9                        | \$36.45 |
| 700                        | \$38.14 |
| 701                        | \$39.81 |
| 702                        | \$41.48 |
| 703                        | \$43.21 |
| 704                        | \$44.88 |
| 705                        | \$46.53 |
| 706                        | \$48.19 |
| 707                        | \$49.92 |
| 708                        | \$51.63 |
| 709                        | \$53.30 |
| 710                        | \$54.95 |
| 711                        | \$56.65 |
| 712                        | \$58.27 |

## **SUCCESS SHARING PLAN**

Based on the Union and Company's desire to have employees share in the success of AT&T Inc. (AT&T), the parties agree to a Success Sharing Plan (SSP). Eligible employees may receive annual lump sum payments based on AT&T stock price appreciation and AT&T dividend rate.

### A. Plan Components

#### 1. Success Units

Employees will be awarded 150 success units at the beginning of each award year (October 2, 2017, October 1, 2018, October 1, 2019 and October 1, 2020). Those success units will only be valid for that award year and will not carryover to the next award year. A success unit is only used as a multiplier in the payout calculation and is not a share of stock nor has any other value.

#### 2. Determining Award Value

| Award Year                                         | Beginning Award Value                       | Ending Award Value                             |
|----------------------------------------------------|---------------------------------------------|------------------------------------------------|
| 2018<br>(October 2, 2017 to<br>September 28, 2018) | October 2, 2017 closing<br>AT&T stock price | September 28, 2018<br>closing AT&T stock price |
| 2019<br>(October 1, 2018 to<br>September 30, 2019) | October 1, 2018 closing<br>AT&T stock price | September 30, 2019<br>closing AT&T stock price |
| 2020<br>(October 1, 2019 to<br>September 30, 2020) | October 1, 2019 closing<br>AT&T stock price | September 30, 2020<br>closing AT&T stock price |
| 2021<br>(October 1, 2020 to<br>September 30, 2021) | October 1, 2020 closing<br>AT&T stock price | September 30, 2021<br>closing AT&T stock price |

The stock price used in establishing the award value will be the closing AT&T stock price on the New York Stock Exchange.

The award value will be adjusted proportionally to reflect any stock split.

#### 3. Determining Dividend Rate Value

The dividend rate value will be determined by adding each AT&T declared quarterly dividend during the Award Year (historically December, March, June, and September) and multiplying this total by 150 success units.

#### 4. Payout

Employees will receive a total payout based on the difference between the ending award value and the beginning award value for the award year times 150 success units plus the dividend rate value. For example:

**Stock Appreciation Value:**

Beginning award value – October 2, 2017 closing AT&T stock price \$40.00

Ending award value – September 28, 2018 closing AT&T stock price \$45.00

Payout –  $\$45 - \$40 = \$5 \times 150 \text{ success units} = \$750.00$

**Dividend Rate Value:**

December 2017 declared dividend                      \$.49

March 2018 declared dividend                         \$.49

June 2018 declared dividend                         \$.49

September 2018 declared dividend                 \$.49

Total Declared Dividend                                 \$1.96

Payout -  $\$1.96 \times 150 \text{ success units} = \$294.00$

**Total Payout**

$\$750.00 \text{ stock appreciation value} + \$294.00 \text{ dividend rate value} = \$1,044.00$

Payment of the award will be made as soon as practicable after the award year and will normally occur the payday of the last full pay period in November.

#### B. Eligibility

Employees eligible for payouts as described above are those regular, temporary and term employees who are on the payroll on both the beginning and ending dates of the award year and who work for a minimum of three (3) months within the award year in a position covered by this Collective Bargaining Agreement. Eligible employees who are on approved leaves of absence, short-term disability absence or partial disability absence and meet the other eligibility requirements on the ending date of the award year shall receive a payout, provided they return to duty on or before December 31 of the year in which the payment is made.

An eligible employee who transfers between AT&T Companies participating in the SSP will be eligible to receive a payout under the terms of the SSP applicable to the employee's current bargaining unit at the time of a payout, so long as the combined service in both AT&T Companies satisfies the above eligibility provisions.

C. Part-Time Employees

Eligible part-time employees will receive prorated payments based on their part-time classification (or "part-time equivalent work week") on the ending date of the award year.

D. Benefits Treatment

SSP payments will be recognized as eligible compensation under the following benefit plans:

- Medical
- Life Insurance
- Pension
- Savings Plan (ARSP Only)

E. Taxes, Personal Allotments

Payments are subject to state and local taxes, Federal Income Tax, Social Security Tax, Medicare Tax, and any state disability deductions at the time of payment. Union dues will be deducted at the same rate as they are deducted for wages. Employees with 401(k) pre-tax elections will not have State or Federal Income Taxes deducted from that portion.

Personal allotments such as United Way contributions will not be made.

F. Dispute Resolution

Company determination under this plan shall be final and binding. The Union may present grievances relating to matters covered by the SSP, but neither the plan nor its administration shall be subject to arbitration.

**INCENTIVE PLANS**

1. Incentive Plans are intended to recognize and reward the contribution of employees to the financial performance and operational efficiency of the Company.
2. Incentive Plans are designed and can be implemented for employees within the Company, based on individual or team results.
3. Incentive Plans may be designed and/or paid on a monthly, quarterly, semi-annual or annual basis.
4. Measures that will be used for the Incentive Plans may include, but are not limited to, the following:
  - A. Productivity;
  - B. Quality; and/or
  - C. Financial
5. Incentive Plans are subject to state and local taxes, federal income and social security taxes in effect at the time of payment.
6. The Company reserves the right to amend, modify or discontinue any Incentive Plan.
7. The Company would limit the value of an individual's incentive to approximately \$3000 per year for each Incentive Plan unless mutually agreed to by the Union. "Incentive Plan" refers to an individual plan with a beginning and end date within the calendar year.
8. Employees may not be excluded from participating in an Incentive Plan because of an unsatisfactory appraisal or for being on a step of discipline. Employees may be excluded from participating due to misconduct.
9. Participation in Incentive Plans is on a voluntary basis.
10. The Company will provide the Union with a copy of the major Incentive Plans that are implemented.
11. The Leveraged Service Representative Sales Committee may discuss incentives for the major Incentive Plans.

**MEMORANDUM OF AGREEMENT**  
**EMPLOYMENT SECURITY COMMITMENT (ESC)**

This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America ("CWA" or the "Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management"). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.

1. The Company will guarantee employment security from involuntary layoff (Job Offer Guarantee), during the period stated herein to qualified surplus regular employees, subject to the conditions and provisions contained in this Commitment.

NOTE: This Commitment does not apply to an employee who has been offered the opportunity to follow the work within Texas, Oklahoma, Arkansas, Kansas or Missouri ("Southwest Region") or to an employee who has invoked the Hometown Job Security Commitment ("HJSC"), nor shall it continue to apply to an employee who is offered the opportunity to fill a position in the Southwest Region under Article XIII, **Job Vacancy**, or Article XVII, **Force Adjustment**, of the 2017 Departmental Agreement.

2. Any regular employee who was on the payroll prior to April 6, 2013 (except those excluded by the note in 1. above) who, after the effective date of this Agreement, is in a surplus status pursuant to Article XVII, **Force Adjustment**, shall, prior to involuntary layoff, be offered a job within the Southwest Region for which he/she is qualified, provided the employee has first fulfilled the following conditions:
  - A. Is already qualified for consideration, or becomes qualified (except for the interview requirement) for one of the following positions:
    - 1) Premises Technician
    - 2) Customer Service Representative I (Mobility)
    - 3) Customer Services Representative
    - 4) Service Representative
  - B. Meets expectations on his/her current job.
  - C. Within sixty (60) days of the date of surplus notification, or by such later date as is determined by Management, advises the Company of his/her election to invoke the Job Offer Guarantee, and to be considered for all jobs with any AT&T Company within the Southwest Region beginning on the ninety-first (91<sup>st</sup>) day following the date of surplus notification (or on the day following the anticipated force disposition date for those surplus

situations declared more than ninety [90] days in advance). A displaced employee shall have two (2) working days following first being advised that he/she is subject to displacement to advise the Company of his/her election to invoke the Job Offer Guarantee and to be considered for all jobs with any AT&T Company within the Southwest Region beginning on the fifteenth (15th) day following the date of notification. He/she shall be required to be qualified in accordance with 2.A. and 2.B., preceding, at the time of the guaranteed job offer.

NOTE: A surplus employee who elects to invoke the Job Offer Guarantee shall not be permitted to displace a junior employee as provided in Section 3.g. and h. of Article XVII, **Force Adjustment**.

3. The guaranteed job offer shall be made to those qualified employees in the Surplus Work Group, as defined in Article XVII, **Force Adjustment**, by order of seniority beginning on the ninety-first (91<sup>st</sup>) day after surplus notification (or on the day following the anticipated force disposition date for those surplus situations declared more than ninety [90] days in advance). The Company may make a guaranteed job offer for positions with any AT&T Company within the Southwest Region. Employees accepting a job offer outside their current bargaining unit shall be treated as if they had transferred under the terms and conditions of the IMF process and shall be subject to all applicable receiving company practices, policies, collective bargaining agreement provisions and benefit plan eligibility standards, including those related to or affected by Net Credited Service.
  - A. An employee to whom a guaranteed job offer has been made has one (1) working day to accept the offer after which it will be considered rejected.
  - B. Rejection of a guaranteed job offer voids this Employment Security Commitment, and shall be considered an election by the employee to continue under the terms of Article XVII, **Force Adjustment**, except for the displacement provisions outlined in Section 3.g. and h. of this Article.
  - C. A qualified surplus employee or displaced employee who, at his/her force disposition date, is entitled to, but has not yet received, a guaranteed job offer shall remain on the payroll at his/her existing wage rate and shall be assigned such work within the Force Adjustment Area as Management deems appropriate until the guaranteed job offer is made.

NOTE 1: Any employee who has been retained on the Company payroll beyond his/her force disposition date pursuant to this Employment Security Commitment and who then rejects the

guaranteed job offer shall be terminated. The amount of wages paid to the employee between the force disposition date and termination shall be deducted from any severance pay due.

NOTE 2: The terms of the Employment Security Commitment MOA contained in the 2013 Settlement Agreement will continue to apply to any regular employee on JOG as of April 8, 2017.

4. The terms of this Commitment shall not apply to "local Union-Management modifications" to the force surplus disposition procedures as provided for in Section 6. of Article XVII, **Force Adjustment**, unless said local Union and Management mutually agree.
5. The force surplus conditions contemplated and dealt with in this Commitment are those which occur in the normal course of business for reasons such as technological change, etc. The Company retains the right, however, to suspend or cancel at any time the application of this Commitment when a force surplus is declared because of any significant change or extraordinary fluctuation in economic or business conditions as determined by the President of the Company.
6. Wage treatment, including Reassignment Pay Protection Plan (RPPP) treatment, will be administered to eligible employees who accept or receive jobs under the provisions of this Commitment in accordance with Section 4., Article XVII, **Force Adjustment**, of the 2017 Departmental Agreement.
7. In the event of any conflict between the provisions of this Memorandum of Agreement and the provisions of Article XIII, **Job Vacancy**, or Article XVII, **Force Adjustment**, of the 2017 Departmental Agreement or the National Transfer Plan Memorandum of Agreement, the provisions of this Memorandum of Agreement shall control.
8. Paragraphs 2. and 6. of this Agreement shall be subject to arbitration. All other provisions of this Agreement shall be subject to the grievance procedures set forth in Article XIX, **Grievances**, of the 2017 Departmental Agreement, and any grievance shall initially be filed at the second step with the Vice President-Labor Relations and shall not be delegated. Except for matters pertaining to Paragraphs 2. and 6., no other such grievance shall be subject to arbitration.

FOR THE UNION:

By:



Claude Cummings Jr.  
Vice President, District 6

FOR THE COMPANY:

By:



Joe Croci  
Vice President – Labor Relations



**MEMORANDUM OF AGREEMENT**  
**NATIONAL TRANSFER PLAN**

This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America ("CWA" or the "Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management"). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.

In response to the CWA's concern for its members' employment security and its expressed interest in removing impediments to movement between various AT&T Companies identified in the attachments to this Memorandum, as long as such companies remain wholly-owned subsidiaries of AT&T, the Company agrees to extend the Intersubsidary Movement (IMF) process and the CWA Surplus Exchange (CSE) process with the following modifications:

**IMF:**

1. Eligible employees will receive priority placement before external hires after regional contract processes for any bargaining unit job for which they qualify. The qualification criteria utilized will be the same qualification criteria utilized for the regional contractual processes.
2. In situations where there are equally qualified employees eligible and interested in the same position at the receiving Company, eligible employees will be offered the position in order of seniority. If needed, the tie breaker for employees with the same seniority will be the last four digits of their social security number with the higher number being the more senior.
3. When a bargained-for employee moves among bargaining units of the Company covered by this Memorandum of Agreement, treatment of vacation time, the Designated Holiday (DH), Floating Holidays (FHs), and Excused Work Days (EWDs) or their equivalent (covered time) will be treated as follows:
  - A covered employee will be eligible for covered time for the current vacation year at the new entity based on the existing labor agreements at that entity. Any covered time already taken at the former entity will be deducted from equivalent covered time for which the employee is eligible at the new entity; the remaining covered time will be scheduled at the new entity subject to needs of the business.
  - Covered time carried over from the prior vacation year must be disposed of, i.e., paid in lieu of or taken at the former entity.

- In no case will an employee's movement from one entity to another result in the double payment for covered time.
4. Employees who have held the Premises/Wire Technician job title, or any job title in an agreement or appendix to an agreement that provides for the terms and conditions of employment for Premises/Wire Technicians ("Premises/Wire Technician Agreements"), are eligible for IMF, but shall be treated as provided in this paragraph. Any employee who has ever held a position in a Premises/Wire Technician Agreement will be treated by any receiving company that is party to this IMF agreement and that also is party to a Premises/Wire Technician Agreement as if they were received from their own Premises/Wire Technician Agreement for all purposes. If the receiving company does not have a Premises/Wire Technician Agreement, then employees transferring to that company shall receive the benefits applicable to other bargained-for employees with similar service in the receiving company, except for pension and post-retirement medical and dental benefits; instead, 1) such employees shall participate in the Bargained Cash Balance Program 2, and 2) if such employee meets the eligibility requirements for post-retirement benefits upon termination, the former employee will pay contributions equal to 50% of the total cost of coverage for post-retirement medical and dental coverage if the former employee is not Medicare eligible and will not be eligible for medical or dental post-retirement coverage if Medicare eligible.
  5. Employees selected to fill openings in accordance with terms outlined above, will have their Term of Employment (TOE, which was previously known as Net Credited Service or NCS) or Seniority at the departing company recognized by the receiving Company's pension plan or program, subject to the receiving Company's service bridging rules. However where pensions are applicable, the TOE or Seniority will be recognized by the receiving company's pension program only for vesting, participation and eligibility service purposes, but not pension credit or accrual purposes. Further, the service performed at the receiving company will be counted in the departing company's pension plan or program, but only for vesting, participation and eligibility purposes (not for pension credit purposes). In no event will a period of service count as pension credit or accrual service in more than one AT&T pension plan or program (in other words, no double counting of service for pension credit or accrual purposes).
  6. Unless expressly provided to the contrary by the Benefits Agreement in the Core Collective Bargaining Agreement, employees transferring to companies under this Agreement will receive active benefits and any post-retirement benefits under the benefit plans or programs and subject to the terms of the contractual Benefits provisions of the receiving company.

**CSE:**

1. Surplus employees who express interest in available positions in participating companies will receive priority placement before external hires after regional contract processes for any bargaining unit job for which he/she qualifies. The qualification criteria utilized will be the same qualification criteria utilized for the regional contractual processes.
2. Employees who are declared surplus and subsequently involuntarily laid off who express interest in available positions in participating companies will receive priority placement before external hires after regional contract processes for any bargaining unit job for which he/she qualifies for a period of twelve (12) months following their involuntary lay off. The qualification criteria utilized will be the same qualification criteria utilized for the regional contractual processes.
3. In situations where there are equally qualified employees eligible and interested in the same position at the receiving Company, eligible employees will be offered the position in order of seniority. If needed, the tie breaker for employees with the same seniority will be the last four digits of their social security number with the higher number being the more senior.
4. Any CWA-represented regular employee covered by a CWA Labor Agreement held by a participating company whose work is moving from that company to another participating company may be offered the opportunity to follow their work. Such offer will be subject to the need for additional employees at the receiving Company and all applicable qualifications and selection criteria at the receiving Company. Employees who select this option in lieu of any severance payment and who are placed at and report to, the receiving Company, will receive payment for Relocation Allowance per the applicable terms and conditions of the collective bargaining agreement at their former Company. This Relocation Allowance will be paid when 1) the employee relocates his/her home residence as a result of following the work; and 2) the employee's new place of reporting is fifty (50) miles or greater road miles by the most direct route farther from their residence than was the old report location.
5. Any CWA-represented regular employee covered by a CWA Labor Agreement held by a participating company who becomes surplus and is offered a job, through the CSE process, in another participating company, will receive payment for Relocation Allowance per the applicable terms and conditions of the collective bargaining agreement at their former Company. Employees who accept a job offer in lieu of any severance payment and who are placed at and report to, the new location will receive payment for this Relocation Allowance when 1) the employee relocates his/her home residence; and 2) the employee's new place of reporting is fifty (50) miles or greater road miles by the most direct route farther from their residence than was the old report location.

6. When a bargained-for employee moves to another bargaining unit of the Company covered by this Memorandum of Agreement, treatment of vacation time, the Designated Holiday (DH), Floating Holidays (FHs), and Excused Work Days (EWDs) or their equivalent (covered time) will be treated as follows:
- A covered employee will be eligible for covered time for the current vacation year at the new entity based on the existing labor agreements at that entity. Any covered time already taken at the former entity will be deducted from equivalent covered time for which the employee is eligible at the new entity; the remaining covered time will be scheduled at the new entity subject to needs of the business.
  - Covered time carried over from the prior vacation year must be disposed of, i.e., paid in lieu of or taken at the former entity.
  - In no case will an employee's movement from one entity to another result in the double payment for covered time.
7. Employees who have held the Premises/Wire Technician job title, or any job title in an agreement or appendix to an agreement that provides for the terms and conditions of employment for Premises/Wire Technicians ("Premises/Wire Technician Agreements"), are eligible for CSE, but shall be treated as provided in this paragraph. Any employee who has ever held a position in a Premises/Wire Technician Agreement will be treated by any receiving company that is party to this CSE agreement and that also is party to a Premises/Wire Technician Agreement as if they were received from their own Premises/Wire Technician Agreement for all purposes. If the receiving company does not have a Premises/Wire Technician Agreement, then employees transferring to that company shall receive the benefits applicable to other bargained-for employees with similar service in the receiving company, except for pension and post-retirement medical and dental benefits; instead, 1) such employees shall participate in the Bargained Cash Balance Program 2, and 2) if such employee meets the eligibility requirements for post-retirement benefits upon termination, the former employee will pay contributions equal to 50% of the total cost of coverage for post-retirement medical and dental coverage if the former employee is not Medicare eligible and will not be eligible for medical or dental post-retirement coverage if Medicare eligible.
8. Employees selected to fill openings in accordance with terms outlined above, will have their Term of Employment (TOE, which was previously known as Net Credited Service or NCS) or Seniority at the departing company recognized by the receiving Company's pension plan or program, subject to the receiving Company's service bridging rules. However, the TOE or Seniority will be recognized by the receiving company's pension program only for vesting, participation and eligibility service purposes, but not pension credit or accrual purposes. Further, the service performed at the receiving company will be counted in the departing company's pension plan or program, but only for

vesting, participation and eligibility purposes (not for pension credit purposes). In no event will a period of service count as pension credit or accrual service in more than one AT&T pension plan or program (in other words, no double counting of service for pension credit or accrual purposes).

9. Unless expressly provided to the contrary by the Benefits Agreement in the Core Collective Bargaining Agreement, employees transferring to companies under this Agreement will receive active benefits and any post-retirement benefits under the benefit plans or programs and subject to the terms of the contractual Benefits provisions of the receiving company.

### Order of Consideration:

Job offers made under IMF or CSE will follow the order of consideration below after regional contract processes for any bargaining unit job for which he/she qualifies.

- (1) Surplus employees currently on the payroll and surplus employees involuntarily laid off within the last twelve (12) months
- (2) Current employees using the IMF process

For both IMF and CSE, the Union agrees that it will not seek to alter any existing bargaining units in any AT&T Company on the basis of any movement or transfer of employees between said companies as a result of this Agreement. Further, the Union will not, on the basis of this Agreement or change in operations or practices made by Participating Companies as a result of this Agreement in any pleading, petition, complaint or proceeding before the National Labor Relations Board, an arbitrator or panel of arbitrators, or any court, assert, claim, charge or allege that such companies are a single or joint employer or enterprise, alter egos, accretions or successors of one another, or that any bargaining units of said entities represented by or sought to be represented by the Union are a single bargaining unit, or are or should be otherwise altered in their scope or composition. This commitment on the part of the Union will survive the expiration of this Memorandum, unless and until such time as this commitment is terminated by the mutual written agreement of the parties.

This Agreement shall be subject to the grievance and arbitration procedures of the affected employee's collective bargaining agreement.

FOR THE UNION:

By:



Claude Cummings Jr.  
Vice President, District 6

FOR THE COMPANY:

By:



Joe Croci  
Vice President – Labor Relations

**ATTACHMENT A  
CURRENT PARTICIPATING COMPANIES  
COVERED BY INTERSUBSIDIARY MOVEMENT**

Ameritech Services, Inc.  
AT&T Billing Southeast, LLC  
AT&T Corp.  
AT&T Mobility, LLC  
AT&T Mobility Puerto Rico Inc.  
AT&T Services, Inc.  
BellSouth Communication Systems, LLC  
BellSouth Telecommunications, LLC  
DIRECTV, LLC  
Illinois Bell Telephone Company  
Indiana Bell Telephone Company, Incorporated  
Michigan Bell Telephone Company  
Nevada Bell Telephone Company  
The Ohio Bell Telephone Company  
Pacific Bell Telephone Company  
SBC Global Services, Inc. (Midwest, West Region)  
Southwestern Bell Telephone Company  
Teleport Communications America, LLC  
Wisconsin Bell Inc.

**ATTACHMENT B  
CURRENT PARTICIPATING COMPANIES  
COVERED BY CWA SURPLUS EXCHANGE**

Ameritech Services, Inc.  
AT&T Billing Southeast, LLC  
AT&T Corp.  
AT&T Mobility, LLC  
AT&T Mobility Puerto Rico Inc.  
AT&T Services, Inc.  
BellSouth Communication Systems, LLC  
BellSouth Telecommunications, LLC  
DIRECTV, LLC  
Illinois Bell Telephone Company  
Indiana Bell Telephone Company, Incorporated  
Michigan Bell Telephone Company  
Nevada Bell Telephone Company  
The Ohio Bell Telephone Company  
Pacific Bell Telephone Company  
SBC Global Services, Inc. (Midwest, West Region)  
Southwestern Bell Telephone Company  
Teleport Communications America, LLC  
Wisconsin Bell Inc.



**MEMORANDUM OF AGREEMENT**  
**HOMETOWN JOB SECURITY COMMITMENT (HJSC)**

This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America ("CWA" or the "Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management"). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.

In response to CWA and employee concerns regarding employment security, and in addition to the existing provisions of Article XVII, **Force Adjustment**, of the 2017 Departmental Agreement, and of the Memorandum of Agreement, Employment Security Commitment (ESC), the parties agree as follows:

1. The Company will provide two options for placement consideration to regular surplus employees who wish to restrict the area for such consideration to something less than the Force Adjustment Area, subject to the conditions and provisions contained in this Commitment. These options shall be as follows:

A. "Hometown A" Option

An employee may restrict the area within which he/she will be considered for placement to the Exchange in which the surplus is located and up to four additional Exchanges. A surplus employee selecting this option who has not received a job offer (lateral, downgrade or upgrade) in the designated Exchanges by the anticipated Force Disposition Date (FDD) will be removed from the active payroll and placed on a Surplus Leave of Absence (SLA) with a monthly Voluntary Severance Payment (VSP), will maintain a regular transfer in file and be considered for all jobs for which he/she is qualified in the designated Exchanges, and will be eligible for educational development. The terms and conditions of the SLA are described in Section 4.

B. "Hometown B" Option

An employee electing this option may restrict the area for placement consideration in the same manner as provided in the "Hometown A" option. If no job offer is received by the anticipated FDD, the surplus employee will terminate employment and will receive a lump sum VSP per Section 2.b. of Article XVIII, **Severance Payments**, of the 2017 Departmental Agreement. The employee will not be eligible for the SLA or educational development.



2. Any regular employee who, after the effective date of this Agreement, becomes surplus pursuant to Article XVII, **Force Adjustment**, shall be offered the two (2) options described above, provided the following conditions are met:

- A. An employee may elect either of these options by so advising the Company, not less than two (2) days and not more than twenty-eight (28) days following the date of formal Surplus Notification, or by such later date as is determined by Management. Prior to invoking the HJSC, employees will be treated under the terms of Article XVII, **Force Adjustment**.

Note: Once an employee selects an HJSC option, prior to the FDD he/she may change his/her election between the two options. However, once an employee selects an HJSC option, the employee cannot revoke that decision and revert to treatment under Article XVII, **Force Adjustment**, or the ESC.

- 1) A displaced employee shall have two (2) working days following first being advised that he/she is subject to displacement to advise the Company of his/her election to invoke one of the options of the HJSC. The employee will be considered for appropriate jobs for which he/she is qualified within the designated Exchange(s) up to the 14th day following the date of notification. If the employee selects "Hometown A," and has not received a job offer by the 14th day, on the 15th day he/she will be placed on an SLA and be treated as described in Section 4. He/she shall be required to be qualified in accordance with 2.C.1) and 2.C.2), following, immediately upon invoking the option. If the employee selects "Hometown B" and has not received a job offer by the 14th day, on the 15th day, he/she will be terminated and receive a VSP.

Note: A surplus employee who elects to invoke either HJSC option shall not be permitted to displace a junior employee as provided in Section 3.g. and h. of Article XVII, **Force Adjustment**.

- B. A surplus employee declining a lateral job offer within the FAA prior to invoking the HJSC will not be eligible for either option.
- C. Employees selecting the "Hometown A" option must also meet the following conditions:
- 1) Is already qualified for consideration, or becomes qualified (except for interview requirement) for one of the following positions:
- Premises Technician
  - Customer Service Representative I (Mobility)

- c. Customer Services Representative
- d. Service Representative

- 2) The employee must meet expectations on his/her current job.
3. Offers under the HJSC prior to the anticipated FDD shall be made to qualified employees as follows:
- A. An employee to whom an HJSC job offer is made has one (1) working day to accept the offer after which it will be considered rejected.
  - B. If an employee rejects an HJSC job offer, regardless of whether it is a lateral, downgrade, or upgrade, the employee is eligible to receive additional job offers until the anticipated FDD, at which time the employee will be terminated without a severance payment.
4. A regular surplus employee who has invoked the "Hometown A" option and has not received a job offer by the anticipated FDD will be removed from the active payroll and placed on a Surplus Leave of Absence. The terms and conditions of the SLA are as follows:
- A. The period of the SLA shall extend up to twenty-four (24) months from the date the employee leaves the active payroll. The employee shall receive service credit for the first thirty (30) days of the leave. The employee may maintain, at his/her expense, coverage under the Medical, Dental, Long-Term Care, CarePlus, and Supplementary and Dependent Group Life Insurance plans for the duration of the leave, as described in Exhibit 1 of Attachment E in this MOA.
- Note: Employees who are eligible to receive a Service Pension as of the beginning of an SLA, or who become Service Pension eligible at any time during the leave, will remain entitled to all benefits otherwise available to retirees as of the Pension Effective Date.
- B. While on the SLA, the employee will be eligible to participate in an educational development program that will provide training and/or tuition up to a maximum Company expense of \$5,000 per employee, not to exceed an overall Company total of \$3 million over the life of the contract. This educational development program will be jointly administered by the Union and the Company through the Training Advisory Board.
  - C. The employee shall receive a VSP calculated in accordance with the provisions of Article XVIII, **Severance Payments**, of the 2017 Departmental Agreement, payable in monthly installments of 1/24th of the total VSP. If, during the period of the leave, the employee declines any job offer from the Company in the designated Exchanges, the SLA shall

be canceled, the employee will be considered to have resigned, the monthly VSP installments shall cease, and no further payments will be due the employee. If, during the period of the leave, an eligible employee decides to retire, which may or may not occur as a result of declining a job offer in the designated Exchanges, the SLA shall be canceled and the monthly VSP installments shall cease, and no further VSP payments will be due the employee.

- D. During the period of the leave, the employee must maintain an active regular transfer on file for the Exchange(s) originally selected, and the employee shall be considered for all jobs for which he/she is qualified at all locations in the designated Exchange(s). Once selected, these Exchanges may not be altered or modified, but may be supplemented up to the maximum of five (5). Employees on an SLA shall be considered for applicable job offers in the same order as if they were active, non-surplus candidates.
- E. An employee on the SLA who receives and accepts a job offer from the Company shall suffer no break in his/her term of employment for pension purposes for the period of the leave, and his/her Net Credited Service shall be bridged immediately upon return to the active payroll.

For additional information on the SLA, refer to Exhibit 1.

- 5. The terms of this Commitment shall not apply to "local Union/Management modifications" to the force surplus disposition procedures as provided for in Section 6. of Article XVII, **Force Adjustment**, unless said local Union and Management mutually agree.
- 6. The force surplus conditions contemplated and dealt with in this Commitment are those which occur in the normal course of business for reasons such as technological change, etc. The Company retains the right, however, to suspend or cancel at any time the application of this Commitment when a force surplus is declared because of any significant change or extraordinary fluctuation in economic or business conditions as determined by the President of the Company.
- 7. Wage treatment, including Reassignment Pay Protection Plan (RPPP) treatment, will be administered to eligible employees who accept or receive jobs under the provisions of this Commitment in accordance with Section 4., Article XVII, **Force Adjustment**, of the 2017 Departmental Agreement.

Note: An employee returning from a Surplus Leave of Absence shall have the amount of monthly VSP payments received during the leave deducted from any RPPP payout.

In the event of any conflict between the provisions of this Memorandum of Agreement and the provisions of Article XIII, **Job Vacancy**, or Article XVII, **Force Adjustment**, of the 2017 Departmental Agreement, the provisions of this Memorandum of Agreement shall control.

Paragraphs 2. and 7. of this Agreement shall be subject to arbitration. All other provisions of this Agreement shall be subject to the grievance procedures set forth in Article XIX, **Grievances**, in the 2017 Departmental Agreement, and any grievance shall initially be filed at the second step with the Vice President-Labor Relations and shall not be delegated. However, with respect to the Surplus Leave of Absence, only the issue of the employee's eligibility for reinstatement shall be subject to the grievance procedure. Except for matters pertaining to Paragraphs 2. and 7., no other such grievance shall be subject to arbitration, nor shall any determination by the Leaves of Absence Policy Administrator and the Administrator of the AT&T Pension Benefit Plan-Bargained Program (as defined by ERISA Section 3(16)(A)) with respect to such leaves be subject to the formal grievance procedure.

FOR THE UNION:

FOR THE COMPANY:

By: Claude Cummings Jr.  
Claude Cummings Jr.  
Vice President, District 6

By: Joe Croci  
Joe Croci  
Vice President – Labor Relations

**ELEMENTS OF THE SURPLUS LEAVE OF ABSENCE**

|                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Eligibility                                                                            | All bargained-for employees who are part of a surplus work group, and who request the leave on or before the twenty-eighth calendar day following the affected employee's surplus notification.                                                                                                                                                                                                                                                                                                                                                                      |
| Minimum Duration                                                                       | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Length of Leave                                                                        | This leave may be granted for a maximum of 24 months.<br>The leave will terminate at the end of the 24 month leave period, or when either:<br>1) the employee receives a job offer within the Exchange(s) designated by the employee; or<br>2) the employee accepts employment with AT&T Inc., any of its subsidiaries, joint ventures or entities, any of their competitors, or any companies involved in divestiture; or<br>3) an eligible employee elects to retire.                                                                                              |
| Service Credit                                                                         | Upon return to work, the employee will receive service credit for the length of the leave, up to a maximum of 30 days.                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Severance Pay                                                                          | Company pays 1/24th of the employee's severance pay each month, as calculated from the day next following the force disposition date.                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Job Reinstatement                                                                      | Provides no guarantee that at the end of the leave the employee will be returned to the same or any other position of employment.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Medical, Dental, and Vision                                                            | Company-extended coverages are available, subject to regular Company and employee contributions, as such contributions are applicable and existed immediately prior to the start of the leave, until the end of the month in which the leave begins, then for the duration of the leave Company-extended coverages are available, subject to the employee paying the full cost of coverage; COBRA continuation coverage is available as an alternative. The provision of Medical, Dental and Vision is subject to the terms and conditions of the Benefit Agreement. |
| Basic Group Life and AD&D Insurance                                                    | Company-paid coverage will continue through the end of the leave. The provision of Basic Group Life and AD&D Insurance is subject to the terms and conditions of the Benefit Agreement.                                                                                                                                                                                                                                                                                                                                                                              |
| Seat Belt Incentive                                                                    | Terminates the day before the effective date of the leave.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| CarePlus                                                                               | Company-extended coverage is available, subject to regular employee contributions, as such contributions are applicable and existed immediately prior to the start of the leave, for the duration of the leave. The provision of CarePlus is subject to the terms and conditions of the Benefit Agreement.                                                                                                                                                                                                                                                           |
| Supplementary Group Life, Dependent Group Life, and Long-Term Care Insurance           | Coverage may continue through the end of the leave by making the required contributions. The provision of Supplementary Group Life, Dependent Group Life, and Long-Term Care Insurance is subject to the terms and conditions of the Benefit Agreement.                                                                                                                                                                                                                                                                                                              |
| Dependent Care Reimbursement Account (DCRA), Medical Care Reimbursement Account (MCRA) | DCRA deposits cease at the beginning of the leave. MCRA pre-tax deposits cease immediately at the start of the leave; COBRA continued coverage is available for continuation of MCRA coverage, including deposits on an after-tax basis.                                                                                                                                                                                                                                                                                                                             |
| Savings Plan                                                                           | Participation is suspended during the leave. Employee obligation under the loan provision continues.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Educational Development                                                                | Tuition assistance and training will be jointly administered by the Union and the Company through the Training Advisory Board, up to a maximum Company expense of \$5,000 per employee, not to exceed an overall Company total of \$3 million over the life of the contract.                                                                                                                                                                                                                                                                                         |
| Telephone Concession                                                                   | Telephone concession will continue until the end of the month in which the leave begins.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

**MEMORANDUM OF AGREEMENT**  
**INFORMAL SURPLUS**

This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America ("CWA" or the "Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management"). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.

Whenever it determines that a force reduction is necessary and Management feels they can clear the surplus with follow-the-work or voluntary severance, the Company can implement the following process:

1. Prior to a formal declaration of surplus and notification to the Union as described in Section 3.a. of Article XVII, **Force Adjustment**, of the 2017 Departmental Agreement, Management may, at its discretion, conduct an open canvass of the affected work group(s) in an effort to effect the force reduction without formally invoking the Force Adjustment process. If Management determines that such an open canvass is appropriate, it shall so notify the CWA Staff Representative(s) having responsibility for the affected work group(s) prior to the start of the canvass. Notification shall include the work group(s) involved, job title(s) and approximate number of employees affected, the location(s) and the force reduction date.

If Management determines that an open canvass is not feasible and decides to declare a formal surplus instead, its written notification to the Union will include an explanation of why a canvass was not conducted.

2. The canvass shall be conducted in order of seniority within the affected work group(s). The purpose of the canvass shall be to solicit volunteers to either follow their work to a new location, if such an opportunity exists, or to accept a Voluntary Severance Payment under the provisions of Section 1.b. of Article XVIII, **Severance Payments**, of the 2017 Departmental Agreement.
3. Employees who follow their work to a new location and who are required to relocate their residence as a result thereof, shall be reimbursed by the Company for reasonable moving expenses incurred consistent with Section 7. of Article XVII, **Force Adjustment**, of the 2017 Departmental Agreement.

FOR THE UNION:

By: Claude Cummings Jr.  
Claude Cummings Jr.  
Vice President, District 6

FOR THE COMPANY:

By: Joe Croci  
Joe Croci  
Vice President – Labor Relations



**MEMORANDUM OF AGREEMENT**  
**REGARDING NEUTRALITY AND CARD CHECK RECOGNITION**

AT&T Inc. ("the Company") and Communications Workers of America ("the Union"), enter into this Memorandum of Agreement Regarding Neutrality and Card Check Recognition as of April 9, 2017.

**1. Duration.** This Agreement is effective as of the date stated above, and shall remain in effect through April 10, 2021, unless extended, modified or terminated by mutual written agreement of the parties or their successors. The parties expressly understand, however, that in the event this Agreement is terminated, all of the terms hereof nevertheless shall survive said termination and remain in effect with respect to any reorganization or restructuring of any bargaining unit as a result of which management creates any new subsidiary, division, or operating entity as to which no Union representation then exists.

**2. Applicability.**

(a). All card check procedures and any Union recognition provided for by this Agreement shall be applicable to all non-management employees of the Company effective with execution of this Agreement.

(b). As used herein, "the Company" means AT&T Inc. and all other present and future companies, divisions, subsidiaries or operating units thereof, except AT&T of Puerto Rico, Inc., AT&T of the Virgin Islands, Inc., AT&T Government Solutions, Inc., AT&T Support Services Company, Inc., and AT&T Global Com. Services Inc.

(c). As used herein, "non-management" means employees who normally perform work in non-management job titles as determined by the Company, in accordance with the statutory requirements of the National Labor Relations Act, as amended, and applicable decisions of the National Labor Relations Board and reviewing courts. If the Union disagrees with any such determination, the parties agree to submit the issues of unit definition to arbitration as set forth in paragraph 3. below, using the aforesaid statutory requirements and decisions as the governing principles. At the request of the Union, the Company will discuss with the Union neutrality as to Union representation of employees who are not defined above as "non-management."

(d). In addition to the foregoing, the parties further agree that any proposed bargaining unit shall exclude all professional, managerial, and confidential employees, guards and supervisors as defined in the National Labor Relations Act.

(e). The Company agrees that, for future divisions, subsidiaries or operating units that are not wholly owned, it will, at the request of the Union, discuss with the other owners the extension of this agreement to such divisions, subsidiaries, or operating units.



### 3. Card Check Recognition Procedure.

(a). When requested by the Union, the Company agrees to furnish the Union lists of employees in the bargaining unit in each applicable company entity. This list of employees will include the work location, job title, and home address.

(b). The Union will give twenty-one (21) days notice for access to Company locations. Access will be limited to one sixty (60) day period in any twelve months for each unit agreed upon or determined as provided herein.

(c). (1). The Union and the Company shall meet within a reasonable period, but not to exceed ninety (90) days, after the effective date hereof for the purpose of defining appropriate bargaining units for all presently existing potential bargaining units. During this process, the Company will share job titles, job functions, work locations, and management structure with the Union representatives in order to facilitate agreements on the appropriate bargaining units. In the event that the parties are unable to agree, after negotiating in good faith for a reasonable time, upon the description of an appropriate unit for bargaining, the issue of the description of such unit shall be submitted to arbitration administered by, and in accordance with, the rules of the American Arbitration Association (AAA). The Arbitrator shall be confined solely to the determination of the appropriate unit for bargaining and shall be guided in such deliberations by the statutory requirements of the National Labor Relations Act. The parties agree that the decision of the Arbitrator shall be final and binding. The Company and the Union agree that the permanent Arbitrator to hear disputes with respect to this sub-paragraph shall be Richard Bloch. If the permanent Arbitrator cannot serve, the parties shall select an Arbitrator from a list or lists of prospective Arbitrators provided by the AAA.

(2). If either the Company or the Union believes that the bargaining unit as agreed or determined in (c). (1). above, is no longer appropriate due to organizational changes, then the parties shall meet and confer in good faith for the purpose of re-defining the appropriate unit. In the event that the parties are unable to agree, after negotiating in good faith for a reasonable time, upon the re-definition of an appropriate unit, the issue of the description of such unit shall be submitted to arbitration as provided in (c). (1).

(d). The Company agrees that the Union shall be recognized as the exclusive bargaining agent for any agreed-upon or otherwise determined bargaining unit(s) not later than ten (10) days after receipt by the Company of written notice from the AAA that the Union has presented valid authorization cards signed by a majority of the employees in such unit(s).

(e). For the purposes of determining the number of employees that constitute a majority of the bargaining unit, the employee population will be composed of only those employees employed in the bargaining unit on the earliest date which appears on the cards presented to the AAA. The cards so presented must be dated within sixty (60)

days of each other, but no earlier than the date of execution of this Agreement, and each card so presented must contain at least the language set forth in Attachment 1 hereto. The Company shall provide the AAA all employees, job titles and other information required for the AAA to verify the existence of more than 50% of employee authorizations as provided for in this Agreement.

(f). In the event the Union fails to deliver to the AAA valid authorization cards signed by a majority of employees in any aforesaid bargaining unit upon completion of its card signing effort, the Union agrees not to begin any further card signing effort in such unit for a period of one year from the date on which access was first granted as provided in (b). above.

(g). As soon as practicable after the aforesaid recognition and upon written request by the Union, the Company, or the appropriate subsidiary, division or operating unit thereof shall commence bargaining in good faith with the Union with respect to wages, hours, and other terms and conditions of employment for the employees employed within the agreed upon or otherwise determined appropriate bargaining unit.

#### **4. Neutrality.**

(a). The Company agrees, and shall so instruct all appropriate managers, that the Company will remain neutral and will neither assist nor hinder the Union on the issue of Union representation.

(b). For purposes of this Agreement, "neutrality" means that management shall not, within the course and scope of their employment by the Company, express any opinion for or against Union representation of any existing or proposed new bargaining unit, or for or against the Union or any officer, member or representative thereof in their capacity as such. Furthermore, management shall not make any statements or representations as to the potential effects or results of Union representation on the Company or any employee or group of employees. The Union also agrees that, in the course of any effort by the Union to obtain written authorizations from employees as provided for in paragraph 3. (b)., above, neither the Union nor any of its officers, representatives, agents or employees will express publicly any negative comments concerning the motives, integrity or character of the Company, AT&T, Inc., or any of their officers, agents, directors or employees.

(c). This agreement supersedes and terminates any and all other agreements, Memorandum of Understanding, commitments or statements of intent regarding neutrality or card-check procedures that may exist as of the date hereof between the Union and any Company entity.

**5. Valid Authorization Cards.** For purposes of this Agreement, a valid written authorization card shall state specifically that by signing the card, the employee agrees to be represented by the Union, using the language set forth in Attachment 1.

## **6. Recognition for New Entities and New Work.**

(a). The Company agrees that it will give the Union reasonable advance notice, once a firm management decision has been made, of its intent to effect any reorganization or restructuring, or to engage in any new line(s) of business, as a result of which management expects to create any new subsidiary, division, or operating entity as to which no Union representation then exists. After execution of this Agreement, should the Company acquire new companies or engage in a new line of business or enter a new market in which there is no active labor agreement or bargaining agreement in place, the parties agree that this Agreement shall apply to that acquired company or new line of business or enterprise in a new market after that company has been operating for a period of one hundred twenty (120) days.

(b). If management determines that more than fifty percent (50%) of the employees employed within an appropriate unit for bargaining by a new entity were, immediately prior to such employment, employed in a bargaining unit represented by the Communications Workers of America, the Company agrees that it shall recognize and bargain with the Union as the duly constituted bargaining representative of such bargaining unit employees, and the Union agrees to acknowledge such new entity as a Successor Employer for all applicable purposes under the labor laws of the United States and any relevant state.

(c). If management determines that fifty percent (50%) or less of the non-management work to be performed by any such new entity will consist of work previously performed by members of a pre-existing Union bargaining unit, then the Company agrees that, within a reasonable time after the said determination has been made, or concurrently with the giving of the notice referenced in paragraph 6. (a)., above, whichever is later, the Company will so inform the Union in writing. To the extent permitted by law, the Company shall presume, in making any determination as set forth in this paragraph 6., that each employee of the new entity who was a member of a pre-existing Union bargaining unit wishes to remain represented by the Union. These employees shall be counted as having signed valid authorization cards should a card signing effort be undertaken in the new entity within one year after the new entity begins operations employing such employees.

(d). Except as specified in paragraph 9., below, the Union shall retain any legal rights it may have to challenge any management decision or determination described in this paragraph 6.

**7. Regulatory and Legislative Support.** The Union hereby agrees to continue its support before the appropriate regulatory and legislative bodies for the Company's efforts to remain competitive in, and/or to gain entry to, all telecommunications and related markets in which the Company chooses to participate, unless the Union determines such support to be in conflict with its interests. If the Union determines such a conflict exists, the Union will promptly so notify the Company and, at the request of the Company, meet to discuss and confer on such conflict.

The Company hereby agrees to support Union efforts before regulatory and legislative bodies unless the Company determines such support to be in conflict with its interests. If the Company determines such a conflict exists, the Company will so notify the Union and will, if requested by the Union, meet to discuss and confer on such conflict.

**8. Job Offers to Employees in Existing Bargaining Units.** In connection with any reorganization, restructuring or other event that gives rise to application of the terms of this Agreement, and which involves either:

(a) the transfer of non-management work from any Union bargaining unit to any other entity of the Company or of any subsidiary of AT&T Inc., or

(b) the elimination of bargaining unit work while new jobs are created in any other entity of the Company or any subsidiary of AT&T Inc.,

the Union agrees that, once the recognition has occurred, an offer of a job in another entity to an employee in an existing bargaining unit shall have the same effect as if the same job or one of similar status and pay were offered by the employer under the collective bargaining agreement(s) for that bargaining unit. This shall include, without limitation, application of any contractual reassignment pay protection provisions and the satisfaction of any bargained-for employee right to a job offer. Except as specified in paragraph 10., below, nothing in this paragraph 8. shall be construed as a waiver by the Union of any legal rights it may have to challenge or contest the reorganization, restructuring, or other event described in 8.a. and/or 8.b. above.

**9. Dispute Resolution.** Except as to disputes referenced in paragraph 3. (c). of this Agreement, all disputes concerning the meaning or application of the terms of this Agreement shall be handled and addressed by the meeting of designated representatives of the Company and the Union. Either party may request such a meeting and each party pledges its best efforts to address any and all concerns raised as to the meaning or application of this Agreement. With the exception of matters referenced in paragraph 3.(c). above, the meaning or application of this Agreement shall not be subject to arbitration. Each party reserves its right to seek judicial or other relief provided by law to enforce this Agreement. However, the parties agree that prior to seeking such relief, they will meet and confer as set forth above.

**10. Waiver of Certain Other Claims.**

(a). The Union promises and agrees that, in connection with any arbitration provided for in this Agreement, and in connection with any legal or administrative suit, proceeding or charge arising subsequent to the effective date of this Agreement between the Union and any AT&T company, including but not limited to any proceeding before the National Labor Relations Board or its delegate, the Union hereby waives any claim, allegation or argument, and agrees to refrain from presenting this Agreement as

evidence in support of any claim, allegation or argument, that AT&T Inc. and/or any of its current or future subsidiaries, and/or their divisions, units, agents or affiliates, are or have been a single employer, joint employers, accretions or alter egos with respect to each or any of them, to the extent that any such claim, allegation or argument is based upon:


- (1) any change on or after the execution date of this Agreement, in the administration and/or control of labor relations by AT&T or any of its entities, companies, divisions, or subsidiaries; or
- (2) any change in the scope, availability to employees, or administration by management of any program or practice for the effectuation of employee-initiated transfers between or among different subsidiaries or bargaining units;

provided, however, that this paragraph shall not be construed as having any effect on the Union's right or the Company's obligation, to the extent the same may exist under applicable law and/or any preexisting collective bargaining agreement(s), to negotiate changes in the terms and conditions applicable to such transfers.


(b). The provisions of this paragraph 10. shall survive the expiration of the remainder of this Agreement, and shall have full force and effect until specifically voided by mutual written agreement of the parties.

**11. Severability.** Should any portion of this Agreement be voided or held unlawful or unenforceable by the National Labor Relations Board or any court of competent jurisdiction, the remaining provisions shall remain in full force and effect for the duration of this Agreement.

FOR THE UNION:

By:   
Claude Cummings Jr.  
Vice President, District 6

FOR THE COMPANY:

By:   
Joe Croci  
Vice President – Labor Relations

ATTACHMENT 1 TO MEMORANDUM OF AGREEMENT REGARDING CARD CHECK  
RECOGNITION

Communications Workers of America, AFL-CIO

I hereby join with my fellow workers in organizing a Union to better our conditions of life and secure economic justice. I have voluntarily accepted membership in the Communications Workers of America (CWA), AFL-CIO, and declare that this union shall be my representative in collective bargaining over wages, hours and all other conditions of employment.

I understand that if CWA presents cards for recognition signed by more than 50% of the \_\_\_\_\_ employees eligible to be in the bargaining unit, (Company name) will recognize CWA as the bargaining representative of this unit without a representation election being conducted by the National Labor Relations Board and (Company name) would bargain with CWA concerning the terms of my employment and my working conditions.

I have also agreed to the membership provisions on the other side of this card.

*B. Mun*

**MEMORANDUM OF AGREEMENT**  
**MODIFIED PROCEDURES FOR EXPEDITED ARBITRATION**

This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America ("CWA" or the "Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management"). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.

1. The trial period for the following modified procedures will be applicable to formal grievances initially filed during the term of the 2017 Labor Agreements unless extended or modified by the parties in writing.
2. For the duration of this trial, in all grievances involving employee dismissals that qualify for expedited arbitration pursuant to Section 1. of Article V, **Expedited Arbitration**, of the 2017 Agreement of General Application, one of the following options shall be elected within thirty (30) days of the date the decision regarding the first level grievance is communicated to the Union:

- Option 1. An appeal to the second level of the grievance procedure. The thirty (30) day time period for this appeal shall be in lieu of the two (2) weeks time period set forth in Section 3.a. of Article XIX, **Grievances**, of the 2017 Departmental Agreement; or,
- Option 2. A request for expedited arbitration. The thirty (30) day time period for this request shall be in lieu of the sixty (60) day time period set forth in Section 2. of Article IV, **Arbitration**, of the 2017 Agreement of General Application. The Company shall, within fifteen (15) calendar days after the filing of the request, notify the Union in writing whether or not it agrees thereto. If the Company agrees, then the grievance shall proceed in accordance with Article V, **Expedited Arbitration**, of the 2017 Agreement of General Application. If the Company does not agree, and the Union wishes to proceed further with the grievance, then the appropriate grievance procedure must be followed as set forth in Article XIX, **Grievances**, Section 3., of the 2017 Departmental Agreement. The time limit for appeal to the second level of the grievance procedure shall begin to run as of the date of the Company's written response to the Union's request for expedited arbitration pursuant to this trial.



3. For the duration of this trial, in any grievance arbitrated under the trial provisions, the Company shall under no circumstances be liable for back pay for more than twelve (12) months (plus any time that the processing of the grievance or arbitration was delayed at the specific request of the Company) after the date of the dismissal complained of in the grievance. Delays requested by the Union in which the Company concurs shall not be included in such additional time. These time periods shall be in lieu of the time periods set forth in Section 3.h. of Article V, **Expedited Arbitration**, of the 2017 Agreement of General Application.
4. Except as specifically provided above, all grievances shall continue to be subject to the applicable provisions of Article XIX, **Grievances**, of the 2017 Departmental Agreement, as well as Article IV, **Arbitration**, and Article V, **Expedited Arbitration**, of the 2017 Agreement of General Application.

FOR THE UNION:

By: 

Claude Cummings Jr.  
Vice President, District 6

FOR THE COMPANY:

By: 

Joe Croci  
Vice President – Labor Relations



**MEMORANDUM OF AGREEMENT**  
**CWA INTERNAL REVIEW / APPEAL PROCESS**

This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America ("CWA" or the "Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management"). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.

1. Whenever the Union, during the term of this Agreement, notifies the Company in writing of its election to arbitrate a grievance pursuant to Article IV, **Arbitration**, or Article V, **Expedited Arbitration**, of the 2017 Agreement of General Application, and in the same writing also notifies the Company: (1) that the election to arbitrate is involved in the Union's internal review and/or appeal process, and (2) that the notice of election to arbitrate is therefore being given solely to preserve the Union's right to arbitrate in the event that the review and/or appeal result in a decision to arbitrate, the parties agree that the running of the 150-day time limit provided for in Section 2. of Article IV, or the 15-day time limit provided in Section 1. of Article V, shall be frozen as of the date the Company receives said notice.
2. With respect to any grievance as to which notice is given to the Company in accordance with the terms of paragraph 1. above, the Union shall notify the Company promptly in writing of the outcome of its internal appeal process, and at the same time:
  - A. If the review and/or appeal result in a decision to arbitrate, the Union shall also notify the Company of its intent to proceed to arbitration, and the running of the 150-day time limit provided for in Section 2. of Article IV, **Arbitration**, or the 15-day time limit provided for in Section 1. of Article V, **Expedited Arbitration**, of the 2017 Agreement of General Application shall resume as of the date upon which the Company receives this notice.
  - B. If the review and/or appeal result in a decision not to arbitrate, the Union shall also notify the Company of withdrawal of its previous notice of election to arbitrate the subject grievance.
3. Regardless whether a "stop-the-clock" election is made under this Agreement, if no arbitrator has been agreed upon or no written request has been received by the American Arbitration Association to designate an arbitrator under Article IV, **Arbitration**, or an arbitrator has not been assigned under Article V, **Expedited Arbitration**, within twenty (20) months of the completion date of the Formal Grievance procedure then such grievance is not subject to arbitration and will be withdrawn.

4. The Company shall not be liable for any back pay or other relief during the period the Union has “stopped the clock,” regardless when the Union sent its “stop-the-clock” letter to the Company.

FOR THE UNION:

By: Claude Cummings Jr.  
Claude Cummings Jr.  
Vice President, District 6

FOR THE COMPANY:

By: Joe Croci  
Joe Croci  
Vice President – Labor Relations

**MEMORANDUM OF AGREEMENT**  
**PRESIDENTIAL COUNCIL**

This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America ("CWA" or the "Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management"). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.

The CWA and the Company enjoy a strong historic relationship as partners on many issues. In recognition of the parties' desire to continue to foster meaningful dialogue on matters of mutual interest, the Company and CWA agree to establish a Presidential Council to discuss such matters.

The Council commits to meet semiannually to continue this relationship. The parties agree to utilize this Council to engage in substantive discussions and exchange information concerning the ongoing state of the Company and the Union, the economy, federal and state political issues, and other concerns of both parties. Those attending this Council will include leaders of the Company and CWA. It is the Company's intent to have the appropriate senior business unit leaders in attendance if their schedules so permit.

FOR THE UNION:

By: Claude Cummings Jr.  
 Claude Cummings Jr.  
 Vice President, District 6

FOR THE COMPANY:

By: Joe Croci  
 Joe Croci  
 Vice President – Labor Relations

### **STRATEGIC ALLIANCE Southwest Region**

Building on early successes in the Company/Union partnership, District 6 of the Communications Workers of America (CWA) and Southwestern Bell Telephone Company (SWBT) agreed to institute the Strategic Alliance in 1992.

The Strategic Alliance, then and now, has two objectives. They remain:

- **To strengthen the Company's competitive position in the marketplace; and**
- **Provide a broader role for the Union in critical human resource issues affecting the CWA and its members.**

Since its inception, the Strategic Alliance has achieved notable successes in opening new avenues of approach toward addressing traditional workplace issues of mutual concern. As this partnership matures, the parties now desire to intensify and streamline their efforts to meet even greater challenges and to reach lasting solutions to those challenges. The parties also recognize the contribution this partnership can make toward resolving disputes that historically have been referred to third parties for disposition.

The Executive Council, originally formed to review progress toward achieving the goals of the Strategic Alliance, will continue to meet on a semi-annual basis. Its role will be expanded by increasing the involvement of operating management at the highest levels to facilitate early and timely responsiveness to competitive pressures through the introduction of workplace innovations. The Council will continue to be co-chaired by the Vice President, Labor Relations (or designee) and the Vice President, District 6, of the Communications Workers of America (or designee). Key senior managers from operating units, as well as District 6 CWA officials, will comprise the Council.

#### Executive Council Responsibilities

The Executive Council will be responsible for implementing the strategy to champion this cooperative venture. The Council will work primarily with standing joint committees at the Company level and will commission ad hoc Joint Problem-Solving Teams, as appropriate, to accomplish the goals of the Strategic Alliance.

Standing joint committees include Benefit, Safety and Health, Technology Change, Training Advisory Board, Participative Management Employee Involvement (PMEI), and Employment Security.

Ad hoc Joint Problem-Solving Teams will be assigned critical issues impacting working conditions and the competitive marketplace which are not addressed by standing joint committees. Membership on these teams, as well as the time frame in which they operate, will be determined by the Executive Council.

In carrying out its mission, the Executive Council will:

1. Identify and prioritize issues impeding progress toward the creation of an environment where the working conditions foster exceeding customer expectations with a fully trained and well-educated work force.
2. Call upon their standing joint committees to reassess their mission and report on progress toward achieving the goals of the Strategic Alliance.
3. Create ad hoc Joint Problem-Solving Teams when needed.
4. Review status reports from standing joint committees on a semi-annual basis.
5. Assure recommendations received from the standing joint committees as well as ad hoc Joint Problem-Solving Teams are reviewed with senior management from the appropriate operating entity. Any subsequent action taken by the operating entity to address these issues will be shared with the Executive Council.
6. The Executive Council shall have the authority to implement, at its discretion, and on a trial basis, recommendations from the standing joint committees and/or ad hoc Joint Problem-Solving Teams.

#### Direction of Standing Joint Committees

In order to support the Strategic Alliance, the standing joint committees will be called upon to focus their activities in the near term as follows:

- Participative Management Employee Involvement (PMEI) Companywide Steering Committee

Explore strategies to generate increased joint involvement by key operations personnel in addressing major workplace issues; develop more efficient channels to educate employees regarding the benefits of a participative approach; and adopt a proactive role in monitoring team evolution. This committee will focus on such activities as the development of individual committee structures that enhance and expedite the integration of a PMEI philosophy into business operations. The committee will serve as a forum to explore and exchange innovative ideas and successful applications of participative concepts using both internal and external sources. The committee will also direct the Employee Involvement Development Subcommittee (EIDS) comprised of Company and Union subject matter experts in the field of employee involvement. The EIDS will: research issues and make recommendations that require joint CWA/SWBT employee involvement expertise; assess work groups' current level of employee involvement and transfer that assessment expertise to operations PMEI support

personnel; and provide guidance to and determine the effectiveness of PMEI consultants.

- Employment Security

The telecommunications industry continues on a path of unprecedented growth in competition and innovation in all segments of the market place. Achieving the parties' mutual goals of competitive excellence and employment security presents ever-increasing challenges. The Employment Security Committee will continue to address mutually-agreed upon issues that influence these goals, and to recommend Union and Company actions to minimize negative impacts and enhance opportunities in the workplace.

- Benefit Committee

In recognition that there are complex benefit issues, the Benefit Committee will continue to address mutually agreed-upon benefit issues and to recommend joint Union and Company actions in an effort to influence benefit concerns.

- Safety and Health Committee

Continue to address ergonomic concerns in the workplace. Continue to consider existing practices and rules relating to occupational safety and health and formulate suggested changes in design and adoption of new practices and rules.

- Technology Change Committee

Strengthen efforts to address human resource issues impacted by new technology that cause changes in equipment, organization, or methods of operation.

- Training Advisory Board (TAB)

Continue to monitor the effectiveness of the Accelerated Technical Training (AccTT) Program. Determine the feasibility of alternative delivery methods of the AccTT Program in small markets.

Review approved personal or career development and job displacement training courses and curricula and furnish advice to the Company on recommended additional courses.

### Conclusion

Initiatives undertaken by the Strategic Alliance will be viewed as a supplement to the collective bargaining process. The Union and the Company expressly reserve the right to reopen, by mutual agreement, negotiations at any time during the life of the 2017

Agreements for the purpose of implementing changes resulting from recommendations from joint committees/teams commissioned by the Executive Council.

In terms of pay treatment associated with the Strategic Alliance, the employee members involved in these joint efforts shall suffer no loss in pay for time consumed in, and necessarily consumed in traveling to and from, meetings. In addition, the Company will reimburse employee members for the cost of round-trip coach airfare for attending Standing Joint Committee meetings. The number of employee members reimbursed on each committee shall not exceed the number of employee members as of April 5, 1998 except for the Benefit Committee (formerly the Joint Health Care Cost Containment Committee), which shall include one (1) assigned representative.

**MEMORANDUM OF AGREEMENT**  
**FOUR-DAY WORK WEEK**

This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America ("CWA" or the "Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management"). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.

This agreement shall not apply to employees in Appendix J of the 2017 Labor Agreements.

In certain administrative work units or work groups, it may be beneficial to employees and in the best interests of the business to establish a four-days-per-week, ten-hours-per-day (four-day work week) schedule as a normal work week.

The provisions of the Departmental Agreement, Agreement of General Application, and any other applicable existing Union-Management agreements will continue to apply to bargaining unit employees on four-day work week schedules except as noted in the parameters and implementation procedures listed below.

1. Management and the Union must jointly agree at the local level to implement a four-day work week schedule within a particular work group. A work group may include employees working four-day work weeks and employees working five-day work weeks. The Union has designated the appropriate CWA Representative in each state as the local Union contact for discussing implementation of these procedures. When the implementation of four-day work weeks in a group in one CWA Local will impact the scheduling of tours in a group in another CWA Local, the implementation must be approved by the Vice President, District 6, or his designated representative. The general-level manager, or designated representative thereof, will normally be the Company contact.
2. Either the Union or Management, at the local level, may terminate a four-day work week schedule by giving the other party reasonable advance notice.
3. Transfers/changes to or from a four-day work week will normally be at the beginning of a work week. When this is not possible, or in case of temporary assignments to meet service requirements, affected employees will take their existing schedule with them for the remainder of the week. Management may, at its discretion, elect to leave a temporarily loaned employee on his/her existing work week basis throughout the period of the loan.



4. Employees may request a change to or from a four-day work week schedule. Requests will be considered by Management based on tour availability and needs of the business.
5. The four ten-hour days may be scheduled on consecutive or non-consecutive days, depending on the terms of the joint agreement between the Union and Management. If tours are scheduled on non-consecutive days, at least two of the three days off must be consecutive. On consecutive-day schedules, during those weeks containing Authorized Holidays, the non-holiday tours need not be contiguous with the holiday tour.
6. Overtime will be paid when an employee works in excess of ten hours (or its equivalent for Operating employees), outside scheduled hours for employees covered under Article VII, Work Schedules, of the 2017 Departmental Agreement or in excess of forty hours (or its equivalent for Operating employees) in a work week.

For employees covered under Article VII, Work Schedules, of the 2017 Departmental Agreement, on those days when an employee is absent without pay (at his/her request) for a portion of a normally scheduled tour, and is required to work either before or after the scheduled tour, compensation at the rate of one and one-half times the basic hourly rate shall be paid only for time worked at the Company's request in excess of ten hours on that day. (Similar treatment shall apply in the case of tardiness.) This treatment does not apply to the Excused Work Day without pay taken in accordance with the provisions of Article X, Excused Work Days, of the 2017 Departmental Agreement, nor to time excused without pay in accordance with Section 3., Article VI, Leaves of Absence For Union Representatives On Union Business, of the 2017 Agreement of General Application.

7. Scheduled Sunday work is compensated for at one and one-half times the basic rate of pay for the first eight hours worked. Time worked during the ninth and tenth hours will be compensated for at the basic hourly wage rate. The overtime rate will apply to Operating employees working in excess of ten hours, and to employees covered by Article VII, Work Schedules, of the 2017 Departmental Agreement for all non-scheduled work, except as described in Item 6., above.
8. A night tour shall be one which falls wholly or partially between the hours of 8 p.m. and 5 a.m.
9. Subject to the conditions of Article IV, Basis of Compensation, Section 6., Night Differentials, of the 2017 Departmental Agreement the special night differential pay treatment applicable to Cable Splicing Technicians will be altered as follows:

Under those conditions where the rate of one and one-half times the basic hourly rate is applicable, it will only apply to the first eight hours of each of the first three consecutively scheduled ten-hour night tours. The last two hours of such tours will be compensated at the basic hourly rate. The night differential will apply to each succeeding consecutively scheduled ten-hour night tour.

10. Time parameters for extra payments to Operating employees for tours ending after 6 p.m. and tours ending after 9 p.m., as provided in Article IV, Basis of Compensation, Section 6.c., of the 2017 Departmental Agreement will be extended by two hours. Extra payment at the weekly rate of \$2.50 will apply for tours nine and one-half hours in length.
11. Except for Operating employees, the normal work week shall consist of four ten-hour tours. Sessions shall be no less than four hours, nor more than six hours in length.
12. The time parameter, 10 p.m., associated with shortened tours for Operating employees, as provided in Article VI, Hours of Work, Section 2., Note 2, of the 2017 Departmental Agreement shall be changed to 11 p.m. Tour lengths will also be changed as follows:
  - 6 hours to 7.5 hours
  - 7 hours to 9 hours
  - 7.5 hours to 9.5 hours
13. Employees electing to take day-at-a-time vacations will do so on a four-day, ten-hour basis. Individual vacation days may also be taken in half-day increments. When changes to or from four-day work week schedules occur, unused day-at-a-time vacation time will first be divided into full or half-days if possible. Any remaining time will be designated as "residual time" and credited to such employees.

Residual time may be disposed of as follows:

- A. "Bought-out" by Management at the basic hourly rate (including any evening or night differentials when applicable).
- B. Taken in complete time increments as excused, paid time in conjunction with:
  - (i) Excused Work Day residual time.
  - (ii) Paid (work) time.
  - (iii) Excused not-paid time (including EWN time if available).
  - (iv) A combination of the above.

Management must approve "buy-outs" along with when and how residual excused paid time will be taken. Residual excused paid time must be taken in situations where an employee would be paid for time he/she is normally not eligible to receive. These procedures will also apply to Vacation Holidays earned but not taken prior to a change/transfer to or from a four-day work week schedule.


14. A maximum of eight Authorized Holidays (including the two Floating Holidays) shall be compensated for on a ten-hour basis. This includes all Authorized Holidays except the Day After Thanksgiving and the Designated Holiday. Employees are only entitled to eighty hours of holiday pay. When employees move/change to or from a four-day schedule, they become eligible for remaining Authorized Holidays only, up to the maximum of eighty hours. This would include a Designated Holiday on moves from a four-day work week if the employee has holiday hours remaining.

When changes to or from a four-day work week schedule occur, Management should determine how many hours of holiday pay the employee has been compensated for and how many hours he/she has remaining. Those hours should be divided into full days if possible. Any remaining time will be designated as "residual time" and handled as described in Item 13.


15. Eligible employees will qualify for thirty-two hours of Excused Work Days which may be taken as either three paid Excused Work Days and a two-hour increment or two paid Excused Work Days and six two-hour increments. All Excused Work Days may be taken in two-hour increments. Transfers to or from four-day work week schedules and residual time will be handled and treated in the same manner as vacations covered in Item 13. above, except they may continue to be taken in two-hour increments.
16. "Pay in lieu of" situations applicable to vacations because of separations through dismissal (except misconduct), layoff, resignation, retirement, or death, as provided in Article IX, Vacations, Section 3., of the 2017 Departmental Agreement will also apply to residual time. Pay for unused vacation time due to Leaves of Absence or transfers will include payment for any residual time.
17. Difference in pay for military training duty and emergency duty will be allowed for a maximum of eighty-eight hours.
18. An illness waiting day as provided in Article XI, Absences From Duty, Section 5., Illness, of the 2017 Departmental Agreement will be an absence of at least one session from scheduled time. Likewise, an absence of a full day will be paid on a ten-hour per day basis.

19. Subject to the conditions of Article XV, Temporary Work In Higher Positions, of the 2017 Departmental Agreement, Classification Differentials will be paid on the basis of one-fourth of the weekly wage rate instead of one-fifth. The Classification Differential paid to Supplies Attendants temporarily assigned Driver-Tractor Trailer duties in accordance with the provisions of Section 3., will be \$6.25.
20. All employees participating in collective bargaining will be paid on a five-day, eight hours-per-day basis.
21. Leaves of Absence for Union representatives on Union business will be converted to hours as follows:
- 60 days becomes 480 hours  
145 days becomes 1160 hours

FOR THE UNION:

By:   
Claude Cummings Jr.  
Vice President, District 6

FOR THE COMPANY:

By:   
Joe Croci  
Vice President – Labor Relations

**MEMORANDUM OF AGREEMENT**  
**SERVICE LEADER**

This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America ("CWA" or the "Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management"). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.

This Agreement specifically addresses work groups consisting of Group 1 Craft employees whose predominant functions are the installation/maintenance of PBX equipment.

1. The Company may, as it determines necessary, appoint a qualified non-management employee to act as a Service Leader. A Service Leader will have the responsibility for directing the efforts of the work group while at the same time performing normal technician duties.
2. An employee acting as a Service Leader shall not take or recommend disciplinary action against another employee.
3. Selection of the Service Leader will be made on a seniority basis from those qualified employees who volunteer. The Company shall determine those employees who are qualified for such assignment.
4. When an employee is appointed by the Company to perform the duties of a Service Leader for one or more days in a week, the employee shall be paid ten (10) percent of one-fortieth (1/40<sup>th</sup>) of the employee's current applicable weekly wage rate for each hour the employee performs this work.
5. The intent, meaning and application of this Agreement shall be subject to the provisions of Article XIX, **Grievances**, of the 2017 Departmental Agreement and Article IV, **Arbitration**, of the 2017 Agreement of General Application.

FOR THE UNION:

By: Claude Cummings Jr.  
 Claude Cummings Jr.  
 Vice President, District 6

FOR THE COMPANY:

By: Joe Croci  
 Joe Croci  
 Vice President – Labor Relations

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**MEMORANDUM OF AGREEMENT**  
**UNIFORM SERVICES LEAVE OF ABSENCE – EXECUTIVE ORDER FOR**  
**OPERATION FREEDOM’S SENTINEL**

This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America (“CWA” or the “Union”) and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the “Company” or “Management”). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.


This confirms our understanding regarding the Uniform Services Leave of Absence for employees who are called up for active military service due to the Presidential Executive Order of September 14, 2001 - Operation Noble Eagle, and subsequent Operations Enduring Freedom, Iraqi Freedom, New Dawn and Freedom’s Sentinel.

The following change will be effective April 9, 2017 for employees who are called for involuntary active duty as a result of the Presidential Executive Order of September 14, 2001 and will supersede any agreements or policies concerning military pay allowances for such employees entering active duty in the armed forces of the United States. Other terms of the existing Uniform Services Leave of Absence apply unchanged.


- Employees on this leave will receive a pay differential (difference between the employee's military pay and his/her company pay, including any applicable shift differential), when military pay is less, for a total of thirty (30) months or period of active duty, whichever is shorter.

The termination of this Memorandum of Agreement will be at the completion of and/or cancellation of Executive Order – Operation Freedom’s Sentinel, upon mutual agreement of the parties, or termination of the 2017 Labor Agreements, whichever occurs first.

FOR THE UNION:

By:   
 Claude Cummings Jr.  
 Vice President, District 6

FOR THE COMPANY:

By:   
 Joe Croci  
 Vice President – Labor Relations

**MEMORANDUM OF AGREEMENT**  
**FACILITIES LOCATE WORK**


This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America ("CWA" or the "Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management"). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.

1. For the purposes of this Agreement, the job duties for the title Assistant Customer Service Technician shall include facilities locate work and all work associated with facilities locates, excluding such work in Arkansas.
2. Surplus employees who accept an Assistant Customer Service Technician position shall retain the pension band from their immediately preceding job title if such band was higher, along with any applicable Reassignment Pay Protection Plan (RPPP) payment; otherwise, a surplus employee moving into the Assistant Customer Service Technician position shall have the pension band associated with such title. It is the intent of the parties that surplus employees accepting Assistant Customer Service Technician positions move back to their former positions as soon as practicable. Accordingly, surplus employees who accept the Assistant Customer Service Technician position and who receive a higher pension band under this paragraph must continually have a job vacancy request on file to return to their former job title in order to continue to receive the higher pension band. If an employee receiving a higher pension band treatment under this Agreement declines an offer for a former job title in the employee's Force Adjustment Area, then such employee shall receive the pension band normally associated with an Assistant Customer Service Technician.
3. If an Assistant Customer Service Technician performs work (excluding facilities locate work) normally performed by employees in a Group 1 Craft title for at least one (1) hour in a tour, then the Assistant Customer Service Technician shall be entitled to the Classification Differential equal to one-fortieth ( $1/40^{\text{th}}$ ) of the amount of the weekly wage progression for each hour worked. The Company will not employ Assistant Customer Service Technicians to permanently supplement work performed by Group 1 Craft titles.
4. The Company will not pay moving expenses for employees who accept an Assistant Customer Service Technician position. Notwithstanding the preceding sentence, surplus employees in Arkansas accepting Assistant Customer Service Technician positions shall be entitled to moving expenses under the terms provided in the 2017 Labor Agreements.




5. This Agreement shall not prohibit the Company from contracting out facilities locate work, nor shall it be applicable to or admissible in any arbitration or legal proceeding relating to contracting out any other work.
6. The Union further agrees that its officers will continue to support AT&T in regulatory and legislative bodies in its efforts to remain competitive in and gain new entry into telecommunications markets. Toward that end, the Union agrees that its officers will not take a position on telecommunications policy or service matters contrary to AT&T's position with the PUC, legislators (state & federal), the FCC, any other governmental entities or in the media, unless the Union determines its support would directly and immediately conflict with its own interests. If the Union determines AT&T's position on these matters is contrary to the Union's interests, the Union will promptly notify the Company and, at the request of the Company, meet to discuss, confer and, if possible, resolve any differences on such matters. If, despite the foregoing language, the Union takes a position contrary to AT&T concerning the above matters, this Agreement shall be null and void. This paragraph is not intended to limit the Union's ability to take a position inconsistent with AT&T on non-telecommunications policy matters or matters involving federal, state or local labor laws (e.g., FMLA, NLRA, FLSA, OSHA, etc.), nor does this paragraph limit the Union's right to take a position inconsistent with AT&T before legislators, regulators, a court of law, the NLRB, or in an arbitration arising from the parties' labor agreements with respect to such labor laws or contract matters.

FOR THE UNION:

By:   
\_\_\_\_\_  
Claude Cummings Jr.  
Vice President, District 6

FOR THE COMPANY:

By:   
\_\_\_\_\_  
Joe Croci  
Vice President – Labor Relations



**MEMORANDUM OF AGREEMENT**  
**RECOVERY OF WAGE OR BENEFITS OVERPAYMENT**

This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America ("CWA" or the "Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management"). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.

1. It is hereby agreed that for the duration of this Agreement, when the Company determines that employees represented by the Union have been paid benefits in excess of their entitlement under the Disability Income Plan or any other wage or benefits overpayments, the Company will withhold wages from the employees in order to recoup such overpayment in accordance with the terms of this Agreement. The Company, however, is not precluded from exercising any rights it may have under applicable law to recover overpayments to employees if employees either refuse or violate the terms of this Agreement, or if the employee is about to be or has been dismissed.
2. In cases where the Payroll Office becomes aware of an overpayment, the Company will provide express written notice to the employee at least thirty (30) calendar days before the first payroll deduction to recoup such overpayment occurs. The notice will include the percentage of gross wages that will be deducted from each paydraft until the overpayment is recovered, a statement informing the employee how to request review of the overpayment determination, and a statement informing the employee that he/she may contact the Company to request alternate payment arrangements no later than ten (10) days prior to the first scheduled deduction. The notice will also include the telephone number of a Company representative who will handle the employee's request. If the employee requests review of the overpayment determination by no later than ten (10) days prior to the first scheduled deduction, no payroll deduction, if any, shall begin until ten (10) days after the administrative decision in response to the request for review. The parties hereby acknowledge and agree that the review provided for in this paragraph 2. shall be in addition to, and not in lieu of, any right the employee may have to appeal a benefit determination under the provisions of any applicable employee welfare or pension benefit plan, and/or under applicable law, including but not limited to the Employee Retirement Income Security Act (ERISA). The parties also acknowledge and agree that the initial determination by the Company of an overpayment, and the administrative decision in response to an employee's request for review under this paragraph 2. are not, and shall not be construed as, employee welfare or pension benefit plan determinations under ERISA or any similar law or regulation of the United States or any other jurisdiction.

3. In any case, the maximum amount of wages the Company may withhold through an arrangement created by this Agreement shall be as follows:
- (a)(1) If the total amount of the overpayment is four thousand dollars (\$4,000) or less, the greater of one hundred dollars (\$100) or ten percent (10%) of the employee's gross wages, per pay period, until the overpayment is recouped.
- (a)(2) If the total amount of the overpayment is more than four thousand dollars (\$4,000), the greater of one hundred dollars (\$100) or twenty percent (20%) of the employee's gross wages, per pay period, until the overpayment is recouped.
- (b) If the employee requests alternate payment arrangements as described in paragraph 2., above, such alternate arrangements may be agreed to by the Company, as management determines to be appropriate and reasonable under the circumstances of each case. The employee may be represented by the Union in discussing alternate payment arrangements with the Company. The Company's final determination will not be subject to the grievance or arbitration provisions of any collective bargaining agreement between the Company and the Union, although all employees retain their existing rights to appeal benefit determinations according to the applicable plan terms and governing law.

FOR THE UNION:

By: Claude Cummings Jr.  
Claude Cummings Jr.  
Vice President, District 6

FOR THE COMPANY:

By: Joe Croci  
Joe Croci  
Vice President – Labor Relations

**MEMORANDUM OF AGREEMENT**  
**MONITORING**

This Memorandum of Agreement is entered into as of April 9, 2017 between Communications Workers of America ("CWA" or the "Union") and Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC (collectively referred to as the "Company" or "Management"). This Agreement supersedes the Memorandum of Agreement entered into April 7, 2013 as set forth in the 2013 Settlement Agreement and shall be effective April 9, 2017 through April 10, 2021, unless otherwise mutually agreed in writing by the parties.

1. Voice Monitoring

In an effort to provide courteous responses, accurate information, and superior service, customer calls are subject to monitoring. These efforts are focused on:

- training and development of employees;
- identification of customers' needs;
- identification of procedural problems; and
- overall improvement of the Company processes that involve direct interaction with the customer.

Voice Monitoring may be characterized as either:

- Employee Development Monitoring, or
- Service Measurement Monitoring.

A. Employee Development Monitoring

When Employee Development Monitoring (EDM) is conducted, it will be performed using consistent standards established by the organization.

The following parameters will be adhered to when conducting EDM:

- 1) Individual notification will be given to employees to be monitored the day the EDM is to take place.
- 2) Employees will have the option of "remote" or "side-by-side" EDM, where facilities exist.

- 3) Feedback from EDM efforts will be provided to employees by the end of the employees' next tour, unless unusual circumstances warrant otherwise.

Exception: Parameters (1) and (2) above are applicable once an employee has six (6) months' on-job experience after completion of formal training.

Where an employee demonstrates difficulty meeting established performance expectations (except in the areas of adherence, attendance, and safety), he/she may lose the privileges outlined in (1) & (2) above. If the employee loses these privileges, he/she will be notified. The loss of privileges will remain in effect until performance expectations are met on a consistent basis.

B. Service Measurement Monitoring

Service Measurement Monitoring (SMM) will be conducted for the purpose of ensuring consistent application of standards, evaluation of customer acceptance of new or changed procedures, or isolation of possible causes of a problem, such as fluctuation of work times, or an increase in customer complaints. The following parameters will be adhered to when conducting SMM:

- 1) No advance notification will be given to employees prior to monitoring since these efforts are oriented toward overall office performance rather than individual performance.
- 2) SMM will be conducted "remotely," where facilities exist.
- 3) SMM feedback may be documented and given to the monitored employees for developmental/diagnostic purposes.
- 4) During SMM, when an employee demonstrates an inability to consistently meet standards established by the organization, privileges of advance notification and choice of side-by-side or remote EDM may be revoked.

If an employee loses these privileges, he/she will be notified. This loss of privileges will remain in effect until performance expectations are met on a consistent basis.

It is not intended that this loss of privilege would be arbitrarily and routinely used.

- 5) Employees will not be evaluated for appraisal purposes on calls sampled through SMM.

C. Disciplinary Restrictions

No employee may be disciplined as a result of voice monitoring except for any of the following conditions:

- 1) When gross discourtesy or abuse of a customer is observed.
- 2) Attempts to defraud the Company through misuse of service and equipment are observed.
- 3) The employee violates privacy of communications or demonstrates integrity problems.
- 4) An employee fails to meet established performance expectations, as identified through EDM.

2. Electronic Monitoring

Electronic monitoring is defined as follows:

The collection, storage, analysis, and reporting about employee activities by means of computer observation and supervision.

All employees will be pre-notified of electronic monitoring reports and the intended use of such reports within their work group. The local Union president (or designee) will be notified of electronic monitoring reports prior to their use for appraisal or disciplinary purposes.

3. This Agreement does not preclude the Union's right of grievance procedure and/or arbitration as set forth in the 2017 Labor Agreements between both parties.

FOR THE UNION:

By: Claude Cummings Jr.  
Claude Cummings Jr.  
Vice President, District 6

FOR THE COMPANY:

By: Joe Croci  
Joe Croci  
Vice President – Labor Relations

**MEMORANDUM OF AGREEMENT****Transition of Newly-Represented DIRECTV LLC Employees**

This Memorandum of Agreement ("MOA") is entered into as of September 27, 2016, between Southwestern Bell Telephone Company, SBC Advanced Solutions, Inc., AT&T DataComm, Inc., AT&T Operations, Inc., AT&T Services, Inc., SBC Telecom, Inc., and DIRECTV LLC (collectively "Company" or "Management") and the Communications Workers of America (hereinafter referred to in this MOA as "CWA" or the "Union"), and sets forth the terms and conditions agreed to by the Company and the Union (hereinafter referred to collectively in this MOA as the "Parties") regarding the transition of certain newly-represented Company employees into the 2013 CWA/AT&T Southwest Labor Agreements ("Agreements").

1. **Recognition.** Effective with ratification of this MOA, DIRECTV LLC ("DTV") shall be a participating employer in the Agreements. Per the Certification of Results issued on April 5, 2016 by the American Arbitration Association in Case No. 01-16-0001-1057 for the DTV/AT&T Southwest Technician, Warehouse, Administrative Support Unit, the Company recognizes the Union as the duly authorized bargaining agent for the titles listed below ("Unit Employees"):

Administrative Support Assistant  
Installer  
Installation Technician  
Office Coordinator  
Warehouse Assistant

2. **Term of Employment.** Effective January 1, 2017, Unit Employees' Term of Employment [(TOE), also known as Net Credited Service (NCS)] will be established based on the DIRECTV Workday Continuous Service date, and the TOE date will be subject to adjustments due to future employment events per the terms of the AT&T Pension Benefit Plan.
3. **Transfers to Job Titles.** Effective December 25, 2016 ("Effective Date"), Unit Employees referenced in paragraph 1 above shall be placed into Appendix J to the Agreements in the job titles of Administrative Support Assistant, Office Coordinator, Premises Technician and Warehouse Assistant as provided in Attachment 1 to this MOA.
  - A. The wage schedules for the titles in paragraph 3 above are listed in Attachment 2 to this MOA. The Parties agree that these titles are fully and finally established with no further steps required.
  - B. Until the Effective Date and except as provided specifically in this MOA, current terms and conditions of employment for Unit Employees will not change without discussion between the Company and the Union.

- C. At the time of the Effective Date referenced above, the Agreements shall contain the entire agreement between the Parties with respect to all Unit Employees in titles referenced in paragraph 1 above, except that such Unit Employees: i) will maintain their current benefits until their benefits are replaced on January 1, 2017 and the benefits that will apply at that time are the benefits provided under this MOA rather than those provided in Appendix J; ii) shall not become eligible for any Appendix J paid or unpaid time off (e.g., vacation, holidays, personal days off, etc.) until January 1, 2017; and iii) will remain eligible for DTV Paid Time Off and holidays through December 31, 2016 subject to needs of the business. On the Effective Date, Unit Employees shall be subject to all policies that apply to employees covered by Appendix J to the Agreements. Such policies shall be implemented as soon as practicable after the Effective Date.
- D. Unit Employees shall be exempt from the test qualifications required for their new job title for purposes of their initial placement into such title.
- E. Unit employees who transition to the Premises Technician title may be sent to Pole Climbing training. Unit Employees who are unable to pass Pole Climbing training will be allowed to remain as Premises Technicians. Premises Technicians who are unable to pass Pole Climbing training that voluntarily transfer to another location or title that requires Pole Climbing will be required to pass Pole Climbing training to remain in the new position or location.
- F. Unit Employees' current DTV time-in-title and location will be credited toward their new Appendix J title.

4. **Wages.** The payment of wages to Unit Employees shall be made as follows:

- A. As soon as practicable after ratification of this MOA, Unit Employees will be placed into the wage schedule in Attachment 2 to this MOA that corresponds to their new title in Attachment 1 to this MOA.
- B. Unit Employees shall transition to the step of the corresponding wage schedule that is closest to but not less than the Unit Employee's then-current weekly wage rate. The date on which Unit Employees move to the wage schedules in Attachment 2 to this MOA in accordance with paragraph 4(A) above will be the start date for calculation of the wage progression interval.
- C. Those Unit Employees whose current wages are above the maximum weekly rate of the appropriate wage schedule in Attachment 2 to this MOA will have wages frozen at their current level until the corresponding wage schedule reaches their current rate of pay. Until such time, these employees will not be eligible for any wage increases. This paragraph will no longer apply to Unit Employees who initiate a transfer to another title or location.



5. **Benefits.** Unit Employees covered by this MOA on January 1, 2017 shall be called "Original Unit Employees", unless they are subsequently terminated and rehired. Other employees covered by this MOA that are not Original Unit Employees shall be called "Other Unit Employees".

Effective January 1, 2017, Original Unit Employees and Other Unit Employees will be eligible for:

- AT&T's non-bargained-level health and welfare and disability benefit plans, programs, and policies as they may change from time to time.
- The following retirement benefits:
  - Pension
    - Original Unit Employees hired or rehired prior to January 1, 2016 will be eligible for the DIRECTV Pension Plan, which will become a component program under the AT&T Pension Benefit Plan, as similarly situated non-bargained employees.
    - Other Unit Employees, who were hired or rehired prior to January 1, 2016, will be eligible for the Bargained Cash Balance #2 Program of the AT&T Pension Benefit Plan.
    - Original Unit Employees and Other Unit Employees who were hired or rehired on or after January 1, 2016 will not be eligible to participate in any company sponsored pension plan as similarly situated non-bargained employees.
  - The AT&T Retirement Savings Plan as provided to similarly situated non-bargained employees.
- AT&T's non-bargained medical, dental, vision and life insurance programs for eligible former employees, subject to the terms of such programs, provided that nothing in this MOA shall be construed to provide benefits for any period subsequent to the term of this MOA or for any employee other than Unit Employees who terminate employment during the term of this MOA.

Effective June 1, 2017, Unit Employees will be eligible for the health and welfare, disability, savings, and pension benefit plans, programs, and policies as set forth in the Agreements. Employees will be eligible for benefits provided under the Agreements based on the employee's TOE date as of January 1, 2017 for Original Unit Employees and the hire, rehire or transfer date for Other Unit Employees as follows:

- If the TOE date is on or before August 8, 2009, these employees shall be referred to as "Current Employees", but treated like a "2009 New Hire".
- If the TOE date is after August 8, 2009 but on or before April 6, 2013, these employees shall be referred to as "2009 New Hires".
- If the TOE date is after April 6, 2013 but before January 1, 2017, these employees shall be referred to as "2013 New Hires".
- Any employee that is hired or rehired on or after January 1, 2017 shall be referred to as "2013 New Hires".



- Any employee that transfers into a Unit Employee job title on or after January 1, 2017 shall be treated as if they transferred into an Appendix J job title.

The deductible and out-of-pocket dollars accumulated during 2017 for participants in the AT&T Medical Program self-funded benefit option, prior to the mid-year plan change, will apply toward the deductible and out-of-pocket maximums for those participants that enroll under the bargained program, provided the employee and dependents remain in the Company self-funded benefits and the employee continues to be a Unit Employee as of May 31, 2017. If an employee changes their coverage option during the mid-year election period from self-funded to HMO or vice versa, the deductibles and out-of-pocket dollars accumulated prior to the change in options will not apply to the new coverage.

Original Unit Employees that transfer into a job title in the Agreements, or successor agreements, not covered by this MOA shall be treated as a "2009 New Hire" or "2013 New Hire" designation as defined above. Other Unit Employees that transfer into a job title in the Agreements not covered by this MOA shall be treated as if they transferred from an Appendix J job title.

The means for fulfilling the terms of this MOA may be the Company's adoption of its own plan and associated plan document or participation in an equivalent plan having a plan document that includes, for bargained-for employees, the benefits agreed to be provided pursuant to this MOA and substantially the terms, provisions and conditions under which such benefits are to be provided. The sole remedy for issues with respect to the validity or amount of any claim for benefits is the claim and appeal process as defined in the individual benefits plans and programs. The parties agree to the plans and programs described above. Copies of the plan documents, Summary Plan Descriptions (SPDs) and Summary of Material Modifications (SMMs) of these plans, policies and programs have been provided to the Union. If there is any difference between these SPDs and the ERISA plans or programs (including amendments thereto), the plan texts shall govern.

#### Benefit Rules for Movement

Any individual who moves after January 1, 2017 from a job title not covered by the Agreements, where the circumstances of the move are not specifically accounted for below will be treated as a 2013 New Hire.

DTV employees that are represented by the CWA, not covered by this MOA, that move pursuant to the National Transfer Plan ("NTP") to a job title covered by the Agreements will be defined as follows:

| Move to:                                                                 | TOE as of January 1, 2017 or subsequent rehire date is: | Treated as:                                     |
|--------------------------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------|
| Any job title, except an Appendix J job title, covered by the Agreements | On or before April 6, 2013                              | Inter-Region Transferred 2009 New Hire Employee |

6. **Terms Effective Following Ratification.** Effective with ratification of this MOA but subject to the administrative limitations of Company systems, the following provisions of the Agreements will apply to Unit Employees:

**A. Departmental Agreement**

- Article I – Recognition
- Article II – Classification of Employees
- Article XII – Seniority
- Article XIX – Grievances
- Article XX – Union Representation
- Article XXIII – Notice of Promotion and Transfers of Union Officers, Elected Stewards, and Designated Representatives
- Article XXIV – Safety & Health
- Article XXVII – Duration

**B. Agreement of General Application**

- Article I – Collective Bargaining Procedures
- Article II – Service Interruption
- Article IV – Arbitration
- Article VI – Leaves of Absence for Union Representatives on Union Business, Sections 1-3
- Article VIII – Responsible Union-Company Relationship
- Article IX – Nondiscrimination

- Article XIV - Duration

**C. Appendix J:**

- Supplemental Statement 2 – Basis of Compensation
  - Supplemental Statement 10 – Relief Differential
  - Supplemental Statement 12 – Force Adjustment
  - Supplemental Statement 14 – Additional Payments
7. On the Effective Date, DTV will be a participating company in the NTP and Unit Employees will be eligible to participate in the NTP in agreements where DTV has been added as a participating company.
  8. Unit Employees moving into the Premises Technician title will be allowed to continue to participate in the DTV Home Garaging program until August 1, 2017.
  9. Accrued DTV Paid Time Off that has not been used by Unit Employees by December 31, 2016 will be paid out in cash in 2017.
  10. For the life of this MOA, staffing levels for the Administrative Support Assistant, Office Coordinator and Warehouse Assistant titles will not exceed the number of employees in each of the titles as of the date of ratification.
  11. The Union waives and releases any and all claims or potential claims against the Company relating to the recognition or transfer of Unit Employees into the Agreements.
    - A. The Union further agrees that it will not seek to alter any existing bargaining units in any AT&T company on the basis of any movement or transfer of employees as a result of this MOA. Further, the Union will not, on the basis of this MOA, on the basis of the negotiations that preceded this MOA, or on the basis of any change in operations or practices or assignments of work as a result of this MOA, in any pleading, petition, complaint, filing or proceeding before the National Labor Relations Board, an arbitrator or panel of arbitrators, or any court of competent jurisdiction, assert, claim, charge or allege that any companies are a single or joint employer or enterprise, alter egos, accretions or successors of one another, or that any bargaining units of said entities represented by or sought to be represented by CWA are a single bargaining unit, or are or should be otherwise altered in their scope or composition, other than by function of this MOA or the Agreements with respect to the employees covered by this MOA or the Agreements. This commitment, as well as the commitments made in the Logistics Agreement, on the part of CWA will survive the expiration of this MOA, unless and until

such time as this commitment is terminated by the mutual written agreement of the Parties.

- B. The Parties agree that this MOA sets forth the full and complete agreement between the Union and the Company regarding the transfer of Unit Employees into job titles in Appendix J to the Agreements as provided in Attachment 1 to this MOA. If there is any conflict between the provisions of this MOA and provisions in the Agreements, the MOA will prevail.

- 12.** Active regular full-time Unit Employees on the payroll as of the date of ratification and on the payout date will receive a single \$250 lump sum ratification bonus. Each Active regular part-time Unit Employee on the payroll as of the date of ratification and on the payout date will receive a prorated ratification bonus based on their part-time classification (or "part-time equivalent work week") on the ratification date. All ratification bonus payments will have appropriate deductions withheld. Such payments shall be made as soon as practicable following ratification.
- 13.** This MOA is subject to ratification by the Unit Employees. For purposes of this MOA, the ratification date shall be the date that the Company receives written notification from an authorized representative of the Union that this MOA has been duly ratified by the Unit Employees. Said notification must be received prior to November 1, 2016. If such notification is not received prior to November 1, 2016, this MOA shall have no force or effect, and all proposals made by the Company up to that time are withdrawn.
- 14.** This MOA shall expire on April 8, 2017 unless otherwise mutually agreed in writing by the Parties.

The Parties have caused this MOA to be executed by their respective representatives, duly authorized, as of the day and year first written below.

**FOR THE UNION:**

**FOR THE COMPANY:**

By: Claude Cummings

By: Robert H. Zarover

Title: Vice President, District 6

Title: Assistant Vice President-Labor Relations

Date: September 29, 2016

Date: September 29, 2016

| <b>CURRENT DTV TITLE</b>         | <b>NEW APPENDIX J TITLE</b>      |
|----------------------------------|----------------------------------|
| Administrative Support Assistant | Administrative Support Assistant |
| Installer                        | Premises Technician              |
| Installation Technician          | Premises Technician              |
| Office Coordinator               | Office Coordinator               |
| Warehouse Assistant              | Warehouse Assistant              |

## Attachment 2

**PREMISES  
TECHNICIAN**

Minimum  
After 6 Months  
“ 12 “  
“ 18 “  
“ 24 “  
“ 30 “  
“ 36 “  
“ 42 “  
“ 48 “  
“ 54 “  
“ 60 “

|           |
|-----------|
| \$ 514.00 |
| \$ 546.00 |
| \$ 580.00 |
| \$ 616.00 |
| \$ 654.00 |
| \$ 694.50 |
| \$ 738.00 |
| \$ 783.50 |
| \$ 832.50 |
| \$ 884.00 |
| \$ 939.00 |

**WAREHOUSE  
ASSISTANT**

Minimum  
After 6 Months  
“ 12 “  
“ 18 “  
“ 24 “  
“ 30 “  
“ 36 “  
“ 42 “  
“ 48 “  
“ 54 “  
“ 60 “

|           |
|-----------|
| \$ 490.50 |
| \$ 507.50 |
| \$ 525.50 |
| \$ 544.00 |
| \$ 563.00 |
| \$ 583.00 |
| \$ 603.50 |
| \$ 624.50 |
| \$ 646.50 |
| \$ 669.00 |
| \$ 692.50 |

**ADMINISTRATIVE  
SUPPORT  
ASSISTANT**

Minimum  
After 6 Months  
“ 12 “  
“ 18 “  
“ 24 “  
“ 30 “  
“ 36 “  
“ 42 “  
“ 48 “  
“ 54 “  
“ 60 “

|           |
|-----------|
| \$ 449.50 |
| \$ 461.50 |
| \$ 474.00 |
| \$ 487.00 |
| \$ 500.00 |
| \$ 513.50 |
| \$ 527.50 |
| \$ 541.50 |
| \$ 556.00 |
| \$ 571.00 |
| \$ 586.50 |

**OFFICE  
COORDINATOR**

Minimum  
After 6 Months  
“ 12 “  
“ 18 “  
“ 24 “  
“ 30 “  
“ 36 “  
“ 42 “  
“ 48 “  
“ 54 “  
“ 60 “

|           |
|-----------|
| \$ 500.00 |
| \$ 516.50 |
| \$ 533.50 |
| \$ 551.50 |
| \$ 569.50 |
| \$ 588.50 |
| \$ 608.00 |
| \$ 628.00 |
| \$ 649.00 |
| \$ 670.50 |
| \$ 692.50 |

**MEMORANDUM OF AGREEMENT**  
**EXCISE TAX**

This Memorandum of Agreement ("Memorandum") covers the agreement reached between Southwestern Bell Telephone Company, AT&T Services, Inc., and DIRECTV, LLC ("Company") and the Communications Workers of America, on behalf of itself and its individual districts ("Union") during negotiations for the 2017 Collective Bargaining Agreement ("CBA") between the Company and the Union ("Parties"), commonly referenced as the "2017 Southwest Regional Labor Agreement", concerning how they have agreed to account for risk of application of the excise tax on high-cost employer-sponsored health coverage ("Excise Tax") pursuant to the Patient Protection and Affordable Care Act ("PPACA"). To account for such risk, the Parties hereby agree as follows:

1. In the event the Company determines, using the "look forward" approach, that at any time during plan year 2020, the aggregate cost of the applicable employer-sponsored coverage provided under AT&T medical plans or programs for employees and eligible retired employees covered by the CBA ("employees") will exceed the threshold(s) that would trigger the Excise Tax then the Parties will reopen negotiations solely with respect to such applicable employer-sponsored coverage to discuss contributions, plan designs, program changes, or other factors to avoid imposition of the Excise Tax. The Company must inform the Union as soon as practicable no later than March 1, 2019 of such determination and negotiations will begin on or about March 18, 2019. Both Parties agree to work together in good faith to address the issues and avoid the Excise Tax at any time during the 2020 plan year while maintaining the most recent estimate of employee costs with respect to the applicable employer-sponsored coverage for the 2020 plan design as reflected by Exhibit 1 to the "2017 Benefit Agreements". The Parties will determine how the reallocation, if any, from the modifications to contributions, plan designs, program changes, or other factors will be applied for maintaining those employee costs. The avoidance of any Excise Tax payments that would have otherwise been applied will not be considered in the calculations.
2. At the same time as the Company notifies the Union of its determination in Section 1. above, the Company shall provide the Union information necessary for consideration of such modifications and for the development of proposals. This information will include, but not be limited to, the most recently available data for 2018 plan and/or program costs, utilization and enrollment. Each party shall share with the other the methodology underlying the respective party's calculation of plan and program costs for the applicable employer sponsored coverage for employees and the estimate of Excise Tax impact under various assumptions and approaches allowed by regulations. Such calculation will combine costs associated with Option 1 and Option 2 in determining the cost of coverage if allowed by final IRS regulations. Such calculation will not include the cost of dental and vision coverage if those costs are excluded or can be excluded under final Internal Revenue Service (IRS) regulations.

3. If after discussions the Parties are unable to agree on modifications to contributions, plan designs, program changes, and other factors by April 15, 2019, provided any and all information-sharing issues are resolved, including by accelerated\* arbitration if necessary, the Parties will submit their respective proposals to a mutually agreed upon third party actuarial consultant for a final and binding decision. Such third party actuarial consultant shall have knowledge and understanding of medical plans and plan designs and shall be from one of the following companies: Willis Towers Watson, Aon Hewitt, Mercer, Cheiron, or Milliman. The third party actuarial consultant's authority shall be to review each proposal and to select the proposal which most equitably achieves the goals of the negotiations, i.e. to avoid application of the Excise Tax at any time during the 2020 plan year while maintaining the most recent estimate of employee costs with respect to the applicable employer sponsored coverage for the 2021 plan design as reflected by Exhibit 1 to the "2017 Benefit Agreements". The third party actuarial consultant shall provide its decision no later than May 15, 2019 for implementation and inclusion in the subsequent year's program design changes. The third party decision shall not exceed its authority set forth above. The Parties will split the cost of the third party's fees 50%/50%. The third party actuarial consultant's decision is subject to the same limited review as any other arbitration award under Section 301 of the Labor Management Relations Act.
4. Any changes agreed upon by the parties or determined by the third party actuarial consultant shall only become effective January 1, 2020 if the excise tax becomes effective for the plan in 2020.
5. The parties shall meet at least one time each year commencing in September 2018 to review and discuss the estimated plan costs using the most recent cost data. Discussion shall include current plan costs, past projections of costs and any corrections that may better assist in efforts to derive or estimate projections.
6. For plan year 2021, the parties further agree to apply the same process and terms outlined in paragraphs 1-5 above except that new dates will be shared between the parties to closely align with the timeline provided above.

Either party's failure to abide by the terms of this Memorandum of Agreement shall be subject to the grievance and an accelerated\* arbitration except for the manner of performing the Excise Tax calculations and the reallocation, if any, specified in Paragraphs 1 and 2, and Paragraph 3 and its outcome.

**FOR THE UNION:**

By: \_\_\_\_\_



Claude Cummings Jr.  
Vice President, District 6

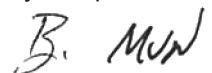
**FOR THE COMPANY:**

By: \_\_\_\_\_



Joe Croci  
Vice President – Labor Relations

\*Accelerated arbitration may not change or jeopardize the timeline provided in this MOA. Both parties agree to work in good faith to ensure a timely decision may be issued to allow for the timely completion of the third party actuarial process in paragraph 3.





## *Notes*

