



VIA EMAIL ONLY

DATE: April 24, 2026
TO: CWA District 9 Local Presidents
FROM: Frank Arce, Vice President
SUBJECT: Announcement of Tentative Agreement with AT&T Mobility

I am writing to inform you of a significant development in our ongoing negotiations with AT&T Mobility. We have reached a tentative agreement that includes several important gains for our members in the 2026 Orange Bargaining.

Here are the key highlights of the tentative agreement:

- 1. General Wage Increases (GWIs):** Members will receive GWIs of 5%, 3.25%, 3.25%, and 3.25%. Additionally, there will be an extra 2% increase in 2026 for those in the PSC, BPSC, RSC, SR, and In-Home Expert positions, bringing the total GWI for 2026 to 7% for 88% of our membership in this unit. This is intended to address the challenges posed by the company in earning incentives and commissions.
- 2. Ratification Bonus:** A one-time ratification bonus of \$1,000.
- 3. Benefits:** Both Option 1 and Option 2 health plans will maintain a cost share of under 29%. The New Hire category will be eliminated. Option 1 will continue to offer no deductible for prescriptions, while Option 2 will include a Health Savings Account (HSA) with contributions for employees earning less than \$60,000 as of 2026. Company contributions will be \$500 for individuals and \$1,000 for families opting for this plan. Employees earning over \$60,000 will have an HSA match available.
- 4. Severance Increase:** Maximum severance pay will increase to \$21,000.
- 5. Exchange Time:** New language will allow employees to voluntarily exchange time and make up hours exceeding 8 in a day by waiving overtime.
- 6. Network On-call Pay:** Increased to \$48 per day.
- 7. Call Center Multi-lingual Differential:** Increased to \$8 daily and \$40 weekly.
- 8. Sick Day Payments:** No waiting period for sick day payments for employees with over one year of service.

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9. **Call Share MOA:** Increase percentages to 12% this year and 13% in the final year of the agreement.
10. **Employment Security Commitment:** Renewed for our members.
11. **WFH PSC Positions:** For brick-and-mortar center closures prior to June 2028, a work-from-home PSC position will be offered as a guaranteed job.
12. **RSC Event Participation:** New LOA stating RSCs cannot be mandated to attend events outside their store or make cold calls.
13. **Union Rep Hours:** Hours paid by the Union will count toward FMLA eligibility.
14. **WFH Monthly Internet Payment:** Increased to \$65.
15. **IHX Targeted Amount:** Increased to \$16,000 under LOA 18.
16. **Retail Targeted Amount:** Increased to \$12,000 under LOA 16.
17. **Network FIRSTNET Trial:** With the first right of refusal for assignment.
18. **Consumer Call Center Scheduling Trial:** Focused on increasing Monday-Friday scheduling versus weekends.
19. **Renewal of MOAs and LOAs:** All existing MOAs and LOAs with no changes will be renewed.

As we move forward, we will be holding follow-up meetings to explain the details of the tentative agreement and address any questions or concerns you may have. It is important that we all have a clear understanding of the gains achieved through this agreement.

This tentative agreement reflects our commitment to improving the working conditions and benefits for our members. We encourage you to review these details thoroughly and prepare for discussions on the ratification process.

Thank you for your continued support and dedication to our union's goals.

In solidarity,



Frank Arce, Vice President