



CWA-AT&T Mobility 2026 Orange Contract

Summary of Tentative Agreement

1. Duration of Contract

The terms of the contract will become effective upon ratification and will remain in effect until 11:59pm on February 15, 2030.

2. Wages and Other Compensation

The combined 4-year wage increase will result in a compounded 15.6% base wage increase by the end of the contract. A bonus of \$1000 will add to wage gains if the contract is ratified by May 22, 2026.

General Wage Increase

The increases listed below will be applied to the top in the basic wage schedules on the date indicated. There will be no increase at the start rate, and all other steps will be exponentially increased:

- 5% effective February 14, 2026
- 3.25% effective February 21, 2027
- 3.25% effective February 20, 2028
- 3.25% effective February 18, 2025

- Employees who are currently over the top Step of their wage table will remain pay protected and will receive the negotiated General Wage Increases in a lump sum
- The Breakout Raise for PSC, PSC HYB, PSC WFH, BPSC, RSC and Sr. In-Home Expert adds an additional 2% to help compensate for the loss of incentives and commissions due to past company policy changes.

Employees will move Step to Step into the new tables below.

- Sr. In-Home Expert wage table upgraded to new max of \$1,171.50 for 2026

Step	Current	2026 Wages
1	756.00	800.00
2	779.50	826.00
3	804.00	852.50
4	829.50	880.00
5	855.50	908.50
6	882.00	938.00
7	910.00	968.00
8	938.50	999.50
9	968.00	1031.50
10	998.00	1065.00
11	1029.50	1099.50
12	1061.50	1135.00
13	1095.00	1171.50

→ Retail Sales Consultant wage table upgraded to a new max of \$1068 for 2026

Step	Current	2026 Wages
1	517.00	650.00
2	551.50	677.50
3	589.00	706.00
4	626.00	736.00
5	663.00	767.00
6	701.50	799.50
7	739.50	833.00
8	778.50	868.50
9	818.00	905.00
10	857.50	943.50
11	898.50	983.00
12	939.00	1024.50
13	998.00	1068.00



- Premier Service Consultant (including PSC HYB, PSC WFH) and Business Premier Service Consultant wage tables upgraded to a new max of \$1130.50 for 2026

Step	Current	2026 Wages
1	600.00	720.00
2	629.00	747.50
3	659.50	776.00
4	691.00	806.00
5	724.50	837.00
6	759.50	869.00
7	796.00	902.00
8	834.50	937.00
9	875.00	972.50
10	917.00	1010.00
11	961.50	1048.50
12	1008.00	1089.00
13	1056.50	1130.50

- The 2026 General Wage Increase will be retroactive to February 14, 2026.

NEW!

- Severance payment cap increased to \$21,000
- Differentials:
- ◆ On Call Duty – The daily rate for on-call pay will be increased \$6 per day from \$42 to \$48. per day.

- ◆ Call Center Multi-lingual differential increased to \$8 per day from \$6, not to exceed \$40. Weekly.
- Work From Home monthly internet stipend increased from \$55. To \$65 dollars
- No waiting period for sick days for employees with over one year service
- LOA 16 increases minimum annual commission for RSCs to \$12,000
- LOA 18 increases minimum annual commission for Sr. In-Home Experts to \$16,000
- Network FIRSTNET trial where every technician can volunteer to be trained and technicians will be offered a first right of refusal for Planned, Urgent, and Emergent FirstNet dispatches.
- Consumer Call Center scheduling trial to reduce weekend scheduling and increase availability of M-F schedules
- New LOA stating RSCs are NOT required to sell outside of the Retail Store or attend Sales Events or make cold calls to potential customers. RSCs may volunteer for these assignments if they choose to.

3. Job Security

Call center call share commitment percentages increased

The company agrees to bring the level of call flow to at least 12% by December 31, 2026 and through 2027, 2028 and to 13% in 2029. The company will provide quarterly reports to CWA so that the union can ensure compliance. If the call flow percentage should fall below the agreed upon levels, there will be no involuntary surpluses declared unless there is an extraordinary drop in total call volume or other adverse economic reasons for the decline.

Employment Security Commitment

- Renewed the Employment Security Commitment
- Letter Of Agreement that if brick and mortar centers close the guaranteed job for the PSCs will be a work from home PSC job.

4. Healthcare

- Maintains fair cost share
- No more New Hire category
- Maintained no deductible on prescriptions with Option 1 plans
- Health Savings Account company contributions and company match with certain options available with the Option 2 plans.

We prevailed for a Tentative Agreement with no concessions!

CWA

