

A Message from Your Elected Bargaining Committees and District Vice President Tom Runnion

Dear Members,

With the help of a federal mediator, CWA and AT&T reached a new Tentative Agreement following the July 6th rejection of the earlier agreement.

This agreement secures all the gains made in the previous agreement and includes additional improvements that are summarized in the following document.

Following the rejection of the first agreement, CWA and the Company agreed to meet with the Federal Mediation and Conciliation Service – a neutral federal agency that mediates difficult labor disputes. Your bargaining committees worked tirelessly in mediation sessions directed by the federal mediator to reach this final agreement that maintains our previous gains plus additional improvements.

After 15 months of bargaining, mobilization and mediation this is the best deal we will get.

Listed below are the achievements made in the new Tentative Agreement:

- Evaluative monitoring observations will be reduced by 20% from 10 calls per month per employee to 8 calls per month per employee. This applies to all employees covered by MOA 13-24 Monitoring and Recording of Calls and MOA 95-20 Supervisory Monitoring-Service Representatives.
- All DIRECTV employees will now receive a 3.0% retroactive payment from January 1, 2017 to September 2, 2017 for all hours worked including overtime, holidays and vacation.
- All DIRECTV employees will receive a minimum of \$30 increase in their weekly wages, except those above the top step.
- The DIRECTV West Field Operations and Installations Technicians will be paid equitably in comparison to their Premises Technician peers. DIRECTV technicians will transition to the 2015 Premises Technician Wage Schedule and be placed at the step closest to the employee's current weekly wages. Employees will then transition to the same wage schedule step as the new Premises Technician Wage Schedule which includes the 3% wage increases exponentialized, \$.55 and 3% wage increases exponentialized.
- DIRECTV Warehouse Assistants, Administrative Support Assistants, Office Coordinators and Senior Material Handlers will transition to new wage schedules and be placed at the step closest to, but not less than employees' current weekly wages. The Company stated during mediation this offer must be ratified by CWA members by August 10, 2017, or the retroactive pay and other terms will be reduced or eliminated. Any future offers will be substantially less due to another delay in healthcare implementation.

It is crucial that every member cast a vote on this proposed agreement, so that you have a say in your future. This agreement has the support of the Core and the DIRECTV bargaining teams. Please be sure to read all the details of this agreement, and to vote.

In Unity,

Tom Runnion Ellen West Art Gonzalez Anthony Velez Marisa Remski
Pam Suniga Lynn Johnson Ariel Garcia Alex Blas William Saipale

Final Bargaining Report CWA District 9-AT&T

Term of Contract

The Four-year contract is effective **April 10, 2016 through April 4, 2020.**

Wages and Other Compensation

The general wage increase will be effective on the following dates:

October 1, 2016	3%
August 10, 2017	3%
April 8, 2018	2.25%
April 7, 2019	2.5%

For a compounded wage increase of 11.19%

The wage schedules will be modified to reflect this increase, exponentialized with no change in the start rate.

Appendix D

The general wage increase will be effective on the following date: **(Unpopulated)**

October 1, 2016	3%
August 10, 2017	3%
April 8, 2018	2.25%
April 7, 2019	2.5%

For a compounded wage increase of 11.19%

The wage schedules will be modified to reflect this increase, exponentialized with no change in the start rate.

Appendix E Premises Technician

Will receive a one-time .55 cents per hour increase applied to all weekly wage steps before the 2017 General Increase.

The general wage increase will be effective on the following date:

October 1, 2016	3%
August 10, 2017	3%
April 8, 2018	2.25%
April 7, 2019	2.5

For a compounded wage increase of 13.47%

The wage schedules will be modified to reflect this increase, exponentialized with no change in the start rate.

Retroactive Wage Payment

Schedules will be effective on October 1, 2016 and payment for retroactive wages back to October 1, 2016 will be made as soon as practicable after ratification.

Employment Security

Retained and broadened Job Security provisions:

Extended the Guaranteed Job Offer provision. Includes that qualified surplus employees hired prior to April 10, 2016 (extended from April 8, 2012) will now be offered a job opportunity with AT&T

Continuation of uncapped Enhanced Severance Benefits (ESB)

Pension Benefits

Current Employees that continue to participate in the West Program will be eligible for the following pension band increase:

- 1.0% effective January 1, 2017
- 1.0% effective January 1, 2018
- 1.0% effective January 1, 2019

1.0% effective January 1, 2020

Lump Sum

Lump sum distributions of monthly pension benefits were maintained.

Bargained Cash Balance Program #2 (BCB2) of the AT&T Pension Benefit Plan
Bargained Cash Balance (BCB) No change

ATT Retirement Savings Plan (401k)

Effective January 1, 2018.

Current employees are eligible to participate in the ATT Retirement and Savings Plan (ARSP). The Company will match employee contributions in the ARSP at a rate of 80% of Basic contributions in Company Stock. In addition, these Employees will not be eligible to participate in the ATT Savings and Security Plan (ASSP) and will have their prior ASSP account balances transferred to the ARSP as soon as administratively feasible thereafter.

Benefit Changes for Active Employees Effective 01/01/2018

Kaiser Plan

Provide that the same terms and conditions as provided by Kaiser to Current Employees who are Eligible California Employees in plan year 2016, subject to changes in law and the exception below. If the cost of the Kaiser Plan to AT&T under the Kaiser Arrangement for a Plan Year is less than or equal to the cost to AT&T of the Company self-insured medical plan Option 1 is available to Eligible California Employees, the following monthly contributions will apply to Eligible California Employees who are enrolled in the Kaiser Plan during the Plan Year.

Monthly Contribution for 2009 New Hires, 2012 New Hires, and Current Employees:

Plan Year	2018	2019	2020
Individual	\$104	\$113	\$123
Family	\$224	\$247	\$273

Monthly Contribution for those hired after 7/6/2017:

Plan Year	2018	2019	2020
Individual	\$127	\$131	\$135
Family	\$273	\$287	\$300

If the cost of Kaiser Plan to AT&T for the Plan Year is in excess of the cost to AT&T of the Company self-insured medical plan Option 1 available to Eligible California Employees, monthly contributions will apply to Eligible California Employees who are enrolled in the Kaiser Plan during the Plan Year equal to the contributions outlined above, plus the cost difference between the Kaiser Plan and the Company self insured plan Option 1 for the coverage tier elected.

HCN Plan

Monthly Contribution for 2009 and 2012 New Hires and Current Employees:

Option 1:

2018	Individual \$125	Family \$269
2019	Individual \$138	Family \$300
2020	Individual \$151	Family \$335

Option 2:

2018	Individual \$55	Family \$136
2019	Individual \$69	Family \$170

2020 Individual \$83 Family \$206

Monthly Contribution for those hired after 8/10/2017:

Option 1:

2018 Individual \$170 Family \$366
 2019 Individual \$175 Family \$383
 2020 Individual \$180 Family \$400

Option 2:

2018 Individual \$95 Family \$236
 2019 Individual \$102 Family \$253
 2020 Individual \$110 Family \$273

Annual Deductibles:

Option 1:

	2018		2019		2020	
	Network & ONA	Non Network	Network & ONA	Non Network	Network & ONA	Non Network
Ind	\$650	\$2,275	\$700	\$2,450	\$750	\$2,625
Family	\$1,300	\$4,550	\$1,400	\$4,900	\$1,500	\$5,250

Annual Deductible Provisions:
 No change from current program.

Note: The Annual Deductible will be included in the Out-Of-Pocket Maximums

Option 2:

	2018		2019		2020	
	Network & ONA	Non Network	Network & ONA	Non Network	Network & ONA	Non Network
Ind	\$1,450	\$4,350	\$1,500	\$4,500	\$1,550	\$4,650
Family	\$2,900	\$8,700	\$3,000	\$9,000	\$3,100	\$9,300

Annual Deductible Provisions:

No change from current program except as provided below:

- 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.
- The following costs paid by the participant also apply toward the applicable Network/ONA or Non-Network Deductible amounts:
 Outpatient prescription drug allowable charges of eligible expenses.

Note: The Annual Deductibles are included in the Out-Of-Pocket Maximums

Prescription Drug Program (RX Plan):

2016, 2012.and 2009 New Hires and Current Employees

Option 1:

Deductible: None.

Out-of-Pocket Maximum:

2018-2020

Ind	\$1,200
Fam	\$2,400

Retail – Non-Network Co-pays:

(Up to 30-day supply, Limited to 2 fills for maintenance)

	2018	2019	2020
Generic	\$10	\$10	\$10
Preferred	\$35	\$35	\$35
Non-Preferred	\$60	\$70	\$80

Retail – Non-Network Copays:

Participants pay the greater of the applicable Network co-pay or balance remaining after the program pays 75% of network retail cost.

Mail Order Copays:

(Up to 90-day supply)

	2018	2019	2020
Generic	\$20	\$20	\$20
Preferred	\$70	\$70	\$70
Non-Preferred	\$120	\$140	\$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)

	2018	2019	2020
Generic	\$9	\$9	\$9
Preferred	\$35	\$35	\$35
Non-Preferred	\$70	\$70	\$70

Retail – Non-Network Copays:

Participant pays the greater of the applicable Network copay or the balance remaining after the program pays 75% of network retail cost.

Mail Order Copays:

(Up to 90-day supply)

	2018	2019	2020
Generic	\$18	\$18	\$18
Preferred	\$70	\$70	\$70
Non-Preferred	\$140	\$140	\$140

The following provisions will continue to apply to Option 1 and Option 2:

- Mandatory mail order for maintenance Rx – Applies after second fill at retail.
- Specialty pharmacy program
- Personal Choice – 100% participant-paid
- Mandatory Generic
- Compound medication limitation

The following provisions also apply to Option 1 Option 2:

- Advanced Control Specialty Formulary
- New Standard Prescription Drug Formulary
- Generic Step Therapy

Disability Benefits:

Program

2012 and 2009 New Hires and Current Employees

No Change from current program

2016 New Hires

Effective the day following Ratification Date, AT&T Disability Income Program as described in the Summary Plan Description as these provisions change from time to time except as provided below:

Short-Term Disability (STD):

2012, and 2009 New Hires and Current Employees

No Change from current program

2016 New Hires

Benefits: Short-Term Disability Benefits and the other sources of income received are designed to replace 60 percent or 100 percent of Pay, based on your service as shown below:

Term of Employment	100% of Pay	60% of pay
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

2012 and 2009 New Hires and Current Employees

No Change from current program

2016 New Hires

The AT&T Disability Income Program as described in the Summary Plan Description as these provisions change from time to time except that Temporary and Term employees are not eligible for Long-Term Disability benefits.

Dental:

2016, 2012, 2009 New Hires and Current Employees

AT&T Dental Program (Bargaining Employees) except as provided below.

- Dental PPO
- DHMO (available at the discretion of the company)

Eligibility for coverage:

Eligibility for coverage continues to begin on first day of the month in which 6 months net credited service (NCS) is attained (also referred to as term of employment (TOE)).

Eligible for Company Subsidy:

Company Subsidy continues to begin on first day of the month in which 6 months net credited service (NCS) is attained (also referred to as term of employment (TOE)).

2016, 2012, 2009 New Hires and Current Employees

Active (Full Time) Monthly Contributions

	2018	2019	2020
Individual	\$7	\$7	\$7
Individual+1	\$14	\$14	\$14
Family	\$23	\$23	\$23

2016, 2012, 2009 New Hires and Current Employees

Active (Part-Time) Monthly Contributions:

Based on Scheduled hours/week, part-time contributions continue to be:

- Greater than or equal to 20 hours = 50% of Premium Equivalent Rate. *
- Less than 20 hours = 100% of Premium Equivalent Rate. *

*Note Premium Equivalent Rate is subject to annual adjustment.

2016, 2012, 2009 New Hires and Current Employees

Deductibles:

Network and ONA: \$25 per individual per year

Non-Network: \$50 per individual per year

Annual Maximum Benefit:

Network and ONA: \$1,750 per individual per year *

Non-Network: \$1,300 per individual per year *

*Not to exceed \$1,750 combined Network/Non- Network

Orthodontic Lifetime Maximum:

Network and ONA: \$2,000 per individual per year *

Non-Network: \$1,400 per individual per year *

*Not to exceed \$2,000 combined Network/Non- Network

Coverage Levels:

2016, 2012, 2009 New Hires and Current Employees

Dental PPO Co-Insurance

Class I (Diagnostic/Preventive):

Network and ONA*: 100%, Ded. Waived

Non-Network**: 100%, Ded. Waived

Class II (Basic restorative – fillings, extractions, periodontal treatment/maintenance):

Network and ONA*: 90%, after deductible

Non-Network**: 70%, after deductible

Class III (Major restorative – crowns, dentures, bridgework):

Network and ONA*: 80%, after deductible

Non-Network**: 50%, after deductible

Class IV (Orthodontia):

Network and ONA*: 80%, after deductible

Non-Network**: 50%, after deductible

Notes:

*For ONA paid at Network contracted rate (see below)

**For Non-Network paid based on reasonable and customary amounts.

Outside Network Area (ONA):

- ONA benefits provided to employees who reside in a zip code which does not meet the network standards.
- ONA benefits are equivalent to PPO Network benefits.
- Enrollees who are in Network will be offered the PPO Option only.
- Enrollees who are located outside the Network zip code criteria will be offered the ONA Option only.

Vision:

2016, 2012, 2009 New Hires and Current Employees

AT&T Vision Program (Bargained Employees) except as provided below:

Eligibility for Coverage:

Eligible for coverage continues to begin on the first day of the month in which 6 months net credited service (NCS) is attained (also referred to as term of employment (TOE)).

Eligibility for Company Subsidy:

Company subsidy continues to begin on the first day of the month in which 6 months net credited service (NCS) is attained (also referred to as term of employment (TOE)).

2016, 2012, 2009 New Hires and Current Employees

Active (Full-Time) Monthly Contributions

	2018	2019	2020
Individual	\$2.00	\$2.00	\$2.00
Individual+1	\$5.00	\$5.00	\$5.00
Family	\$8.00	\$8.00	\$8.00

Active (Part-Time) Monthly Contributions:

Based on scheduled hours/week, part-time contributions continue to be:

- Greater than or equal to 20 hours = 50% of cost of coverage.*
- Less than 20 hours = 100% of cost of coverage.*

*Note Calculation of cost of coverage is subject to annual adjustment.

2016, 2012, 2009 New Hires and Current Employees

Coverage Levels:

Exam: 1 exam per 12 months

- Network: \$0 copay
- Non-Network: \$28 allowance towards exam cost

Frame Allowance: 1 allowance per 12 months

- Network: \$130 allowance towards frame cost
- Non-Network: \$30 allowance towards frame cost

Lenses Allowance: 1 set per 12 months

- Network: \$0 copay
Covers std. plastic lenses: Single, Bi-focal, Tri-focal, Lenticular, Progressive, Polycarbonate at 100%;
Progressives (\$112 allowance)
- Non-Network: \$30-\$80 allowance towards lenses

Contact Lenses Allowance: Allowance per 12 months

- Network: \$150 allowance: Allowance towards contact lenses
- Non-Network: \$150 allowance towards contact lenses

2nd pair Benefit: Network Only: Allows for a 2nd pair of glasses or contact lenses allowance after the first pair benefit is utilized, per 24 months.

Flexible Spending Account:

No Change from current plan, except those that are mandated by health care reform legislation (PPACA).

CarePlus Program:

A Supplemental Benefit Program.

No Change from current Program.

Life Insurance:

2016, 2012, 2009 New Hires and Current Employees

AT&T Group Life Insurance Program for Active Employees*

*Provisions as they change from time to time

This program includes Supplemental Life Insurance and Dependent Life Insurance provisions.

Long-Term Care:

No Change from Current Program

Adoption:

No Change from current Program

Commuter:

No Change from current Program

Benefit for Future Retirees Effective 1/1/18

Applicable for the term of the Agreement to Eligible Employees who terminate during the term of this Agreement

Medical

Current Employees

The contribution shall continue to be the same as for similarly situated active Current Employee.

2009 New Hires

Eligible Retired Employees who are Non-Medicare eligible will continue to pay 50% of full cost of coverage.*

Eligible Retired Employees who are Medicare eligible will continue to be ineligible for coverage.

2012 New Hires

Eligible Retired Employees who are Non-Medicare eligible will continue to pay 100% of full cost of coverage* with no Company subsidy.

Eligible Retired Employees who are Medicare eligible are ineligible for coverage.

2016 New Hires

Eligible Retired Employees who are Non-Medicare eligible will continue to pay 100% of full cost of coverage* with no Company subsidy.

Eligible Retired Employees who are Medicare eligible will continue to be ineligible for coverage.

*Note Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.

Medicare Part B

Current Employees

No change from current plan.

2016, 2012, and 2009 New Hires

Not eligible

Life Insurance

Current Employees, 2012, and 2009 New Hires

No Change from Current Plan

2016 New Hires

\$15,000 Retiree Basic Life

Benefit Changes for Current Retirees

No improvements. Your Union Bargaining Committee requested to bargain for current retirees, but ATT was very consistent with their response that they were not willing to bargain for current retirees, as current retiree benefits are not a mandatory subject of bargaining.

Articles

Article 1 Recognition: No Change

Article 2 Force Allocation: No Change

Article 3 Company-Union Relations:

- Modify the language in 3.02 to include employees from all of the Companies' affiliates who are represented by CWA
- Remove the reimbursement language for union stewards and replace it with \$42 per diem

Article 4 Job Titles and Classifications:

- Move Appendix D employees into Appendix A, System Technician title
- With the movement of Appendix D employees to the Systems Technician title in Appendix A, any System Technician in Appendix A will be able to perform the work currently performed by Appendix D employees

Article 5 Work Administration, Compensation and Special Payments:

- Employees hired with an effective date after April 9, 2017, with at least one (1) year of service, shall be paid a maximum of five (5) paid illness absence days per calendar year.
- Employees working in geographical locations with paid sick leave laws effective after April 9, 2016 will be advanced Personal Days Off to comply with the paid sick leave laws.

Article 6 Time Off: No change

Article 7 Problem Resolution Procedures: No Change

Article 8 Layoffs: No Change

Article 9 Occupational Safety and Health:

- Added Communications Technician and Facilities Technician to Works Boots MOA 13-28

- Change the language in 9.01A to reflect one (1) JCOSH Committee that will include Pacific Bell, Nevada Bell and Union.
- Change the number of Union appointed representatives from three (3) to five (5).

Article 10 Conclusion: Date changes

Appendices

Appendix A

- Add Appendix D to Appendix A

Appendix D

- Move into Appendix A as Systems Technicians
- All Appendix A Contractual Language and Agreements will apply to the Moved Appendix D Employees
- Employees will transition to new wage schedules and be placed at the step closest to, but not less than the employee's current weekly wages
- Moved Appendix D Employees will move to the Core medical benefits
- Moved Appendix D Employees will keep their current pension plans
- Appendix D will remain as an unpopulated Appendix in the Collective Bargaining Agreement

Appendix E

- \$0.55 per hour increase in addition to general wage increase
- 40 hours guaranteed work week
- Decrease time-in-title requirement from 30 months to 24 months
- Reduce mandatory overtime cap to 14 hours
- Personal Days Off (PDO) count towards the 40 hour work week
- Improve layoff provisions:
 - Increase severance table from 4 to 6 weeks
 - Increase layoff notification to three weeks
 - Layoffs by inverse means of seniority
- Joint Union and Company Committee on Premises Technicians Overtime
- MOA 89-29 Long Term Disability
- MOA 09-08 Documentation
- Scope of Work Changes
 - Install CD/**downloads, etc.** and follow prompts on customer computer to initiate high speed internet/DSL services
 - Install **all necessary Network Interface Devices or equivalent regardless of technology or materials used and make necessary connections** to customer network
 - Place, replace and repair Customer Premise Equipment (CPE) up to and including the **network interface devices or equivalent**
 - **Perform all necessary field connections (except for fusion fiber splicing and any F2 bare fiber splicing at the serving terminal) at or in all types of cross connects and serving terminals when installing or maintaining IP enabled products and services including fiber cross-connects and fiber drops**
 - Verification that the **network interface devices or equivalent** drop are bonded and grounded and if necessary place a ground rod and/or replace the **network interface devices or equivalent**
 - **Place, replace and removal of bridged tap cancellation devices as needed including in ready access terminals, excluding splicing the bridged tap cancellation device into the cable pair**
 - Except as specified, for all current and future products and services, regardless of the technology (e.g., copper, wireless, **fiber**, etc.) or equipment involved: (1) place, replace, remove and rearrange (swing)

cross-connects **including but not limited to performing pair changes when installing and maintaining IP enabled products and services**; (2) place, replace, remove, repair and rearrange the drop (s) at the Serving Terminal; and, (3) perform all work at and/or in the customer premises.

- **Perform all necessary field connections, at or in all types of cross-connects and serving terminals, required to** install and maintain all current and future IP enabled products and services, including but not limited to IPDSLAM **and all fiber splicing except for fusion fiber splicing and any F2 bare fiber splicing at the serving terminal.** IP enabled products and services are all current and future products and services delivered over the IP network, including but not limited to IPDSLAM, whether installed separately (e.g., stand-alone VDSL installations) or in any combination.
 - Tone back into the network while performing installation **or maintenance** work for all current and future IP enabled products and services.
- **The Core Technician will continue to perform the following:**
 - Installation and maintenance work for TDM enabled voice service (POTS), including station and inside wire installation and maintenance of POTS service
 - Initial installation work for ATM enabled DSL service, excluding any or all vertical or enhanced products or services at the customer premises
 - A Premises Technician may, however, perform any of this work from the Serving Terminal up to and including the customer premises if he/she has already been dispatched to the premises for work not covered by the two (2) bullets immediately above
 - Cable Repair Work
 - **Fusion Fiber Splicing in the network**

DIRECTV WEST Field Services

- DIRECTV West Field Services employees become part of Appendix E in the Core agreement effective **September 3, 2017.**
- ~~● \$250.00 lump sum at the effective date in addition to the general wage increase.~~
Employees will receive retroactive wages of 3% of their current wage rate in effect as of September 2, 2017 for the time period January 1, 2017 through September 2, 2017 for all hours worked
- **All DIRECTV employees will receive a minimum of \$30 increase in their weekly wages, except those above the top step. Any employee above the table will only receive the retroactive payment. All employees will be transitioned on September 3, 2017.**
- Employees **in the following titles: Administrative Support Assistant, Office Coordinator, Warehouse Assistant, Senior Material Handler** will be placed to a new wage schedule and placed at the step closest to, but not less than the employees' current weekly wages.
- **Employees in the following titles: Field Operations Technicians and Installation Technicians will be placed on the 2015 Premises Technician wage schedule to the step closest to their current wage. Effective September 3, 2017 these employees will be placed at the same step on the August 2017 Premises Technician wage schedule which has been adjusted to include the 3% exponential increase from 10/1/16, the .55 cents increase per each step and the 3% exponential increase upon ratification.**
- All employees not at the top step of their wage schedule will receive a wage increase every six months until progressed to the top step.
- Health and Welfare Benefits the same as Appendix E
- Work rules the same as the Premises Technicians
- Grievance and Arbitration Procedure
- Horizon's Training/Retraining Program

- Automated Upgrade and Transfer System (AUTS) Access
- DTV employees will transition with their seniority
- DTV employees will be eligible for the Success Sharing Plan (SSP) starting in 2018.
- Access to the National Transfer Plan
- Guaranteed 40 hour work week
- 52 weeks Disability Benefits
- BCB2 Pension for all
- ARSP Savings Plan
- 14 hour per week Overtime Cap
- (1) One Guaranteed Weekend Off per month
- Vacation, Personal Days Off and Holidays same as the Premises Technicians

Title Transition from DTV to Appendix E

Current DTV Title	New Appendix E Title
Administrative Support Assistant	Administrative Support Assistant
Field Operations Technician	Premises Technician
Installation Technician	Premises Technician
Warehouse Assistant	Warehouse Assistant
Warehouse Material Handler Sr	Senior Material Handler
Office Coordinator	Office Coordinator

Leveraged Title

- 100% Daily Target Incentive during: Initial Training, Nesting, Company-Approved STD and each day relief differential is paid as described in Article 5, Section 5.02
- Monthly performance/scorecard will be reduced for volume metrics if absent due to a military leave or approved FMLA absence.
- Monthly Sales Target will be reduced when an entire office is closed for 2 or more consecutive days due to extreme situations.
- Performance scorecard is reduced when an employee is on union paid/unpaid time.
- Maintained: The Companies will not assign a surplus employee into a Leveraged Title position.

Monitoring

- Establish a Monitoring Committee to address issues regarding Ultra Recording MOA 13-24
- Joint training on the Ultra Recording MOA 13-24
- **Evaluative Monitoring Observations will be reduced by 20 percent from 10 calls per employee to 8 calls per month per employee. MOA 13-24 and MOA 95-20**

Memorandum of Agreement (MOA's)

Maintained all letters except those that had expired or completed

Retained ESB MOA 13-20

Retained Card Check MOA 09-16

Retained Successorship MOA 13-36

Retained GIIT MOA 98-15

Retained Success Sharing Plan MOA 13-14

Retained Horizon's Training/Retraining Program MOA 13-33
Retained Tuition Aid MOA 13-12
Retained National Transfer Plan (NTP) MOA 13-15
Retained Pooling MOA13-27 **with clarification letter**
Retained Sunday Plus Four MOA 86-39
Retained Presidential Council MOA 09-28
Retained that Leveraged Title is not a Job Offer Guarantee (JOG) Letter
Modify/Improve Relocation Benefits MOA 95-17, 95-17A
Modify Company Paid Union Appointed Representative (B-Help) MOA 13-17
Expand Wellness Program Benefit Plan
Improved Wage Credit MOA 99-11
Improved Office Closure MOA 93-06
Added Clarifying Article 2 Letters
Established Joint Union and Company Committee on Premises Technician Overtime
Established Joint Union and Company Committee on Monitoring
Joint Training on Monitoring MOA
Leveraged Title Target Relief
2020 Career Path Meeting

Respectfully Submitted, Bargaining Committee Members

Ellen West- Core Chair, Anthony Velez, Marisa Remski, Art Gonzalez, Pam Suniga
Lynn Johnson- DTV Chair, Alex Blas, Ariel Garcia, William Saipale