



CWA-AT&T Internet Services

FINAL BARGAINING REPORT 2007

September 6, 2007

Dear Member:

The Communications Workers of America and AT&T Internet Services reached a tentative agreement on a new 3-year contract.

Enclosed is the Final Bargaining Report on the CWA and AT&T Internet Services tentative agreement. This report reflects the changes that were negotiated in this round of bargaining.

Your Union Bargaining Committee spent several weeks negotiating this tentative agreement with AT&T Internet Services. We did our best to address the issues you provided to us through your bargaining survey.

The Union Bargaining Committee is recommending that its members ratify the tentative agreement.

Thank you for your cooperation.

In Unity,

CWA Union Bargaining Committee

Donna Bentley, Chair

Linda Gonzalez

Mary Linhart

Penny Leytem

Cherie Brokaw

COMMUNICATIONS WORKERS OF AMERICA
CWA 2007 RATIFICATION VOTE-AT&T INTERNET SERVICES

BALLOT VOTING INSTRUCTIONS

1. To be valid, ballots must be received and in the CWA's Post Office Box, no later than, Monday, September 24, 2007.
2. Mark your ballot after considering your vote carefully.
3. Place the ballot in the **blank envelope** provided.
4. Place the **blank envelope** in the prepaid return envelope.
5. In order for the ballot to be counted, the address label on the back of the prepaid envelope **MUST BE INTACT. PLEASE DO NOT REMOVE.**
6. Also, to be counted, you **MUST SIGN** below the address label on the back of the prepaid envelope.

**HIGHLIGHTS OF THE TENTATIVE AGREEMENT
BETWEEN CWA/AT&T INTERNET SERVICES INC.
August 20, 2007**

WAGE INCREASES

2007	2008	2009
3.0%	2.5%	2.5%

All titles except for the newly negotiated Tier 1 Support – Customer Assistant

These general wage increases are retroactive to **July 22, 2007**. Payment of retroactive wages will occur within 30 days following ratification (see attached wage schedule).

LUMP SUM PAYMENTS

A lump sum payment of \$500 in 2007 for employees in all titles, (except for the newly negotiated Customer Assistant – wage schedule 3), who are active on the payroll on the date of ratification.

A lump sum payment of \$350 in 2007, for all Customer Assistants who are active on the payroll on the date of ratification.

DISCRETIONARY LUMP SUM PAYMENTS

Discretionary Lump Sum Payments are eliminated. (Funds realized will be distributed into the base wage).

TEAM AWARD

Effective 2008, the Team Award will be modified for titles with an 11% Team Award Target based on the following:

- Create new wage schedules for those titles by adding 5% to the base
- Lower the Team Award Target to 6%

(5% will go into the base wage and no longer be “at risk” leaving the remaining 6% as a Team Award). The 2008 payout for the 2007 Team Performance Award will be based on the 11% target.

UNION DUES

Union dues will continue to be deducted in a prorated amount from the Team Award. (This was a language change only).

COMPANY UNION RELATIONS

Increase the time off limit for unpaid Union activities from 200 hours to 250 hours per calendar year for each union representative and increase the number of

Union representatives allowed to take up to 560 hours per calendar year of unpaid time off for union activities from 5 to 10. (This provision will increase availability of union representation for employees on the job).

CLASSIFICATION OF EMPLOYEES

Add part-time classification. (The availability of part-time work should provide the employer and employees greater flexibility).

TITLE CHANGES

Effective July 22, 2007, the following changes will occur:

- Upgrade the WFM TSR II, (WS 11) to Support Administrator II (WS 13)
- Upgrade the NCG TSR II, (WS 11) to a new title, NCG Representative (WS 15)
- Upgrade Dispatcher (WS 4) by \$40 per week to the top step
- New title and wage schedule – Internet Assistant (WS 2)
- Place Surveillance Administrator on (WS 4)
- Place Surveillance Technician on (WS 13)

Payment of retroactive wages for wage schedule increases will occur within 30 days following ratification.

DEATH IN AN EMPLOYEE'S IMMEDIATE FAMILY/HOUSEHOLD

Includes other persons living in the same household for purposes of granting paid time off.

ILLNESS ABSENCE

Change unscheduled time off to illness absence and increase paid illness absence to 6 paid days for employees with 7 or more years of Net Credited Service.

MEAL ALLOWANCE

Increase overnight travel meal expense reimbursement cap from \$25 to \$30 per day.

NET CREDITED SERVICE

When assigning work schedules, Net Credited Service will be taken into consideration. (This provision will make seniority part of the criteria used by the company to assign work schedules, therefore eliminating the practice of total discretion on the company's part).

SHIFT DIFFERENTIALS

Effective 1/01/08, modify the hours during which more than 50% of the time must fall for shift differential eligibility from 6:00 p.m. – 6:00 a.m. to 8:00 p.m. – 6:00 a.m.

LAYOFF

In the event of surplus and possible layoff of employees, the Company will meet with the Union to obtain input on its proposed layoff process prior to notifying affected employees.

Increase the notice to surplus employees designated for layoff from a minimum of 2 weeks to a minimum of 4 weeks.

Increase the amount of layoff allowance maximum from 4 weeks to 8 weeks of pay.

LAYOFF ALLOWANCE

LENGTH OF SERVICE	LAYOFF ALLOWANCE
0 – 12 Months	1 week of pay
13 – 24 Months	2 weeks of pay
25 – 47 Months	3 weeks of pay
48 – 59 Months	4 weeks of pay
60 – 71 Months	6 weeks of pay
72 Months or More	8 weeks of pay

BENEFITS

There are no changes in the benefit plans for the newly negotiated Tier 1 DSL Support Customer Assistants.

Beginning with the 2008 plan year all other Internet employees will be able to choose between the current Tier 1 Medical Plan and an alternative medical plan. The Tier 1 Medical Plan includes zero contributions (premiums) for the employee and 15% contributions for dependents. The alternative Medical Plan includes 7% contributions for the employee and 11% contributions for dependents. For 2008, contributions for the Tier 1 Medical Plan option is estimated to be 50% less (for dependents coverage) compared to the former Custom Care Plan and for the alternative Medical Plan contributions are estimated to be 20% less than what would have been paid under Custom Care.

Both plans have deductibles and out of pocket maximums. The lower cost plans are higher, and the higher cost plans are lower.

Prescription Drug co-pays and the 10% co-insurance are the same in both plans. Physicals, diagnostic tests, screenings and wellness exams for preventative care are at no cost to you.

These Medical plan changes provide additional options for employees to accommodate their life needs and/or family circumstances. Summary Comparison attached.

GRIEVANCES

Up to 2 union representatives who attend Step 1 grievance meetings for disciplinary actions will be paid by the Company.

CIVIC DUTY

The company will send a clarification letter to all managers in AT&T Internet Services within 30 days of ratification of the contract to address issues raised during bargaining regarding the application of Civic duty to ensure there is consistent application.

UNION ORIENTATION

The Local Union President will be notified in writing when an employee is hired into a job title covered under the National Internet contract and the Local Union will be allowed time to meet with newly-hired employees for the purpose of furnishing them information about the Union.

WORKING RELATIONS COMMITTEE

Add to the Working Relations Committee Agreement to address the following issues:

- Standards of performance
- Scheduling processes
- Mandatory overtime
- Transfer process

Increase the number of Working Relations Committee paid members to 5 union representatives and 5 company representatives. Status of the above issues will be shared with the Union and Company Bargaining Chairs. (This provision will increase the effectiveness of the WRC in addressing workplace issues).

SBC @ Home

SBC @ Home will be changing its name to AT&T @ Home and will be provided to all Internet Service employees as soon as administratively possible.

DURATION

The agreement shall be effective July 22, 2007 and continue until 11:59 p.m. on July 17, 2010.

The Union Bargaining Committee recommends ratification of this agreement.

In Unity,

Donna Bentley, Chair
Penny Leytem
Mary Linhart
Linda Gonzalez
Cherie Brokaw

National Internet Contract Wage Schedules

Wage Schedule 2			
Step	July 2007	July 2008	July 2009
1	\$320.00	\$320.00	\$320.00
2	\$334.23	\$335.05	\$335.88
3	\$349.09	\$350.82	\$352.55
4	\$364.61	\$367.32	\$370.05
5	\$380.82	\$384.60	\$388.42
6	\$397.75	\$402.69	\$407.70
7	\$415.44	\$421.64	\$427.93
8	\$433.91	\$441.48	\$449.17
9	\$453.20	\$462.24	\$471.47
10	\$473.35	\$483.99	\$494.87
11	\$494.40	\$506.76	\$519.43

Title(s):

Internet Assistant

Wage Schedule 3			
Step	July 2007	July 2008	July 2009
1	\$404.00	\$404.00	\$404.00
2	\$417.50	\$417.50	\$417.50
3	\$431.50	\$431.50	\$431.50
4	\$445.50	\$445.50	\$445.50
5	\$460.50	\$460.50	\$460.50
6	\$475.50	\$475.50	\$475.50
7	\$491.50	\$491.50	\$491.50
8	\$507.50	\$507.50	\$507.50
9	\$524.50	\$524.50	\$524.50
10	\$542.00	\$542.00	\$542.00
11	\$560.00	\$560.00	\$560.00

Title(s):

Customer Assistant

Wage Schedule 4			
Step	July 2007	July 2008	July 2009
1	\$420.00	\$420.00	\$420.00
2	\$438.07	\$439.15	\$440.24
3	\$456.92	\$459.18	\$461.45
4	\$476.57	\$480.12	\$483.69
5	\$497.07	\$502.01	\$506.99
6	\$518.46	\$524.90	\$531.42
7	\$540.76	\$548.84	\$557.03
8	\$564.03	\$573.86	\$583.87
9	\$588.29	\$600.03	\$612.00
10	\$613.60	\$627.39	\$641.49
11	\$640.00	\$656.00	\$672.40

Title(s):

Dispatcher
Surveillance Administrator

Wage Schedule 5			
Step	July 2007	July 2008	July 2009
1	\$583.40	\$583.40	\$583.40
2	\$607.28	\$608.78	\$610.28
3	\$632.13	\$635.26	\$638.40
4	\$658.00	\$662.89	\$667.82
5	\$684.93	\$691.72	\$698.59
6	\$712.96	\$721.81	\$730.78
7	\$742.13	\$753.21	\$764.45
8	\$772.51	\$785.97	\$799.68
9	\$804.12	\$820.16	\$836.53
10	\$837.03	\$855.84	\$875.07
11	\$871.28	\$893.07	\$915.39

Title(s):

Billing Coordinator
Customer Billing Representative

Wage Schedule 7			
Step	July 2007	July 2008	July 2009
1	\$624.00	\$624.00	\$624.00
2	\$652.59	\$654.20	\$655.82
3	\$682.49	\$685.87	\$689.26
4	\$713.76	\$719.07	\$724.41
5	\$746.46	\$753.87	\$761.36
6	\$780.66	\$790.36	\$800.18
7	\$816.43	\$828.62	\$840.99
8	\$853.84	\$868.73	\$883.87
9	\$892.96	\$910.78	\$928.95
10	\$933.87	\$954.86	\$976.32
11	\$976.66	\$1,001.08	\$1,026.11

Title(s):

Support Administrator I
Provisioning Administrator I

Wage Schedule 9			
Step	July 2007	July 2008	July 2009
1	\$658.00	\$658.00	\$658.00
2	\$691.50	\$693.21	\$694.92
3	\$726.70	\$730.30	\$733.92
4	\$763.70	\$769.38	\$775.10
5	\$802.58	\$810.55	\$818.59
6	\$843.44	\$853.92	\$864.53
7	\$886.38	\$899.61	\$913.04
8	\$931.50	\$947.75	\$964.27
9	\$978.93	\$998.46	\$1,018.38
10	\$1,028.76	\$1,051.88	\$1,075.52
11	\$1,081.14	\$1,108.17	\$1,135.87

Title(s):

Provisioning Administrator II*
Technical Support Representative I
* Provisioning Administrator II moves to
Wage Schedule 10 on January 1, 2008.

Wage Schedule 10			
Step	Jan 2007	July 2008	July 2009
1	\$658.00	\$658.00	\$658.00
2	\$694.88	\$696.60	\$698.32
3	\$733.83	\$737.46	\$741.11
4	\$774.96	\$780.72	\$786.53
5	\$818.40	\$826.52	\$834.72
6	\$864.27	\$875.00	\$885.87
7	\$912.71	\$926.33	\$940.16
8	\$963.87	\$980.67	\$997.77
9	\$1,017.89	\$1,038.20	\$1,058.91
10	\$1,074.95	\$1,099.10	\$1,123.80
11	\$1,135.20	\$1,163.58	\$1,192.67

Title(s):

Provisioning Administrator II*
* Provisioning Administrator II moves from
Wage Schedule 9 on January 1, 2008.

Wage Schedule 11			
Step	July 2007	July 2008	July 2009
1	\$695.00	\$695.00	\$695.00
2	\$729.98	\$731.79	\$733.59
3	\$766.72	\$770.52	\$774.33
4	\$805.31	\$811.30	\$817.33
5	\$845.85	\$854.24	\$862.72
6	\$888.42	\$899.46	\$910.63
7	\$933.14	\$947.06	\$961.20
8	\$980.10	\$997.19	\$1,014.58
9	\$1,029.43	\$1,049.97	\$1,070.92
10	\$1,081.25	\$1,105.54	\$1,130.39
11	\$1,135.67	\$1,164.06	\$1,193.16

Title(s):

Technical Support Representative II

Wage Schedule 13			
Step	July 2007	July 2008	July 2009
1	\$729.50	\$729.50	\$729.50
2	\$766.08	\$767.97	\$769.87
3	\$804.50	\$808.48	\$812.48
4	\$844.84	\$851.12	\$857.45
5	\$887.20	\$896.01	\$904.90
6	\$931.69	\$943.26	\$954.98
7	\$978.41	\$993.01	\$1,007.83
8	\$1,027.47	\$1,045.38	\$1,063.61
9	\$1,078.99	\$1,100.52	\$1,122.47
10	\$1,133.10	\$1,158.56	\$1,184.60
11	\$1,189.92	\$1,219.66	\$1,250.16

Title(s):

Support Administrator II
 Provisioning Administrator III*
 Surveillance Technician

* Provisioning Administrator III moves to Wage Schedule 16 on January 1, 2008.

Wage Schedule 15			
Step	July 2007	July 2008	July 2009
1	\$768.00	\$768.00	\$768.00
2	\$805.99	\$807.98	\$809.98
3	\$845.86	\$850.04	\$854.25
4	\$887.70	\$894.30	\$900.95
5	\$931.60	\$940.85	\$950.19
6	\$977.69	\$989.83	\$1,002.13
7	\$1,026.05	\$1,041.36	\$1,056.90
8	\$1,076.80	\$1,095.57	\$1,114.67
9	\$1,130.06	\$1,152.61	\$1,175.60
10	\$1,185.96	\$1,212.61	\$1,239.86
11	\$1,244.62	\$1,275.74	\$1,307.63

Title(s):

Connectivity Specialist I*
 NCG Representative

* Connectivity Specialist I moves to Wage Schedule 18 on January 1, 2008.

Wage Schedule 16			
Step	Jan 2007	July 2008	July 2009
1	\$729.50	\$729.50	\$729.50
2	\$769.83	\$771.73	\$773.64
3	\$812.38	\$816.41	\$820.45
4	\$857.29	\$863.67	\$870.09
5	\$904.69	\$913.66	\$922.73
6	\$954.70	\$966.56	\$978.56
7	\$1,007.47	\$1,022.51	\$1,037.77
8	\$1,063.17	\$1,081.70	\$1,100.56
9	\$1,121.94	\$1,144.32	\$1,167.15
10	\$1,183.96	\$1,210.57	\$1,237.77
11	\$1,249.41	\$1,280.65	\$1,312.66

Title(s):

Provisioning Administrator III*

* Provisioning Administrator III moves from Wage Schedule 13 on January 1, 2008.

Wage Schedule 17			
Step	July 2007	July 2008	July 2009
1	\$806.50	\$806.50	\$806.50
2	\$845.89	\$847.99	\$850.08
3	\$887.21	\$891.60	\$896.02
4	\$930.55	\$937.47	\$944.44
5	\$976.00	\$985.69	\$995.47
6	\$1,023.67	\$1,036.39	\$1,049.27
7	\$1,073.68	\$1,089.70	\$1,105.97
8	\$1,126.12	\$1,145.75	\$1,165.73
9	\$1,181.12	\$1,204.69	\$1,228.72
10	\$1,238.82	\$1,266.66	\$1,295.12
11	\$1,299.33	\$1,331.81	\$1,365.11

Title(s):

Circuit Coordinator*

* Circuit Coordinator moves to Wage Schedule 20 on January 1, 2008.

Wage Schedule 18			
Step	Jan 2007	July 2008	July 2009
1	\$768.00	\$768.00	\$768.00
2	\$809.93	\$811.93	\$813.94
3	\$854.15	\$858.38	\$862.63
4	\$900.78	\$907.48	\$914.23
5	\$949.96	\$959.39	\$968.92
6	\$1,001.83	\$1,014.28	\$1,026.88
7	\$1,056.53	\$1,072.30	\$1,088.30
8	\$1,114.21	\$1,133.64	\$1,153.40
9	\$1,175.04	\$1,198.49	\$1,222.40
10	\$1,239.20	\$1,267.04	\$1,295.52
11	\$1,306.85	\$1,339.52	\$1,373.01

Title(s):

Connectivity Specialist I*

* Connectivity Specialist I moves from Wage Schedule 15 on January 1, 2008.

Wage Schedule 19			
Step	July 2007	July 2008	July 2009
1	\$845.50	\$845.50	\$845.50
2	\$886.27	\$888.46	\$890.66
3	\$929.01	\$933.61	\$938.23
4	\$973.81	\$981.05	\$988.34
5	\$1,020.76	\$1,030.90	\$1,041.13
6	\$1,069.99	\$1,083.28	\$1,096.74
7	\$1,121.58	\$1,138.32	\$1,155.31
8	\$1,175.67	\$1,196.17	\$1,217.02
9	\$1,232.36	\$1,256.95	\$1,282.02
10	\$1,291.79	\$1,320.82	\$1,350.50
11	\$1,354.08	\$1,387.93	\$1,422.63

Title(s):

Connectivity Specialist II*

Network Specialist*

* Connectivity Specialist II and Network Specialist move to Wage Schedule 22 on January 1, 2008.

Wage Schedule 20			
Step	Jan 2007	July 2008	July 2009
1	\$806.50	\$806.50	\$806.50
2	\$850.03	\$852.13	\$854.24
3	\$895.91	\$900.35	\$904.80
4	\$944.27	\$951.29	\$958.36
5	\$995.24	\$1,005.11	\$1,015.09
6	\$1,048.95	\$1,061.98	\$1,075.18
7	\$1,105.57	\$1,122.07	\$1,138.82
8	\$1,165.24	\$1,185.56	\$1,206.23
9	\$1,228.14	\$1,252.64	\$1,277.63
10	\$1,294.43	\$1,323.52	\$1,353.26
11	\$1,364.29	\$1,398.40	\$1,433.36

Title(s):

Circuit Coordinator*

* Circuit Coordinator moves from Wage Schedule 17 on January 1, 2008.

Wage Schedule 22			
Step	Jan 2007	July 2008	July 2009
1	\$845.50	\$845.50	\$845.50
2	\$890.61	\$892.81	\$895.02
3	\$938.12	\$942.76	\$947.43
4	\$988.16	\$995.51	\$1,002.91
5	\$1,040.88	\$1,051.21	\$1,061.65
6	\$1,096.41	\$1,110.03	\$1,123.82
7	\$1,154.90	\$1,172.14	\$1,189.64
8	\$1,216.51	\$1,237.72	\$1,259.30
9	\$1,281.41	\$1,306.98	\$1,333.05
10	\$1,349.77	\$1,380.11	\$1,411.12
11	\$1,421.78	\$1,457.33	\$1,493.76

Title(s):

Connectivity Specialist II*

Network Specialist*

* Connectivity Specialist II and Network Specialist move from Wage Schedule 19 on January 1, 2008.

Medical Plan	Tier 1 Medical Plan	Alternative Option Plan
Contributions (employee premium share)		
Individual	0%	7%
Individual +1	15%	11%
Family	15%	11%
Copays		
Office Visit	na	na
Emergency Room	na	na
Hospital	na	na
Annual Deductible		
Individual	\$1,100	1% of base pay, \$500 maximum
Individual +1	\$2,200	2% of base pay, \$1,000 maximum
Family	\$2,200	3% of base pay, \$1,500 maximum
Employee Coinsurance		
	10%	10%
Prescription Drugs		
Deductible	na	na
Generic	\$8 retail or \$17 mail order	\$8 retail or \$17 mail order
Brand/Formulary	\$17 retail or \$35 mail order	\$17 retail or \$35 mail order
Non-Formulary	\$35 retail or \$70 mail order	\$35 retail or \$70 mail order
Preventive Care		
	100%	100%
Out of Pocket Maximum		
annual pay less than \$50,000		
Individual	\$4,125	4% of base wage, up to \$2,000 max
Individual +1	\$6,188	6% of base wage, up to \$3,000 max
Family	\$8,250	8% of base wage, up to \$4,000 max
annual pay greater than \$50,000		
Individual	\$5,500	4% of base wage, up to \$2,750 max
Individual +1	\$8,250	6% of base wage, up to \$4,125 max
Family	\$11,000	8% of base wage, up to \$5,500 max
Savings Accounts		
	Health Savings Account	Flexible Spending Account