

SSR Transition FAQs

General Questions

What is happening with the Sales Support role?

All Sales Support Representative positions which also include Sales Specialist, Sales Support Assistant and Sales Support Rep will be eliminated. At the same time, AT&T will provide a one-time offer to every employee who is currently in one of these roles a Retail Sales Consultant (RSC) position with waived assessment and interview creating more capacity to better serve our customers.

Why are we doing this?

To meet the changing dynamics of the marketplace and to better serve our customers.

Will all the Sales Support Representative positions be eliminated?

Yes, all Sales Support positions including Sales Support Representative, Sales Associate and Sales Support Assistant in retail will be eliminated.

When will this take effect?

- SSRs that accept the RSC position by the August 20, 2018 deadline will transition to RSC on either September 9, 2018 (Black, Purple, Green, Blue Contracts) or September 16, 2018 (Orange).
- Employees in these roles who do not accept the RSC job offer and have not secured another position by October 30, 2018 will be released and provided severance under the terms of their labor agreement. An early release date of September 30, 2018 is also being offered for employees who would like to leave with a severance payment prior to October 30, 2018.

Does this mean that we are less focused on the Customer Experience?

Absolutely not! The customer experience will remain our #1 priority.

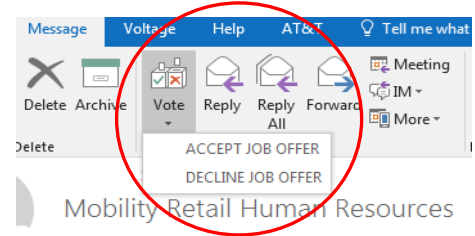
Does this mean we don't have to greet the customer all the time since there isn't a dedicated Greeter?

No, customers will continue to be greeted, it's part of the 5 key behaviors. The BAU process for customer coordination does not change. Available employees should take customers as they arrive. Management will continue to support customer coordination during Yellow and Red zones.

Process of Accepting or Declining RSC Job Offer

How do I accept the RSC Job Offer?

On August 17, 2018 you will receive an email from the Mobility Retail Human Resources Mail Box. Open the email on a **desktop**, when the read receipt window opens, select yes. The email will require you to use the Vote button on the Tool Bar. **(NOTE: must view email on desktop in order to see Vote button)** When you click on the down arrow you will have 2 options ACCEPT JOB OFFER OR DECLINE JOB OFFER.



After you select one of the choices you will receive a warning showing you the choice you made and the option to send response now, edit the response before sending or cancel. If you're ready to send, hit ok. A report will be pulled at the COB 8/20/18 and the decision on the tracker will be final.

What if I never receive the job offer email?

Email Mobility Retail Human Resources (G12327@att.com).

Will SSRs that accept the RSC job offer have to take and pass the RSC assessment test?

No, Sales Support Representatives that accept the RSC Job offer by the August 20, 2018 deadline do not have to take the assessment.

Can I change my mind after I respond to the job offer?

The RSC Job Offer with waived assessment and interview is a **one-time offer**. It is very important that you weigh all your options before responding. You will have the ability to reopen the Job Offer email and submit a different answer anytime between 8/17/18 and 9:00 pm (PT) 8/20/18. A tracking report will be pulled COB (9:30 pm PT) on 8/20/18 which will show your final answer and be the decision on record. If that tracking report shows you accepted the RSC Job Offer and then you change your mind, you will not be eligible for severance. If the report shows you rejected the RSC Job Offer and then you change your mind, you will need to apply to an open requisition, interview and take the assessment in order to be considered for the job.

I would like to be considered for RSC openings. Can I apply?

You do not have to apply for an RSC position. You will automatically receive a Retail Sales Consultant job offer on August 17, 2018 for your current location. However, you must respond to the job offer using the voting button "Accept Job Offer" by the August 20, 2018 deadline.

What if I would like to accept the RSC job offer, but want a different location?

The guaranteed job offer is only for your current location. If you would like to move to another location, you would follow the current process and apply to an open requisition.

What if the Sales Support Rep is on a step of discipline, will they still get the RSC job offer?

All Sales Support employees, regardless of status will be offered an RSC position on August 17, 2018, however all current steps of discipline and attendance points that an SSR currently has will move with them as they become RSCs if they accept the job offer.

What happens if I do not respond by the August 20th deadline?

Unless you were off work for an approved vacation, jury duty, bereavement, illness, STD or LOA, failure to respond by the deadline will be considered a rejection of the offer. If you were off work due to any of the

reasons above, you must respond within one working day after returning to work, otherwise you will be marked as rejecting the offer.

I'm on vacation between August 17th and 20th, can I accept the RSC job before I go on vacation?

No, you must respond to the office job offer sent on August 17th. If you're out on approved vacation, you must respond to the job offer within 1 working day from the day you return to work. For example, if you are on vacation August 15th through August 20th, returning on August 21st, you have until August 22nd to accept/decline the job offer by using the Vote button on the Job Offer email.

What if I am on PTO/LOA/STD between August 17th and 20th, can my manager or someone else accept the RSC job on my behalf?

No, acceptance or rejection of the RSC job offer must come from the employee. You will have one working day to respond to the August 17th job offer upon your return to work.

How much time will the SSR get to make his/her decision if s/he was on LOA/STD during the notification and job offer period?

SSRs will get the equivalent amount of time, which was 20 days to consider the job offer and their decision.

What if I forget to respond by the August 20th deadline?

SSRs were notified on August 1st that an RSC job offer would be emailed to them on August 17th with a deadline to respond by August 20th. If you worked between August 17th and 20th and did not respond by the deadline, it will be considered a rejection of the job offer.

How will I know my response was received?

The Job Offer will be sent with deliver and read receipt options checked which allows us to track your answer. It is critical you read the email, answer YES to the read receipt, and use the voting button to record your answer by COB 8/20/18. A report will be run at COB on 8/20/18 which will have your decisions recorded and will be the decision on record. On 8/21/18 you will receive an email confirming your decision and providing you with next steps and links to information depending on your decision.

How do I let you know I want the early release date?

On 8/21/18 all those who declined the job offer will receive an email notifying them we received their rejection and will ask them to use the vote button to select either early release 9/30 or standard release 10/30.

Accepting the RSC Job Offer

Will I have to go through RSC training?

Yes, if you accept the RSC Job Offer, you will be expected to complete the 10-day self-paced on-line training.

When will Sales Support Reps that accept the RSC job start training?

For employees on the Black, Purple, Green or Blue contract they will start September 10, 2018 and those on the Orange contract will start September 17, 2018

What is the attendance policy for RSCs and do my points carry over?

The attendance policy for SSRs and RSCs is the same and yes, your points will carry over as will any active discipline.

Will accepting the RSC Job Offer have any impact on my salary and overall compensation?

Yes, transitions into new roles may impact compensation as outlined in each contract:

- [AT&T Mobility Orange Labor Agreement](#)
- [AT&T Mobility Black Labor Agreement](#)
- [AT&T Mobility Purple Labor Agreement](#)
- [AT&T Mobility Green Labor Agreement](#)
- [IBEW Blue Labor Agreement](#)

I am the most senior SSR in my store. If I accept the RSC job offer will I keep my seniority?

Seniority is based on the Net Credit Service date of all the employees in the store, so you will be slotted accordingly.

Will Sales Support employees accepting the RSC job be able to transfer to another location so that they have seniority?

All Sales Support Employees will be offered a RSC job in their current location. If the employee wishes to move to another location, they would follow the current process and apply to an open requisition.

If I accept the guaranteed RSC Job do I get a choice of Full Time or Part time?

No, you will remain in your current classification of full or part time.

As a SSR I have had the same schedule every week. Will I be able to keep that same schedule?

You will follow the same process as all the other RSCs. You will be able to submit preferred days and times you would like to work or have off. Schedules are built based on the needs of the business and selected through bidding in seniority order. For more information refer to the PeopleTools article in myCSP 297427.

Will I be able to take a vacation that has already been approved?

Yes, employees will be allowed to take approved vacation business as usual (BAU) throughout the transition period.

What if I accept the guaranteed RSC job offer, move into the RSC role and then decide it's not a good fit for me, can I apply for other positions?

Time in title and time in location requirements will be waived until October 30, 2019 for employees who move from the SSR role to the RSC role. Employees may apply for other positions during this time.

Do I get guaranteed commission while I learn the RSC role?

As a new RSC you will receive RSC New Hire comp treatment also called New Hire Ramp Up for 3 months while you become acclimated to the retail selling environment. You can find information on new hire ramp on the Sales Compensation Hub in myCSP Link: [Sales Compensation Hub - AT&T Retail Channel](#).

Where can I find information on the commission plan?

You can find commission plan information on the Sales Compensation Hub in myCSP Link: [Sales Compensation Hub - AT&T Retail Channel](#)

Declining the RSC Job Offer

Can I look for another job in the Company anytime?

Employees can look for available opportunities at any time, however if they don't accept the RSC job offer by the August 20, 2018 deadline and do not secure another position by October 30, 2018 they will be released.

If I have not met time-in-title for my current SSR position, can I still apply for posted positions?

Yes, impacted employees may begin applying immediately for posted positions. Special Note: This provision is only applicable to impacted SSR employees who are within the scope of this initiative. All other employees must meet time-in-title requirements.

Will the Bargain Relocation Plan be available if I want to consider a RSC position in another Region or Market?

If relocation is available for a given role, it will be noted in the job posting.

Can I apply for other bargained positions outside of Mobility?

Yes, via the National Transfer Plan (NTP). NTP information can be found at the following link: [National Transfer Plan \(CWA\)](#)

Employees should contact their Pension provider and Benefits for any impact to their current entitlements.

If I decline the RSC Job Offer, will I have priority in the hiring process?

The company has decided for this event only that all Sales Support Representatives, Sales Specialists, Sales Support Assistants and Sales Support Reps will be given priority placement for any Lateral or Downgrade position for which they apply individually under Article 14 within the employee's labor agreement. The job must be within the SSR's current bargaining unit and the employee must be qualified to do the job, then they will be given priority placement for that position in seniority order.

Definitions
An upgrade is defined as...
<ul style="list-style-type: none">• Movement to a title with a higher weekly rate at top step (13) of the wage table (determined by a comparison of the current year's top steps of each table)
A Downgrade is defined as...
<ul style="list-style-type: none">• Movement to a title with a lower weekly rate at top step (13) of the wage table (determined by a comparison of the current year's top steps of each table)
A Lateral is defined as...
<ul style="list-style-type: none">• Movement to a title with the same rate at top Step 13

What if the Sales Support Rep is on a step of discipline, will they be able to apply for a different position in the company?

If you decline the RSC job offer and apply for any Lateral or Downgrade position in your current bargaining unit for which you are qualified, any active discipline will not disqualify you, however any active discipline and attendance points will stay with you as you move to the new position.

If you are applying for jobs other than those described above, you will not be disqualified from bidding on open positions. If you are offered a new position, any active discipline and attendance points will stay with you as you move to the new position.

If I accept another position with AT&T, do I still get the severance package?

No, it is only available for employees who are laid off from the company.

If I take another job within the company, will I be required to stay in that position for a year before I can transfer to another job within the company?

Yes. The Mobility Labor Agreements have time-in-title provisions which require you to be in your job title for twelve (12) months before you are afforded the opportunity to apply for posted vacancies.

How is severance pay calculated?

The individual surplus package that the affected employee will receive can be found in their respective CWA labor contract. [Link to Mobility Contracts](#)

- **Orange Agreement: Article 14, Section 5**

Severance Payments. If the Company determines that a surplus exists as described in Section 1. preceding, resulting in the layoff of a regular employee, that employee shall be eligible for a \$700 Severance Payment or payment equivalent to one week's wages (whichever is greater), for each completed six (6) months of Continuous Service during the first year of employment and an additional \$700 or payment equivalent to one week's wages (whichever is greater), for each subsequent completed year of Continuous Service up to a maximum of **\$18,000**.

- **Black Agreement: Article 14, Section 5**

Severance Payments. If the Company determines that a surplus exists as described in Section 1. preceding, resulting in the layoff of a regular employee, that employee shall be eligible for a \$700 Severance Payment or payment equivalent to one week's wages (whichever is greater), for each completed six (6) months of Continuous Service during the first year of employment and an additional \$700 or payment equivalent to one week's wages (whichever is greater), for each subsequent completed year of Continuous Service up to a maximum of **\$18,000**.

- **Purple Agreement: Article 14, Section 4**

Severance Payments. If the Company determines that a surplus exists as described in Section 1. preceding, resulting in the layoff of a regular employee, that employee shall be eligible for a \$700 Severance Payment or payment equivalent to one week's wages (whichever is greater), for each completed six (6) months of Net Credited Service during the first year of employment and an additional \$700 or payment equivalent to one week's wages (whichever is greater), for each subsequent completed year of Net Credited Service up to a maximum of **\$17,000**. Part-time employees will be paid on a pro-rated basis.

- **Green Agreement: Article 14, Section 5**

Severance Payments. If the Company determines that a surplus exists as described in Section 1 resulting in a layoff of an eligible employee, that employee shall be eligible for either an indemnity payment as specified by Puerto Rico's Law No. 80 of May 30, 1976, as amended, if such payment is required under

said law, in which case the payment will be made in accordance with the provisions of the law; or severance pay equivalent to one (1) week's wage for each completed six (6) months of continuous service during the first year of employment and an additional payment equivalent to one (1) week's wage for each subsequent completed year of continuous service, up to a maximum of **\$17,000**.

- **Blue Agreement: Article 2, Section 9**

The Company will give two (2) weeks written notice of layoff when business conditions warrant, (for example, emergency, natural disasters, and the like) and provide a layoff allowance as follows:

Months of Continuous Service	Layoff Allowance
Less than 6 months	0 Hours
6 months but less than 25 months	80 Hours
25 months but less than 37 months	100 Hours
37 months but less than 60 months	120 Hours
60 months or over	160 Hours

Will the severance be a lump sum?

Yes

Will the severance pay be taxed?

Yes, taxes will be withheld to the extent required by law.

Who do I contact if I have questions about my 401K and/or Pension?

Employees should contact the AT&T Benefits Center at 1-877-722-0020. Contact information for all benefits can be found on HR Onestop: [Benefits Contacts](#)

How can employees contact the Employee Assistance Program (EAP)?

Beacon Health Options administers the EAP programs for Mobility employees. Employees may call 1-800-554-6701 24 hours a day, 365 days a year. Beacon Health Options provides confidential services designed to help employees cope with personal, family and work problems.

If I decline the RSC Job Offer, when is my last day?

Your last day on payroll will be October 30, 2018 unless you elect for the early release date of September 30, 2018.

What is my schedule and job duties between now and my off-payroll date?

There will be no changes, you will remain in the SSR role and work the schedule posted until your last day on payroll.

If I am terminated for Attendance, Performance or COBC, do I lose my severance package?

You are expected to meet the expectations for attendance, performance and COBC while you are employed at AT&T. If you are terminated prior to your scheduled last day on payroll, you will not be eligible for severance. All current steps of discipline and attendance points that an SSR currently has will stay with them whether they move to another job or stay in surplus status until their last day on payroll.

Will I get paid out for any unused PTO or EWP on my last day?

You will be paid out any remaining unused time provided under your applicable Labor Agreement in accordance with your applicable Labor Agreement and/or state law.

When will I get my severance check?

The severance payout will be made after the notification period ends and the employee is severed from payroll. This payment will generally be made approximately 30 – 45 days after termination unless otherwise mandated by law.

How long will an employee have medical coverage after being laid off?

Currently, benefit coverage will continue through the end of the month in which the employee is severed from the payroll. Please contact the AT&T Benefit Center at 1-877-722-0020 to discuss your individual benefits.

When will employees receive COBRA information and how long do employees have to apply for COBRA?

Employees can expect to receive a COBRA application two (2) weeks after their severance date. Employees have 60 days from the date their coverage ends to enroll in COBRA.

How much will COBRA cost?

This depends on what insurance the employee has and what level of coverage they need. Employees can get specific rates from the Benefit Center at 877-722-0020.

How will tuition reimbursement be handled if schedules overlap with an employee's severance date?

Employees who are already scheduled to receive tuition reimbursement after successfully completing the course prior to being notified they will be impacted by a force adjustment will still be eligible for reimbursement. Employees that are notified they will be impacted by a force adjustment are not eligible to enroll in any new or additional courses and receive reimbursement through the tuition aid program

Will I be able to file for Unemployment Benefits if I am severed from AT&T?

The state determines an employee's eligibility for unemployment benefits; however, the company will not contest your claim for benefits.

Will employees be given outplacement services?

No.

What happens to any employee discounts I may currently have?

The Employee Discounts and Offers Exit Checklist can be found here: [Employee Discount Program Exit Checklist](#)

What happens to my EMO line?

You will need to convert your EMO line to a customer rate plan.

If I am laid off and then later secure another position at AT&T, do I have to pay back my severance amount?

No.