

To: Sales Support Representatives covered by the AT&T Mobility Black Labor Agreement

AT&T is constantly reviewing ways to serve our customers more effectively and deliver an effortless experience. Our customers want employees that can handle all their needs for Voice, Video, Broadband, Accessories, Insurance, Entertainment Products and more. To meet the changing dynamics of the marketplace and to better serve our customers, the Sales Support Representative title will be eliminated effective October 30, 2018. AT&T will be offering all employees in these titles the opportunity to move to a Retail Sales Consultant position in their current location. This change will allow us to grow our retail workforce in the roles that most effectively deliver an effortless customer experience

What Happens Next

All employees currently in the role listed above will be offered a Retail Sales Consultant job in their current work location. There will be no need to take an assessment or interview for the job. On August 17, 2018 you will receive an email from **Mobility Retail Human Resources** with a guaranteed job offer for the Retail Sales Consultant position. You will have until Monday, August 20, 2018, when your location closes, to accept or decline the offer. The email must be opened on a desktop computer and will have a Vote button which must be used to Accept or Decline Job Offer by the deadline. Failure to respond will result in a formal rejection of the job offer.

If you choose to reject the Retail Sales Consultant Job Offer, you may apply for other jobs available at AT&T. You can access other jobs at AT&T by following this link: [Career Opportunities](#). During this time, you can continue to apply for other jobs at AT&T under the terms of Article 14 in your labor agreement. If you do not accept the RSC position or obtain another position within AT&T, you will be eligible to receive a severance payment as outlined in your labor agreement which can be found by following this link: [AT&T Mobility Black Labor Agreement](#). Your last day on payroll will be October 30, 2018. Employees who choose to leave with a severance payment will also have the option to choose an early release date of September 30, 2018.

For those choosing to transition to the Retail Sales Consultant position:

- Effective date of transition to the Retail Sales Consultant position will be September 9, 2018
 - You will be placed on the RSC wage step closest to but not less than your current wage step
 - If your current wage step is over the top of the RSC wage table, you will be pay protected for 1 year and then placed at the top step of the RSC table
 - Employees who are over the top step of the wage table on the contract anniversary date will receive the annual negotiated general increase as a one-time lump sum payment on or around the contract anniversary date
 - RSC Sales Compensation Hub: within this hub you will find important compensation information, training materials, plan acknowledgement, resources, tools, planners and important links.
 - myCSP Article ID: myc_ope_sal_car_sal_648868
 - Link: [Sales Compensation Hub - AT&T Retail Channel](#)
 - RSC Target Incentive (At-Risk)
 - Annual: \$13,700
 - Monthly: \$1,150
 - RSC New Hire comp treatment is designed to assist the employee while s/he becomes acclimated to the retail selling environment
 - New Hire relief starts on the position effective date.

- New Hire Relief period is three (3) months.
- Payment is based on greater of actual commissions attainment or average store attainment whichever is greater.
- Training: you will be automatically enrolled into a 10-day self-paced RSC training plan
- Additional resource documents and FAQs can be found in myCSP on the Retail Evolution Hub: [Retail Revolution Hub](#)

We understand that change can be very difficult and want to provide as much time as possible for employees to read all the information available to make an informed decision.

If you have additional questions, please work with your manager, local HRBP or email [Mobility Retail Human Resources](#).