K# 5763

46,200

Agreement between

COMMUNICATIONS WORKERS OF AMERICA

and

406 08

BELLSOUTH®

BellSouth Telecommunications, Inc.

Includes ees previously covered under K# 5766 and K# 5767.

EFFECTIVE August 5, 2001 – 8/7/04

TO EMPLOYEES:

The Communications Workers of America is the official bargaining representative for all employees in your collective bargaining unit. This official relationship carries with it serious obligations and responsibilities which the Company and the Union are determined to fulfill. As a sign of good faith between BellSouth Telecommunications and the Communications Workers of America, a "Responsible Relationship" clause, Article 28, is included in the Agreement, which governs your wages, hours and working conditions.

Simply stated, "mutual respect and responsibility" means an honest regard for equality in the official relationship between Company and Union representatives. It does not allow for a supervisor attempting to "pull rank" on a Union representative nor does it allow for a Union representative attempting to intimidate or "badger" a supervisor merely because there is a difference in point of view. It further means that no Company representative at any level should regard a grievance as merely an irritant, just as it also means that no Union representative should offer "grievances" which are designed only to harass management. Additionally, this clause means that Union and Company representatives must not engage in activities to undercut or belittle each other.

Company representatives, especially the first level of supervision, have the day-to-day responsibility to deal reasonably and in good faith with Union representatives. They have the right, in return, to expect responsibility and respect from the Union's representatives. To insure continually improving relations between the Company and Union, it is the intent of both organizations to deal with one another at all levels in a sincere, honest and businesslike manner. This effort by both parties should insure a better feeling for the needs of the employees.

Sincerely,

For the Union:

James E. Smith
Vice President

For the Company:

Richard Sibbernsen
Vice President

TABLE OF CONTENTS

Article		Page
1	Definitions	1
2	Wages	10
3	Scheduling	18
4	Pay and Basis of Compensation	43
5	Holidays, Excused Work Days and Vacations	69
6	Absences from Duty	85
7	Force Adjustments	97
8	Employment Security	110
9	Transfer and Travel Expense	125
10	Travel Time and Travel Conditions	139
11	Suspensions, Discharges and Demotions	144
12	Promotions; Transfers and Job Vacancies	146
13	Application of Seniority	166
14	Jurisdiction of Work	171
15	Job Descriptions, Titles and Classifications	173
16	Health and Safety	176
17	Union Functioning	179
18	Records	182
19	Pensions and Benefits	183
20	Union-Management Conferences	186
21	Grievance Procedure	188
22	Federal or State Law	201
23	Arbitration, Expedited Arbitration and Mediation	202
24	Employment Security PARTNERSHIP	208
25	Payroll Dues Deduction and Union Security	223
26	Absences for Union Duties	226
27	Distribution of Agreement	229
28	Responsible Union-Company Relationship	229
29	Application, Exclusions and Amendments	230
30	Non-Discrimination	231
31	Duration of Agreement	232

TABLE OF CONTENTS
Appendices and Addendums

Appendix A

Part I	Titles and Wage Scale Assignments	233
	Departmental Usage of Titles/Wage Scale Table	234
Part II	Exchanges by States and Zone Classifications	238
Part III	Family of Skills	251
	Family of Skills - CPE	254
	Family of Skills - Large Business	255
	Family of Skills - Public	256

Appendix B

Part I	Wage Scales	257
Part II	Monthly Pension Benefit Per Year of Service	285
	BellSouth Pension Plan	288
Part III	Incentive Award Plan	290

Appendix C

Part I	Call Sampling	291
Part II	Continuous Bargaining Committee	293
Part III	Fast Track Program	294
Part IV	Job Review Committee	295
Part V	Joint Staffing System Review Committee	296
Part VI	Incentive and Joint Trial Compensation Plans	297
Part VII	Marketing	298
Part VIII	Operations Board	299

Part IX Operator Services/Consumer Services....301
Part X Overtime for Call Centers....302
Part XI Overtime Trials....304
Part XII Service Requirements....305
Part XIII Simplified Contract Language....306
Part XIV Telecommuting....307
Part XV Uniform Program....308

Network Addendum

Network Services Incentive Compensation Plan....311
Diesel Maintenance/Air Dryer Maintenance....313
Overtime for Network Operations....314
Wire Work....315

Public Only
Flexible Excused Work Day....316
Public Communications and Services Technicians....317

Data Customer Support Centers (DCSC) Only
Optional Holidays....318
Flexible Excused Time....320
Time Off Not Scheduled....321

Customer Markets Addendum

Customer Markets Incentive Plans 323
Account Management Center Compensation Plan 324
Consumer Services Centers 329
Team Leader - Customer Markets 330
Easy Time - Consumer Services 332
A/1 Center Agreement 334

Large Business
Temporary Employees Vacation and Flexible Excused Time 351
Optional Holidays 352
Flexible Excused Time 354
Time-Off Not Scheduled Under 5.07F 355

CPE
Cities in Wage Area I 356
Work Report Area 357
Compensatory Time 364
Contracting of Work in the CPE Marketplace 365
Drug Testing 366
Employee Development 367
Equalization of Premium Pay Work Opportunity 368
Grievance Procedure 371
Hiring Bonus 374
Optional Holidays 375
Stand-By Technician 376
Temporary Transfers 378
Time-Off Not Scheduled Under 5.07F 379
Travel Expense 380
Wages – Starting Rates 382

READY REFERENCE INDEX

Subject	Reference	Page
A		
Absences		
Death	6.04A3	90
Elections	6.04A4	90
Extended Illness	6.03	89
Holiday	4.03A	47
Jury Duty	6.04A1	90
Military	6.06	91
Pay Treatment	6.04	90
Quarantine	6.04A2	90
Supervisory Discretion	6.04B	90
Union Duties	26.01	226
Voting	6.04A5	90
Witness Duty	6.04A1	90
Acting Title		
Higher-Rated Job	4.07I	62
Supervisory	4.07H2	61
Age, Non-Discrimination	30.03	231
Agreements		
Amendments	29.03	230
Application	29.01	230
Duration	31.01	232
Law, Jurisdiction of	22.01	201
All in a Day's Work		
Commuting Allowance		
Definition	9.05A	137
Time	10.02B	142
Amendments	29.03	230
Appeal Rights (Selections, Training)	12.06	165
Arbitration		
Benefit Plan	19.04	185
Demotions	11.01B	144
Discharges	11.01A	144
Expedited Arbitration	23.02	203
Full Arbitration	23.01	202
Mediation	23.03	206
Procedures	23.01C, D	202

Promotions 12.06 165
Service Requirements 1.27 7
Suspensions 11.01A 144
Armed Forces 6.06 91
Assignment
Overtime 4.06 51
Tours
Operator Services 3.05 36
Other than Open-End 3.04 29
Scheduling 3.03 20
Authorized Picket Line 17.04 181

B

Bargaining 20.02 187
Basic Rate 1.01 1
Benefits
Agreements and Plans 19.01 183
Change Limitations 19.03 185
Military Leave 6.06 91
Part-Time Employees 19.02 184
Payments
Extended Absence 6.03 89
First 7 Days 6.02 88
Breaks (Relief Periods) 3.08 42
Bridging Seniority 1.26B 6
Bulletin Boards 17.02 179

C

Calendar Week 1.02 1
Call-Out
Definition 1.03 2
Holiday 4.04C 49
Pay 4.01B 43
Remote 1.03D 2
Sunday 4.02C 47
Career Transitions 24.05 216
Central City Differential 4.07J 63
Certified Management 20.01A 186

Change of Schedule
Company Initiated
Within 48 Hrs. Notice 4.01E 45
Without 12 Hrs. Notice 4.01I 46
Company Initiated 3.03G1 22
Employee Initiated 3.03G2 22
Holiday 4.04F 50
Sunday 4.02D 47
Choice of Hours, Seniority 13.01 166
Choice of Tours
Duration 3.02A 19
Open-End Schedules 3.06 38
Operator Services 3.05 36
Other Than Open-End 3.04 29
Preference 3.04, 3.05, 3.06 29
Procedures 3.04B 29
Seniority 3.02, 3.03, 3.04, 3.05, 3.06 19
Collective Bargaining 20.02 187
Commuting Allowance (Special) 9.05 137
Compensatory Time 4.06H 58
Connecting Work 1.04 2
Contract Books (Distribution) 27.01 229
Contracting Out of Work 14.01 171
Craft Work by Supervisors 14.02 172

D

Death, Absence 6.04A3 90
December 24 & 31, Pay 4.01J 46
Dedicated Employee 1.05 2
Demotions
Grievances 11.01B 144
Reinstatement 11.02A3 145
Desirable Furlough Days 3.02B 19
Differentials
Central City 4.07J 63
Evening/Night 4.07E 59
Higher-Rated Job 4.07I 62
Multilingual 4.07N 67
Payment 4.07 59
Retention 4.07M 66
Sunday 4.02 46
Supervisory Relief 4.07H 61

Team Leader ..... Customer Markets Addendum .. 330
Training 4.07G 60
Vacation 5.08 81
Discharges
Grievances 11.01 144
Reinstatement 11.02A1 145
Discipline
Personnel Records 18.01 182
Strike Violation 21.05C 199
Displacement-Technological/
Operational 1.31 7
Double Time
Definition 1.06 2
Holiday 4.04A 48
Pay 4.01D 45
Dues, Union 25.01 223
Duration of Agreement 31.01 232

E

Effective Date of Agreement 31.01 232
Election, Absence 6.04A4 90
Emergency Conditions 3.03C 21
Employee
Full-Time (Definition) 1.08 3
Layoff 7.01 97
Occasional
Definition 1.15 4
Holiday 4.03C 48
Pay 4.01L 46
Part-Time
Definition 1.18 5
Pay 4.01K 46
Wage 2.01B 10
Regular
Layoff 7.01 97
Regular 1.22 5
Temporary
Definition 1.32 7
Term 1.32 8
Wage Rate 2.01 10
Employee Development
CPE ..... Customer Markets Addendum .. 367

Employee Development 24.03 212
Employee-Benefits Administration
Relationships 19.05 185
Employment Security Board of Directors 24.02B 210
Employment Security PARTNERSHIP
Grievance & Arbitration
Procedures 24.01E 210
Job Bank
Time Off 24.05D3b2 219
Job Bank 24.05D 217
Temporary Work 24.05D3b 219
Employment Security PARTNERSHIP 24.01 208
Entrance Jobs 12.01A1 146
Entries, Personnel Records 18.01 182
Equalization, Overtime 4.06 51
Evening Differentials
Definition 1.07 3
Payment 4.07E 59
Exchange Headquarters 1.10 3
Excused Time, Holidays 4.03A 47
Excused Work Day 5.05 71
Expense
Split Tour 9.03 134
Transfer and Moving 12.02A9 153
Visit Home 9.02C 132

F

Flexible Excused Time
DCSC ..... Network Addendum 320
Large Business ..... Customer Markets Add 354
Flexible Excused Work Day 5.05H 74
Force Adjustments 7.01 97
Forty-Nine Hours Overtime 4.01D, 4.03A2 45
Fourteen Hours 4.01G 45
Furlough Days 3.02B 19

G

Gender 1.09 3
Grievance Procedure
Panel Process 21.01C2 189

Grievances
Benefit Plan 19.04 185
Demotion 11.01B 144
Discharge 11.01A 144
Filling Jobs 21.06 199
Form 21.01C2 189
Health 16.02 177
Inclement Weather 16.01 176
Joint Conferences 20.01 186
Leave 6.01B 86
Meetings
Joint Conferences 20.01 186
Pay (Certified Union Reps) 21.02 198
Pay (Grievant) 21.04 199
Pay (Number of Union Reps) 21.03 198
Overtime 4.06 51
Procedure
Certified Management 20.01A 186
Procedure 21.01 188
Safety 16.02 177
Selections 21.06 199
Service Requirements 1.27 7
Strike 21.05A 199
Suspension 11.01A 144
Transfer/Promotion 12.06 165
Group, Work 1.35 9

H

Headquarters Exchange 1.10 3
Higher-Rated Job Differential 4.07I 62
Holiday
Absences 4.03A 47
Authorized 5.01 69
Call-Out 4.04C 49
Change, Off Day 4.04F 50
Double Time & One-half 4.04B 49
Double Time 4.04A 48
Equalization 3.02B 19
Excused Time 4.03A 47
Optional 5.01 69
Overtime Rate 4.04 48
Part Tour ..... 4.04D, E 49

Pay (Scheduled/Excused) 4.03 47
Rotation 3.02B 19
Saturday 5.03 71
Schedule 3.03F 21
Sunday 5.02 71
Vacation 5.04 71
Working on a Holiday 4.04 48
Hours, Scheduled 1.24 5
Household Member 6.04D 91

I

Incentives
Customer Markets ..... Customer Markets Addendum ... 323
Incentive Award Plan ..... Appendix B, Part III 290
Network Services ..... Network Addendum 311
Inclement Weather 16.01 176
Increase-Promotional 2.06 16

J

Job
Classification 15.01 173
Creation 15.01A 173
Description 15.01E 174
Entrance 12.01A1 146
Filling, Vacancies 12.02 151
Higher-Rated 12.02A2 151
Lower-Rated 8.03 112
Negotiations, Wage Rates 15.01 173
Vacancies
Advertising 12.01 146
Filling Jobs 12.02 151
Job Bank 24.05D 217
Joint Health Care Cost
Containment Committee 16.04 177
Jury Duty 6.04A1 90

L

Laws, Jurisdiction of 22.01 201
Layoffs
Contract Work 14.01B 172
Recalled After Layoff 7.02 107

Regular Employee 7.01C 99
SIPP 8.04A 115
Subdivisions 7.01L 107
Temporary Vacancies 7.03 109
Leader, Working 1.38 10
Leave
ADL
Reinstatement Rights 6.01C 86
Vacation Treatment 5.09A1 81
Military 6.06 91
Personal 6.01 85
Reinstatement
Before Expiration 6.01D 87
Reinstatement at Expiration 6.01C 86
Seniority 6.01A 85
Sick 6.01A1 85
Suspended, Limited Period 6.01E 87
Technological Displacement Leave 7.01C5f 103
Technological 7.01 97
Temporary Employee 6.01A7 86
Union 26.02 226
Location 1.10 3
Lockout 21.05 199
Lunch 3.01B1 18

M

Management, Certified 20.01 186
Mediation 23.03 206
Medical Restrictions Permanent 8.06 125
Military
Leave
Benefits (Short Term Disability) 6.06J2 96
Concession 6.06G 96
Leave 6.06 91
Pay 6.06E 93
Payroll Deduction Cancellation 6.06H 96
Re-employment 6.06D 92
Temporary Employee 6.06C2a 92
Vacation 6.06F 95
Military Service
Definition 6.06B 91

Minimum Time Between Tours
Interval 3.03D 21
Pay, Penalty 4.01F 45
Motor Vehicle Usage
Description 9.06 138
Time Worked 10.02 142

N

Neutral Third Party 15.01 173
Night Differential
Definition 1.07 3
Payment 4.07 59
Non-Discrimination 30.00 231
Notice of Anticipated Vacancies 12.01 146
Notification of Selection Activity 12.02A10 153

O

Occasional Employee 1.15 4
Occasional Employee 29.02 230
Occupational Health & Safety 16.03 177
Off Day 1.12 3
Organizational Unit 1.16 4
Overtime
Differential 4.07 59
Equalization 4.06 51
Non-Compounding 4.05 50
Occasional Employee 4.01L 46
Opportunity 4.06 51
Part-Time Employee 4.01K 46
Pay 4.01B 43
Posting 4.06B 51
Rate
Definition 1.17 4
Holiday 4.04 48
Records 4.06A2 51
Refusal of 4.06E 57
Vacation 4.06B7 54

P

Part Tour
- Days Scheduled ... 3.03B ... 20
- Definition ... 1.19 ... 5
- Holiday ... 4.04D, E ... 49
- Pay ... 4.01M ... 46
- Sunday ... 4.02E, F ... 47

Part-Time Employee
- Benefits Eligibility ... 19.02 ... 184
- Definition ... 1.18 ... 5
- Overtime Eligibility ... 4.01K ... 46
- Pay ... 2.01B ... 10
- Reclassification ... 12.02B ... 153

Pay
- Absence ... 6.02 ... 88
- After 13 Days ... 4.01H ... 45
- After 14 Hours ... 4.01G ... 45
- After Layoff ... 2.02B3c ... 14
- After Leave ... 2.02B3c ... 14
- After Rehire
  - Equal or Lower Rated ... 2.02B3 ... 13
  - Higher Rated Job ... 2.02B4 ... 14
- Basic ... 1.01 ... 1
- Benefit ... 6.03 ... 89
- Call-Out ... 4.01B ... 43
- December 24 & 31 ... 4.01J ... 46
- Demotion Reinstatement ... 11.02A3 ... 145
- Discharge Reinstatement ... 11.02A1 ... 145
- Experience ... 2.02B ... 12
- Moving in Connection with Job Selection ... 12.02A9 ... 153
- New Job Titles ... 15.01 ... 173
- Part Tour ... 4.01M ... 46
- Penalty ... 4.06B5 ... 54
- Premium ... 1.20 ... 5
- Progression Increase, Effective Date ... 2.04 ... 15
- Progression Schedule ... 2.03 ... 15
- Promotional Increase ... 2.06 ... 16
- Reduction in Job Level ... 8.03 ... 112
- Regular ... 1.23 ... 5
- Reinstatement ... 11.02 ... 145

Sick 6.02 88
SIPP 8.04A 115
Starting Rates 2.02 12
Sunday 4.02 46
Suspension Reinstatement 11.02A2 145
Temporary Transfer 12.05D 163
Termination 8.05A 121
Training (Temporary Transfer) 12.05F 165
Transfer
From Another BellSouth Company 2.02B5 14
From Telecommunications Company 2.02B6 15
Travel Time 10.02, 10.03 142
Vacation 5.08 81
Week Day 4.01 43
Witness Duty 6.04A1 90
Pay Check Delivery 4.08 67
Payroll Deduction
Cancellation 25.01 223
COPE 25.06 225
Union Dues 25.01 223
Personal Vehicle Remibursement Plan 9.07 138
Personnel Records 18.01 182
Picket Lines 17.04 181
Place of Reporting 10.01 139
Posting for Company Transfers 12.04A 157
Posting of Job Vacancies 12.01A 146
Posting Vacation 5.07B 76
Premium Pay
6th & 7th Day 3.03B3 21
Definition 1.20 5
Premium Pay Equalization 4.06 51
Progression Increase, Effective Date 2.04 15
Progression Schedules 2.03 15
Promotion
Definition 1.21 5
Grievances 21.06 199
Union Officer 17.01 179
Promotional Increase Treatment 12.03 157
Promotional Move 12.01 146

Q

Quarantine, Absence 6.04A2 90

R

Race, Non-Discrimination 30.03 231
Rate, Basic Wage 1.01 1
Rate, Flexible Starting 2.05 15
Reassignment Pay Protection Plan 8.03 112
Recall Rights 7.02 107
Record Entries 18.01 182
Record, Collective Bargaining 18.02 183
Reduction of Force 7.01 97
Refusing Overtime 4.06B3 53
Regular Rate 1.23 5
Rehiring, Layoff 7.02 107
Reinstatement Pay 11.02 145
Release for Selection Filled 12.02A7 152
Relief Periods 3.08 42
Relieving Supervisor Differential 4.07H 61
Requests
  Consideration 12.02 151
  Job Vacancy Notice 12.01 146
  Moving Expense of Selectee 12.02A9 153
  Posting 12.01 146
  Qualifications 12.02E 154
  Rejection of Vacancy 12.02A6, 8 152
  Selection Notification 12.02A6 152
  Seniority 12.02C 153
  Withdrawn 12.02A6 152
Responsible Relationships 28 229
Return Rights 7.01K 106

S

Safety Committee 16.03 177
Sanitary Conditions 16.02 177
Saturday Holiday 5.03 71

Schedule Change
By Company
EWD 5.05E 73
Holiday 10.02F 143
Sunday 4.02D, 10.02F 47
Within 48 Hrs. Notice 4.01E 45
Company Holiday 4.04F 50
Duration 3.02A 19
Excused Day 5.07 76
Parameters 3.03G 22
Posting 3.01A 18
Work 3.01 18
Scheduled Hours 1.24 5
Scheduled Tours 1.25 6
Scheduling
30-30-30 Concept 3.03L 28
Flexible Length Tour Scheduling 3.03K 27
Flexible Scheduling Concepts 3.03H 23
Flexible Time Scheduling 3.03J 26
Four-Day Work Week 3.03I 24
Scheduling Excused Day 5.07 76
Scheduling Tours 3.03 20
Seniority
Application 13.02 166
Choice of Tours 3.02A 19
Definition 1.26 6
Layoff 7.01C 99
Leave (Other Than Military) 6.01A3 85
Leave ..... 6.01A3, F 88
Limitations 13.01 166
Place of Reporting 10.01 139
Promotions 12.02C 153
Rehire 7.02 107
Returning Employee 3.04B5 33
Technological Transfer 7.01C 99
Temporary Transfer 12.05 159
Transfer, Instance of Company 12.04 157
Transfer, Instance of Employee 12.01 146
Transfer, Technological 12.01E 150
Union Leave 26.03A 227
Vacation 5.07B, 13.01 76

Service Requirements
Choice of Tours ... 3.02A ... 19
Definition ... 1.27 ... 7
Layoffs ... 7.01A ... 97
Leaves ... 6.01A ... 85
Selections ... 12.02A ... 151
Shift Lunch Hours ... 3.01B1 ... 18
Technological ... 7.01A1 ... 97
Temporary Transfer ... 12.05 ... 159
Tour Scheduling ... 3.03A ... 20
Transfer ... 12.02A ... 151
Vacation ... 5.07A ... 76
Service Wage Credit ... 1.33 ... 9
Session ... 1.28 ... 7
Sex, Non-Discrimination ... 30.03 ... 231
Sick Benefits, Military ... 6.06J ... 96
Sick Leave ... 6.01 ... 85
Sick Pay
After 7 Days ... 6.03 ... 89
First 7 Days ... 6.02A ... 88
SIPP ... 8.04A ... 115
Split Tour
Definition ... 1.29 ... 7
Expenses ... 9.03 ... 134
Staffing System ... 12.01A ... 146
Stand-by Technician ... 4.06B2, B8 ... 53
Starting Rate ... 2.02 ... 12
State Laws
Application of ... 25.05 ... 225
Jurisdiction of ... 22.01 ... 201
Strikes ... 17.04, 21.05 ... 181
Sunday
Call-Out ... 4.02C ... 47
Equalization ... 3.02B ... 19
Forty Hours, Excess of ... 4.02F ... 47
Holiday ... 5.02 ... 71
Part Tour ... 4.02E ... 47
Pay ... 4.02 ... 46
Schedule Change ... 4.02D ... 47
Work ... 1.30 ... 7
Supervision, Craft Work ... 14.02 ... 172
Supervisory - Relief Differential ... 4.07H ... 61

Supervisory Discretion, Absence 6.04B 90
Suspension 11.01A 144

T

Technological Change Committee 8.02 111
Technological Displacement
Definition 1.31 7
Technological Displacement 7.01 97
Telephone Concession (Military Leave) 6.06G 96
Temporary Assignment 10.01A 139
Temporary Employee
Definition 1.32 7
Leave 6.01A7 86
Military Leave 6.06C2a 92
Rehire from Layoff 7.03 109
Technological 7.01B 99
Termination 8.05A 121
Transfer Request 12.01B1b 148
Temporary Transfer
Definition 12.05 159
Pay 12.05D 163
Term Employee 1.32 8
Termination
Pay 8.05A 121
Technological 7.01 97
Temporary Employee
Technological 7.01B 99
Termination 8.05 121
Thirteen Days - Definition 3.03C 21
Thirteen Days - Pay 4.01H 45
Threshold Requirements 12.02E 154
Time & one-half, Sunday 4.02A 46
Time Worked 10.02 142
Time-in-Company 12.01B4 148
Time-in-Exchange 12.01B4 148
Time-in-Title 12.01B4 148
Titles, Job 15.01 173
Tour
Arrangement 3.07 41
Assignment
Not Open-End 3.04 29
Open-End 3.06 38

Choice 3.02 19
Minimal Time between Tours 3.03D 21
Normal 1.13 3
Part 1.19 5
Scheduled 1.25 6
Scheduling 3.03 20
Session 1.28 7
Sixth and Seventh Day 3.03B 20
Split 1.29 7
Town 1.10 3
Training
Company (Job Selection) 12.02D 154
Differential-Basic Conditions 4.07G 60
Seniority 13.03 169
Transfer
Employee Request 12.01 146
Entrance Job 12.01A1 146
Expense 12.02A9 153
From Another BellSouth Company
Pay 2.02B5 14
Grievance 12.02A11 153
Higher Wage Zone 2.07B 18
Higher-Rated Job 12.02A2 151
Instance of Company 12.04 157
Instance of Employee 12.02 151
Intra/Inter-Company 12.01B 147
Lower Rated Job 8.03 112
Lower Wage Zone 2.07 17
Optional Holiday ..... 5.01A2d, e 70
Pay
From Telecommunications Company 2.02B6 15
Relocation Coordinator 9.01B5 129
Request 12.01 146
Seniority 13.01 166
Technological 7.01 97
Temporary Pay 12.05D 163
Temporary Six (6) Day Opportunity 12.05C3 163
Union Officer 17.01 179
Vacation
From Another BellSouth Company 5.10C 83
Vacation Treatment
To Another BellSouth Company 5.09B 82

Transportation Intercity 9.04 135
Travel Expense
Commuting Expense 9.02A 130
Pay
Non-Scheduled Day 12.05A2 159
Place of Reporting 10.01 139
Special Commuting Allowance 9.05 137
Temporary Transfer 9.02B 130
Travel Time 10.02 142

U

Union
Absence 26.01 226
Access to Personnel Records 18.01 182
Affiliation 30.04 231
Dues 25.01, 25.02, 25.03 223
Joint Conference 20.01 186
Number Paid in Meetings 21.03 198
Officer, Promotion or Transfer 17.01 179
Representation 17.05 182
Security 25.05 225
Union Activity
on Company Property 17.03 180

V

Vacancies, Filling 12.02 151
Vacancies, Posting 12.01 146
Vacation
Assignments 5.07 76
Change ..... 5.07B, C, D 76
Contacting 5.07B 76
Differential 5.08 81
Eligibility 5.06A 75
Holiday 5.04, 5.07B11 71
Leaving Service 5.09 81
Limitation 5.12 84
Military Leave 6.06F 95
Pay 5.08 81
Posting ..... 5.07A, B 76
Segment 5.07B4a 77
Seniority 5.07B, 13.01 76

Sickness ..... 5.07C3, G 79
Sickness 5.10, 5.11 83
Transfer 5.09B, 5.10C 82
Vacation 5.06 75

W

Wage
Basic 1.01 1
Credit 1.33 9
Experience 2.02B 12
Progression Increase Effective Date 2.04 15
Progression Schedules 2.03 15
Rates 2.01 10
Regular 1.23 5
Starting Rate 2.02 12
Weather, Inclement 16.01 176
Week, Assignment Plan 3.04B3 31
Week, Calendar 1.02 1
Week, Work 1.14 3
Witness Duty 6.04A1 90
Work
Contract 14.01 171
Day 1.34 9
December 24 & 31 ..... 4.01J 46
Group 1.35 9
Holiday 1.11 3
Leader 1.38 10
Normal Day 1.13 3
Schedules 3.01 18
Sunday 1.30 7
Time 10.02 142
Unit 1.37 10
Week 1.14 3
Work Reporting Area 1.36 9
Work Time Assigned to Which
Day 1.34 9

AGREEMENT

between

COMMUNICATIONS WORKERS OF AMERICA

and

BELLSOUTH TELECOMMUNICATIONS

This Agreement, made this 5th day of August, 2001, by and between Communications Workers of America, herein called Union, and the BellSouth Telecommunications herein called Company:

The parties agree that the Company hereby continues its recognition of the Union, for the purposes of collective bargaining with respect to rates of pay, wages, hours of employment and other conditions of employment, as the exclusive bargaining representative of all employees of the Company except for supervisors and professional employees as defined in the National Labor Relations Act as amended, and employees regularly performing confidential labor relations duties. The jobs presently within these non-represented categories are listed in a Memorandum of Agreement between the parties dated the 10th day of August, 1986.

As a result of collective bargaining, the parties hereby covenant and agree that the following provisions shall remain unchanged and govern their relationship for the duration of this labor agreement.

ARTICLE 1
DEFINITIONS

1.01 Basic Rates, Wages, Pay.

The rate of pay, exclusive of all differential or extra payments, as shown in Wage Scales, Appendix B.

1.02 Calendar Week.

A consecutive period of 7 days, the first day of which is Sunday.

1.03 Call-Out.

A call of an employee to perform non-scheduled work for the Company.

A. If the time worked immediately follows and connects (as defined in 1.04) with regularly scheduled time, it shall not be considered a call-out.

B. If the time worked immediately precedes and connects (as defined in 1.04) with regularly scheduled time and starts at or after 7:00 A.M., it shall not be considered a call-out.

C. If the time worked starts before 7:00 A.M., and falls entirely within the hour which immediately precedes the regularly scheduled starting time, it shall not be considered a call-out.

D. "Remote" callout is a call to an employee to perform non-scheduled work that may require testing, diagnosing and clearing a trouble in a system or equipment with remote access capability but does not result in an on-site job visit.

1.04 Connecting Work.

Any overtime work which connects with the beginning or end of scheduled time. If the employee requests and receives time off for a relief or meal period between the scheduled time and the overtime period, such break shall not change the connecting nature of such work (see 3.08C).

1.05 Dedicated *Employee. (CPE only)*

The term dedicated ***employee*** shall mean those instances in which a customer has contracted for a***n employee***. Selection of dedicated ***employees*** will be made in seniority order from the pool of qualified available ***employees***.

1.06 Double Time Rate, Pay.

Double time rate of pay is 2 times the basic rate of pay plus such other differential increment as required under the terms of the Fair Labor Standards Act in effect on the date of this Agreement.

1.07 Evening and Night Differentials.

Payments as provided for in 4.07 and shown in the Table in 3.07, made to employees who work tours which fall wholly or partly within the period 7:00 P.M. to 7:00 A.M. NOTE: No evening or night differentials apply to tours which begin at 7:00 A.M. or later, and end at or before 7:00 P.M.

1.08 Full-Time Employee.

An employee engaged to work a full-time or normal work week.

1.09 Gender.

The use of the masculine or feminine gender in this Agreement shall be construed as including both genders and not as a sex limitation.

1.10 Headquarters Exchange, Location, Town.

An exchange, location or town designated by the Company as being the place of employment for an employee and on which location the employee's basic wage rate is established. All new geographic areas established as exchanges for basic wage rates or all other Agreement purposes are subject to notice and bargaining requirements of Article 15.

1.11 Holiday Work.

Any work which begins on an authorized holiday.

1.12 Non-Scheduled Day.

A day on which an employee is not assigned or scheduled to work.

1.13 Normal Work Day (Tour).

A normal work day is any of the tours shown in 3.07.

1.14 Normal Work Week.

A normal work week shall consist of the first 5 tours, or their equivalent in tours and part tours, worked in a calendar week.

1.15 Occasional Employee.

An occasional employee is one who is engaged on a daily basis for a period of not more than 3 consecutive weeks, or for a cumulative total of not more than 30 days, in any calendar year, regardless of the length of the daily or weekly assignments. An occasional employee who actually works or is engaged to work in excess of 3 consecutive weeks or 30 days in a calendar year shall be reclassified as a regular or temporary, full-time or part-time employee as appropriate. An occasional employee is an employee only on the day(s) such employee works.

1.16 Organizational Unit.

For purposes of force adjustment, an organizational unit is defined as one of the following: (1) Consumer Services, (2) Finance, (3) Interconnection, (4) Operator Services, (5) Network, (6) Organization Support (includes Human Resources, Regulatory, External Affairs, Executive, Security, Strategic Management, Auditing), (7) Supply Chain Management, (8) Small Business Services, (9) Large Business Services, (10) CPE, (11) Public and (12) A/1 Center.

These designations are for the life of this Working Agreement unless otherwise negotiated at the Bargaining Level. If an employee is transferred at the Company's instance from one organizational unit to another after the effective date of this Agreement and there is a subsequent force adjustment in either the old or the new organizational unit, the employee will be grouped back with his/her previous organizational unit providing he/she is performing the same basic job duties as he/she performed in the previous organization.

1.17 Overtime Rate, Pay.

Overtime rate of pay is 1-1/2 times the basic rate of pay plus such other differential increment as required under the terms of the Fair Labor Standards Act in effect on the date of this Agreement.

1.18 Part-Time Employee (Regular or Temporary).

A part-time employee is one who is employed and normally scheduled to work less hours per average month than a comparable full-time employee in the same job title, classification and work group working the same normal daily tour.

1.19 Part Tour.

A work assignment of less length than the normal tour or work day.

1.20 Premium Pay.

Pay at the overtime rates or pay for non-overtime work at hourly rates equal to or in excess of the overtime rate.

1.21 Promotions.

Reassignment to a job having a higher top basic weekly rate, or to a higher-rated job having no established top rate. The top basic rates on Zone A/Wage Area 1 wage scale shall be used in determining if a promotion is involved. Transfer from a lower-rated to a higher-rated exchange/wage area where the job classification or work assignment is not changed is not a promotion. Reassignment to a different job having the same top basic weekly rate is not a promotion.

1.22 Regular Employee.

One whose employment is reasonably expected to continue for more than one year, except those classed as occasional, temporary or term employees.

1.23 Regular Rates, Wages, Pay.

Basic pay plus any differential pay for work on evening and night tours as provided for in 4.07 and shown in Table A in 3.07. No overtime or extra pay other than evening or night differential is included in regular pay.

1.24 Scheduled Hours.

Hours falling within an employee's scheduled tour.

1.25 Scheduled Tour.

Any of the tours which are officially posted on the weekly work schedule for a particular employee.

1.26 Seniority.

A. Length of continuous BellSouth service or service from another Company as required by applicable law(s) accrued from the date an employee actually begins work if the employee has been continuously engaged or the service accrued in the case of an employee who has not been continuously engaged.

B. Bridging. When a former employee is rehired by the Company, he/she shall be given credit for the former service as follows:

1. When the break in service has been less than 6 calendar months, the former service shall be bridged immediately and the seniority date adjusted accordingly.

2. When the break in service has been 6 calendar months or more, the former service shall be bridged after 3 continuous years of service, and the seniority date adjusted accordingly.

C. Part-time employees hired on or after January 1, 1990 and full-time employees hired after January 1, 1990 who are subsequently reclassified to part-time will accrue seniority on a prorated basis. Such proration shall be determined by the number of hours worked per week as a percent of 37.5 hours. Full-time employees on the payroll as of December 31, 1989 who are subsequently reclassified to part-time and part-time employees hired prior to January 1, 1990 will accrue seniority as if they were full-time employees. Additionally, part-time employees shall be eligible for coverage in all benefit plans in accordance with 19.02.

D. In applying any of the provisions of this Agreement, in any case where 2 or more employees' seniority is equal, they shall

rotate as the senior employee in the choice of tours, vacations, etc.

1.27 Service Requirements.

Whenever used in this Agreement, "Service Requirements" means such Service Requirements as determined by the Company, but such determination shall be subject to the grievance procedure set forth in Article 21, and a charge of bad faith or arbitrary action shall be subject to the arbitration procedure set out in Article 23. (See Appendix C, Part ***XII***.)

1.28 Session.

One of the 2 parts into which a tour is divided (or assumed to be divided when the nature of the employee's assignment requires constant attention on duty). A session will not be less than 3 hours, except under 3.03K1.

1.29 Split Tour.

A normal tour where the time interval between the end of the first session and the beginning of the second session is more than one hour. The total time between the beginning of the first session and ending of the second session will not exceed 13 hours.

1.30 Sunday Work.

Any work which begins on a Sunday (see 1.34).

1.31 Technological/Operational Efficiency Displacements.

Any regular employee shall be considered displaced by an improvement in operational efficiency when his/her services shall no longer be required as a result of a change in plant or equipment, a change in a method of operation, or other internal change diminishing the total number of employees formerly required to supply the same service to the Company or its subscribers. The term shall not include layoffs caused by external forces.

1.32 Temporary and Term Employees.

Temporary Employee - One whose term of employment is intended to last more than 3 weeks, but ordinarily not more than

12 months, except that in instances of technological change not to exceed 18 months. A temporary employee that has reached the 12-month temporary employment period will not be re-hired as a temporary employee to perform essentially the same type work in the same department, title, and exchange/WRA for at least 90 days. If a temporary employee works beyond the 12-month period, a regular job vacancy will be submitted.

The Company will not work complete a temporary employee as a means to avoid benefit cost.

Term Employee - One who is engaged for a specific project involving a period of time of not more than 24 months.

Prior to using term employees, the General Manager involved will provide the following information to the Local CWA President involved:

- Nature of the project
- Expected duration of project
- Estimated number of term employees to be used on the project.

If the time period for term employees exceeds the 24-month duration, the General Manager involved will discuss with the CWA Local President the issues involved and the expected completion date.

Under normal conditions, term employees will only be utilized on project work.

The number of temporary and term employees is not intended to exceed 10% of the total represented employee population. If the Company identifies a need to exceed the cap, the issue will be resolved through the continuous bargaining process.

The Company will provide to the CWA State Representatives a quarterly report of all temporary and term employees on the payroll. This will include name, hire date, seniority date, expected term of employment, work location and title.

1.33 Wage Length of Service (Wage Experience Credit).

Period credited to an employee in the application of the wage schedule for his/her job classification. Generally, the wage length of service of an employee whose entire service has been continuously in the same job will be his/her total length of service. If one is employed at a starting rate higher than the normal starting rate on account of previous telephone or other experience or special training, the wage length of service will include such credit as is given at the time of employment or re-employment, plus service accumulated thereafter. In paid absence cases under the "Short Term Disability Plan," only the first month of such absence is included in computing wage experience credit, except that employees absent as a result of, and who receive payments for, accidents arising out of, and in the course of, employment shall accumulate wage experience credit during the time of such absence and payment.

1.34 Work Day.

The period of time between 12:00 midnight preceding and 12:00 midnight ending any day. Any tour or call-out is a part of the work day on which such tour or call-out begins. Any connecting time which precedes a tour is a part of the work day on which the connecting time begins. Any connecting time which follows a tour is a part of the work day on which the tour begins, even though such connecting time continues until the beginning of a subsequent tour. Pay for work which starts at or after 12:00 midnight preceding the day and before midnight ending the day shall be at the rate prescribed for that day.

1.35 Work Group.

A group of employees who work under the same first line, or immediate supervisor or Manager-Operator Services, and who regularly interchange on work assignments and regularly relieve each other.

1.36 Work Reporting Area. (WRA - CPE only.) Work Reporting Area is a town or group of towns within a relative commuting area. WRA will be used in applying other appropriate sections of

this agreement except for wages. (See Customer Markets Addendum.) All new geographic areas established as WRAs for basic wage rates or all other Agreement purposes are subject to notice and bargaining requirements of Article 15.

1.37 Work Unit.

A work unit shall mean all those employees within a given title and department who have a common place of reporting except that employees within a single title performing distinctly different job duties shall not be grouped together.

EXAMPLE: Different groups of Service Technicians having the same place of reporting but who work in different departments, or who are divided into installation and repair forces at a particular place of reporting, will be considered as separate work units in the application of this procedure.

Also, see 9.06 and 12.05C .

1.38 Working Leader.

A non-supervisory employee on productive work who coordinates the work activities of a group of workers and who contributes to the training of employees.

ARTICLE 2
WAGES

2.01 Wage Rates.

A. Full-Time Employees. The rates of pay and progression wage scales for full-time employees shall be those shown in Appendix B, Part I attached hereto and made a part hereof.

B. Part-Time Employees.

1. Except for payment for overtime hours worked, all hours worked by a part-time employee in DM/DR (Direct Marketing/Direct Response) Centers and any equivalent retail sales or service centers operation, shall be paid at the

equivalent basic hourly rate for a comparable full-time employee working a normal daily tour in the same job title, classification, and work group. Payment to a part-time employee for hours worked in excess of an equivalent normal daily tour or work week for a comparable full-time employee shall be at the applicable overtime rate for a comparable full-time employee based on such part-time employee's basic hourly rate.

2. Any regular employee who is on the active payroll of the Company as of December 31, 1980, and who works part-time on or after January 1, 1981, shall thereafter continue, during the current term of employment, to be paid on the same basis as was applicable to such a part-time employee on December 31, 1980 as follows:

   a. The rate of pay and amount of increase for a part-time employee shall be prorated by relating his/her hours of work to the normal work week.

   b. A part-time employee shall receive progression increases at the same intervals as a full-time employee.

3. The classification of a part-time employee is based on the employee's "part-time equivalent work week" which shall be determined prospectively by dividing the employee's total normally scheduled hours per month by 4.35 and rounding the result to the next higher whole number. (Illustration: 68 hours per month divided by 4.35 equals 15.6 rounded to a "part-time equivalent work week" classification of 16.)

4. The "part-time equivalent work week" classification of each part-time employee shall be reviewed by the Company on April 1 and October 1 of each year and more often if appropriate. Indicated adjustments, if appropriate, will be on a prospective basis. In determining whether such adjustment is appropriate, the Company will consider the actual average number of hours worked per month during the preceding 6 month period and the likelihood

that such number of work hours will continue for a reasonably foreseeable period of time except that any hours worked which are paid at the overtime rate shall not be counted in computing the average number of hours worked.

5. For employees who are hired on or after January 1, 1981, and who work as regular part-time employees, payments to a regular part-time employee for sickness disability, accident disability, or death benefits under the "Short Term Disability Plan", vacations, holidays, anticipated disability leave, sickness absence (not under the "Short Term Disability Plan") or termination allowance (or its equivalent) shall be prorated based on the relationship of the individual part-time employee's "part-time equivalent work week" to the normal work week of a comparable full-time employee in the same job title, classification and work group.

6. Regular employees who are on the active payroll of the Company as of December 31, 1980, and who work part-time on or after January 1, 1981, shall thereafter continue, during the current term of employment, to receive payments for the benefits and other items listed above on the same basis as was applicable to a part-time employee on December 31, 1980.

2.02 Starting Rates.

A. Except as provided in "B" of this Section, a person engaged to work in one of the titles listed in Appendix A, Part I, shall receive the rate designated "Start" on the progression wage scale for his/her title in the appropriate schedule for his/her location as shown in Appendix B, Part I.

B. Appropriate allowances for wage experience calling for rates higher than such "Start" rates may be made as outlined in the sub-sections of this paragraph. (CPE see Customer Markets Addendum)

1. Honorably discharged veterans of Armed Forces who were discharged from the Armed Forces within 2 years prior to their employment may be granted wage experience credit for a maximum of 75% of their period of military service, except that this credit shall not exceed 30 months.
2. Persons without previous telephone experience upon initial employment may be granted wage experience credit for previous experience or special training of value. Normally this credit shall not exceed 50% of such actual experience or training time nor result in an allowable maximum credit of more than 30 months.
3. An employee formerly employed by the Company, another BellSouth company, or any company as required by applicable law(s), shall have his/her former wage experience credit adjusted in accordance with the following table if re-employed in the same or lower-rated job classification:

For Months Out of Service	**Number of Months to be Deducted from Former Wage Length of Service**
Less than 6 Months	0 Months
6 but less than 12 Months	2 Months
12 but less than 18 Months	3 Months
18 but less than 24 Months	5 Months
24 but less than 30 Months	7 Months
30 but less than 36 Months	8 Months
36 but less than 42 Months	9 Months
42 but less than 48 Months	10 Months
48 but less than 54 Months	11 Months
Over 54 Months	12 Months

   a. If the employee had experience or training during his/her absence from the Company or another BellSouth company which the Company considers of value, he/she will be given credit for this experience or training in addition to the credit provided above.

Normally this credit shall not exceed 50% of such actual experience or training time nor result in an allowable maximum credit of more than 30 months of this outside experience or training.

b. Each of a series of successive breaks in service shall be computed in the same manner using the table above.

c. The above table does not apply to an employee re-engaged within *4* years after layoff as provided in Article 7 or employees returning from authorized leaves as provided in Article 6, but he/she will receive credit for the outside experience or training of value under "a" above.

4. The provisions of "3" above shall also be applicable to such a former employee when re-employed in a higher-rated job classification except that his/her wage rate and wage length of service on the higher-rated job shall be established as follows:

   a. The wage rate to be received on the higher-rated job shall be either the same as that calculated by the use of the above table for the lower-rated job at the exchange/WRA to which the employee is re-employed or the starting rate of the higher-rated job, whichever is greater. If the calculated rate is not an exact step on the wage scale for the higher-rated job, the employee shall be paid the nearest higher step rate.

   b. The wage length of service shall be the number of months applicable to the wage rate determined by "a" above.

5. An employee of another BellSouth company transferring to this Company on a higher-rated job classification shall have wage rate and wage length of service computed according to "a" and "b" of 2.02B4. An employee of another BellSouth company transferring to this Company in the same or lower-rated job classification will be given

credit for the wage experience accrued with the other BellSouth company. The employee's wage rate will be determined by reading the wage length of service directly into the wage scale being entered.

6. Upon employment, persons who have previous experience with telecommunications companies shall be given wage experience credit commensurate with such previous training and experience that is of value to the Company, but in no event shall the wage experience credit allowed be more than the employee would have received had such previous training and experience been with this Company or another BellSouth Company as determined under the provisions of 2.02B3 of the Agreement.

C. This section shall not apply to persons initially engaged for technical assignments, or to persons engaged for typing or stenographic work or other work comparable to the work performed by such persons prior to their engagement by the Company.

2.03 Wage Progression Schedules.

Wage progression increases shall be automatic unless the wage scales specifically state otherwise.

2.04 Effective Date for Progression Increases.

The effective date for progression increases shall be the beginning of the payroll period nearest the first day of the calendar month for employees engaged between the first and fifteenth days of the month, and shall be the beginning of the payroll period nearest the first day of the next succeeding month for employees engaged between the sixteenth and the last day of the month.

2.05 Flexible Starting Rates.

It is agreed that the starting rate specified for any of the wage scales listed in Appendix B for any exchange or in Customer Markets Addendum for any WRA may be increased when the Company determines that the employment situation warrants such action in accordance with the following:

A. In the event that such action is taken, the progression steps on the wage scale or scales affected at such exchange/WRA or exchanges/WRA's shall be revised in accordance with the following procedure unless otherwise agreed between the Company and the Union:

1. Establish the new starting rate which shall be an increase of not less than $3.00 per week.
2. Establish new progression steps in multiples of 50¢, but not less than $1.00, to meld the increased starting rate into the existing wage scale.
3. The new progression steps shall be established at intervals of not less than 3 months nor more than 12 months.

B. On the date the new starting rate is placed in effect, the Company agrees to adjust the wage rates of all employees on the payroll as of that date to the new rates established in accordance with their wage experience.

C. At any time after the above action has been taken, the Company may reinstate the wage rates provided in the related wage scale or scales listed in Appendix B. However, if this is done, no employee on the payroll at that time will have his/her wage rate reduced because of this action.

D. The Company shall notify the Union in all instances where changes in starting rates are to be made. The Union shall have the right within 30 days from receipt of notice by the Company to conduct negotiations concerning such changes.

2.06 Promotional Increases.

Employees promoted from one job to another within the bargaining unit will be accorded the following pay treatment:

A. Promotional increases will be the higher of the start rate of the job to which promoted or 10% of the same step rate on the promoted-to wage scale added to the current pay, rounded up to the next higher step of the promoted-to wage scale, not to exceed the maximum rate for the promoted-to job.

Example:

Office Assistant on 24th month of WS 10, is promoted to a Special Assistant on WS 14

Current Pay for WS 10, 24th month = $517.50

WS 14, 24th month $563.50 x 10% = $56.35 (Promotional Increase)

$517.50+ $56.35 = $573.85 (Proposed rate of pay)

The nearest higher step on WS 14 is the 30th month. The employee will be moved to this step at $593.50 and wage experience adjusted to provide the employee with 30 months wage experience.

B. For wage experience credit treatment for employees reclassified to a lower-rated job and who are subsequently promoted to a job on their previous wage scale within 5 years, see 8.03D.

C. Where an employee is transferred to another exchange/WRA pursuant to a promotion, the transfer will first be made under 2.07 as appropriate, then the rate of pay will be calculated as shown in this article.

2.07 Transfers Without Change in Wage Scale to Exchanges/WRAs Having Lower/Higher Wage Zones/Wage Areas.

A. Employees with 6 months service transferring to a lower wage zone/wage area shall suffer no change in their rate of pay unless their rate of pay is more than the maximum of the new zone/area. If their rate of pay is above the maximum at the new zone/area, the rate shall be reduced to the maximum. For employees with less than 6 months of service, the rate of pay shall be adjusted at the time of transfer to the rate applicable to their wage experience credit on the wage scale for the lower zone/area.

1. If his/her rate is not above the maximum at the new location he/she shall continue at such rate until his/her

wage length of service entitles him/her to an increase on the wage scale in effect at the new location.

B. When an employee transfers to a higher wage zone/area, his rate of pay shall be adjusted to the same wage length of service for the higher zone/area.

C. "A" and "B" above do not apply to transfers from other BellSouth companies. (See 2.02B5 for details on how to determine wage rates and wage experience credit for employees transferring from other BellSouth companies.)

ARTICLE 3
SCHEDULING

3.01 Work Schedules.

A. Work schedules for all employees shall be posted officially by 11:00 A.M. on each Thursday to show for each such employee his/her scheduled or assigned tours for the next 2 calendar weeks, except that all holiday schedules shall be posted not later than 11:00 A.M. on Tuesday of the second week preceding the week in which the holiday falls.

B. Work schedules shall stipulate the starting and ending time of such tours, together with the starting and ending time of each session. Intervals between sessions shall not be shifted, at the instance of the Company, except as necessary to meet service requirements.

1. Lunch or meal periods between sessions which are shifted by the Company shall not be considered as a shift of tours under 3.03G.

2. "B" above does not require the posting of starting and ending time of sessions for those tours that have no meal period.

C. Where employees work common hours as a group, a statement stating the hours may be posted for the work group.

D. At locations where no management person is assigned to supervise the employee involved, a letter to such employee which meets the requirements of 3.01B may be addressed to him/her advising that until further notice he/she is to work that schedule. At such locations, this shall be considered as complying with 3.01A.

3.02 Choice of Tours.

A. Employees shall have the opportunity to exercise their seniority in preference for choice of tours, not less frequently than every 13 weeks (except where an employee enters the work group after assignment of tours have been made as outlined in Article 3). Employees returning from leaves of absence, layoff, employees coming in by transfer or employees who have their service bridged (entitling them to additional seniority), shall be granted choice of tours in accordance with their seniority at the next revision of the schedule. Once the basic schedule is completed on the basis of the above, no change shall be made in basic tour assignments until the next selection period except that the Company finds it necessary for service requirements to revise the basic schedule in less than 13 weeks. With each such revision in a basic schedule, the opportunity to exercise preference for choice of tours will be afforded.

B. Preference for choice of tours as set forth in this section does not contemplate the choice of furlough days (meaning non-scheduled days) which shall be assigned by the Company in such a manner as to arrange for every employee periodically to secure desirable furlough days. Sunday and holiday schedules shall be rotated among the employees within a work group in such a manner as to provide for the approximate equalization of both premium pay work opportunity and the privilege of securing Sundays and holidays as furlough days. Each holiday will be considered separately insofar as practicable in the rotation of holiday schedules. For Operating Room Forces of Operator Services only, Christmas Eve, Mother's Day, New Year's Eve, and Easter shall also be

rotated even though they are not considered authorized holidays.

1. When December 25th and January 1st fall on Sunday, holiday schedules for Operating Room Forces of Operator Services will be rotated for work on Sunday rather than Monday which is considered the holiday under 5.02. For employees who express a preference, choice of tours on such days worked shall nevertheless be assigned in the order of seniority.
2. Employees on vacation for one or more full weeks will be considered unavailable for rotation of Sunday and holiday schedules beginning with Sunday of the first week and ending with Saturday of the last week.

3.03 Scheduling Tours.

A. Insofar as service requirements permit, the Company shall assign tours in accordance with the preference of employees in the order of their seniority, except that seniority shall not entitle any employee to select a tour assigned by the Company to an Operator having less than six weeks' service. Training tours for Consumer Service Representatives will normally not exceed 8 weeks, but may last up to 12 weeks with discussion with the Local President. Tours will be scheduled and assigned in accordance with 3.04 or 3.05 below.

It is not the intent of this article or any other provision in this Agreement to require the Company to revise a posted work schedule so as to assign an employee entering the work group the tours to which his/her seniority would otherwise entitle him/her.

B. Tours may fall on any day of the week necessary to meet service requirements, except that the tours and part tours which make up the normal work week may not be spread over more than 6 days of the calendar week.

1. Scheduled time is comprised of tours and/or part tours, and the scheduled time for any work day shall not exceed the length of a normal tour.
2. Operating Room Forces week day schedules shall not include part tours that are the equivalent of morning-afternoon tours, unless it is necessary to use such part tours because of service requirements.
3. In the event it becomes necessary to schedule an employee to work more than 5 tours in a calendar week, the sixth and seventh day shall be considered as premium days on the weekly work schedule.

C. No employee will be scheduled to work more than 13 consecutive days nor be required to work six days per week for more than two consecutive weeks without his/her consent except where acute service conditions develop caused by unanticipated service needs, fire, flood, storm, or other natural disaster. (See Appendix C, Part ***XII***.)

D. Insofar as service requirements will permit, a minimum time interval of 12 hours (11 hours for Operating Room Forces) shall elapse between the scheduled ending time of one tour and the scheduled starting time of the next, except when a tour is assigned to an employee with less than the minimum interval between tours because of that employee exercising his/her seniority for the choice of tours. In such case the Company may change the employee's schedule, at his/her request, pursuant to section 3.03G, to provide for the minimum interval between tours. Such a change will not be made in violation of the seniority rights of any other employee.

E. Part tours may be scheduled for full-time employees; however, the Company recognizes the undesirability of scheduling such part tours for full-time employees.

F. Employees shall be either scheduled and excused or scheduled to work on authorized holidays.

1. Insofar as service requirements permit, employees shall be excused on authorized holidays.
2. Insofar as service requirements permit, holiday assignments shall be rotated among the employees within a particular work group in accordance with 3.02, 3.04 and 3.05.

G. Changes from officially posted weekly work schedules may be made, provided such changes do not result in a full-time employee being scheduled for less than a normal week and further provided such changes do not result in the payment by the Company of additional overtime, premium or penalty hours during the week involved, to provide for changes in hours, work days, or off days in accordance with the following:

1. At the instance of the Company.
2. At the written request of employees.
   a. Such requested changes shall be made when no replacement of the employee's schedule is required and when the services of the employee making the request may be profitably used during the hours to which he/she wishes to change.
   b. When a replacement of the employee's schedule is required, the change shall be made provided an agreeable shift can be made in the schedule of another employee and provided such other employee agrees to work the shifted tour at the regular rate.
   c. If the Company contacts an employee in connection with a shift of his/her tour and the employee agrees to the shift, the shift shall not be considered to be made at the request of the employee.
   d. Employees who are normally scheduled for tours ending after 7:00 P.M. will be scheduled for day tours (comparable to day tours worked by other employees in the work group) with starting times as near as

possible to the court convening time, (or their schedule changed to such day tours) on the days they are to serve as jurors or witnesses. This will not be considered a shift of tours under 4.01E.

H. Flexible Scheduling Concepts.

1. The concepts listed in this section are designed to provide a variety of flexible schedules. The provisions listed in this section apply to all of the concepts, except as specified in 3.03I, J, K, and L. It is mutually agreed that neither party will support efforts to derive incidental or indirect benefits not specifically addressed in the various flexible concepts.

2. Eligibility:

   The flexible concepts may be applied to regular or temporary employees. It is recognized that these concepts may not be applicable for all work groups. Where utilized, the concept(s) will normally be offered to all eligible employees in the work group or administrative work unit which for the purpose of these concepts is defined as one or more supervisory groups of employees in the same title and department who have a common place of reporting and who perform essentially the same type of work. However, there may be situations justifying departure from this rule.

3. Implementation:

   Prior to implementation of a flexible concept, agreement must be reached between the local Union President and the Director of the involved work group concerning specific guidelines which fall within the general parameters for the pertinent concept. These agreements must be concurred in by the CWA State Representative and the Director - Labor Relations prior to implementation. Each party reserves the right to discontinue use of a concept with at least 30 days written notice. Disputes arising from implementation or

discontinuance not resolved at the local or State Level will be referred to the Executive Level.

4. Scheduling Tours:

   Tours will be scheduled in accordance with the provisions of Article 3 and will incorporate any specific tour requirements necessary for a certain concept. It is recognized that certain conditions, such as attendance in schools, may necessitate the temporary reverting to a normal work schedule. It is not intended that the 30-day notification rule apply in these cases, nor would this be considered a change in schedule.

5. Absences:

   Excused absences (HP, MP, UAP, IP, etc.) would be paid at the appropriate number of hours for the scheduled day. Full weeks of IB absence and leaves of absence would be calculated based on a normal 5-day schedule.

6. Overtime:

   The overtime provisions outlined in Article 4 apply for overtime worked in excess of the scheduled tour.

7. Differentials:

   No evening or night differentials will be applicable for a person on flexible scheduling concepts unless some or all of the hours he/she works would have fallen within the differential period of 7:00 p.m. to 7:00 a.m. had the person not been on a flexible scheduling concept.

I. Four-Day Work Week - Provision allowing the scheduling of a normal work week over 4 days.

   1. Tour Hours:

      For employees normally scheduled 40 hours per week, each tour will be of 10 hours duration except as noted in 2 below. For those normally scheduled 37 1/2 hours per week, the maximum tour length will be 9 1/2 hours and the minimum tour length will be 9 hours. The length of a

session will not exceed 5 3/4 hours with one 15-minute relief period assigned or allowed as near to the mid-point of each session as practicable.

2. Holiday Week:

   During a week with a specified holiday or Company Designated Excused Work Day, the employee will be scheduled 7 1/2 or 8 hours, as appropriate, on the holiday. For the remainder of the hours, the Local President and Director may mutually agree to allow the option of reverting to a normal 5-day schedule or scheduling the remaining hours over a 3-day period for any or all employees on a 4-day week. In the latter case the 3 non-holiday tours may be up to 11 hours duration.

3. Time Off:

   One week segments of vacation will be scheduled and paid at either 37 1/2 or 40 hours per week as appropriate, based on the employee's normal work week. Vacation days taken in less than a full week segment, excused work days, and optional holidays will be based upon the length of the scheduled day and will be subtracted from the total hours of annual time-off entitlement (See chart below). Where there are insufficient hours remaining in any one category (vacation, EWD or optional holiday) to equate to a full tour, employees may combine hours from any of the three categories up to the length of a full tour. As an exception, a four-day work week employee excused on a Company Designated Excused Work Day will be paid for the entire day regardless of the remaining hours of paid EWD hours to which he/she is entitled. It is not intended that an employee would be forced to report to work in cases where less than a session remains after the exhaustion of vacation/EWD/optional holiday hours; however, if he/she wishes to take the entire session or tour off, he/she would be required to take non-paid time for the remaining hours of the session/tour.

40 Hour Work Week Employees	Vacation Hours	Paid EWD Hours	Unpaid EWD Hours	Paid Optional Holiday Hours	Total Hours
1 Week Vacation	40	32	8	32	112
2 Weeks Vacation	80	32	8	32	152
3 Weeks Vacation	120	32	8	32	192
4 Weeks Vacation	160	32	8	32	232
5 Weeks Vacation	200	32	8	32	272
37.5 Hour Work Week Employees					
1 Week Vacation	37.5	30	7.5	30	105
2 Weeks Vacation	75	30	7.5	30	142.5
3 Weeks Vacation	112.5	30	7.5	30	180
4 Weeks Vacation	150	30	7.5	30	217.5
5 Weeks Vacation	187.5	30	7.5	30	255

4. Differential:

   With the exception of differentials described under 3.03H7, the payment of evening and night differentials shall be based upon tours which fall wholly or partly within the period from 8:00 p.m. to 6:00 a.m. (For the job titles listed in Paragraph 3.07, evening and night differentials will not be paid for any tour with an ending time earlier than 8:00 p.m.)

J. Flexible Time Scheduling - Provisions allowing flexibility in starting or ending times for tours.

1. Eligibility:

   Occasional employees are excluded.

2. Implementation:

   This concept does not require concurrence at the State Level.

3. Tour Hours:

   Certain hours will be designated as core hours during the full range of hours which employees in a work group may be required to cover. At least 60% of the group's normal work day should be covered by the core hours. Each employee will be required to be at work during the core hours; however, he/she may vary his/her beginning and ending times within the full range of hours in compliance with scheduling guidelines. Once basic tours are chosen, employees will be considered to be working these stated scheduled hours, even if they are on flextime.

4. Overtime:

   Call-outs which precede and connect to the basic schedule, and connecting overtime which is required prior to the start time of the basic schedule will be calculated based on the basic schedule, not on the flexible start time which an employee may have chosen. Connecting overtime following the completion of the employee's tour will be calculated based on the hours actually worked, not on the scheduled hours.

5. Reverting to a basic schedule:

   Employees on Flexible Time Scheduling may be required to revert to a basic schedule on a specified holiday.

K. Flexible Length Tour Scheduling - Provision which allows the number of hours which presently constitute a normal work week to be scheduled in various length tours over either 4 or 5 days.

1. Tour Hours:

   There must be a minimum of 1 hour's difference between the shortest and longest tour for the week. No scheduled tour may exceed 10 hours nor be less than 1/2 the length of a normal tour under a 5-day schedule. A tour must be comprised of two sessions with a minimum length of 2 hours and a maximum of 5 hours. Relief periods will be

allowed as near the mid-point of the session as practicable. For tours of 6.5 hours or less, one 30-minute relief will be allowed as near the mid-point of the session as practicable.

2. Time Off:

   The provisions of 3.0313 will also apply to Flexible Length Tour Scheduling.

3. Holiday Week:

   During a week with a specified holiday or Company Designated Excused Work Day, all employees will revert to a normal (7 1/2 or 8 hour) length tour for that day.

L. 30-30-30 Concept - Provisions allowing the normal work day to be broken into four parts, separated by three 30-minute breaks.

1. Eligibility:

   30-30-30 will normally be applied to employees working a four-day work week; however, where mutually agreed, the concept may be applied to 5-day work week employees. Where implemented, 30-30-30 will be offered to all members of the affected group unless otherwise agreed upon by the Local President and Director. Employees will be allowed to choose individually whether they wish to be placed on 30-30-30 or a traditional schedule.

2. Tour Hours:

   For the purpose of this concept, a session is considered to be 2 of the 4 parts of the tour, separated by the second 30-minute break. In determining the handling of relief and meal periods, the first 15 minutes of the first break will be considered the first relief period; the last 15 minutes of the last break will be considered the second relief period; all the break time between these 2 relief periods will be considered the meal period.

3.04 Assignment of Tours Other Than Open-End Scheduling.

A. For all forces, other than employees scheduled in accordance with 3.05 where employees in the work group are not scheduled identical tours or sessions, the following principles and general procedures for the selection of tours will govern with the following exceptions:

1. In work groups of 3 or less employees, the Company is not required to post the list described in "B2a" and "B2b" below.

2. An employee assigned to a work group to relieve an absent employee will work the tour assigned to the absent employee.

3. In the Business Office where an employee is temporarily assigned to a work group other than his/her own during a peak load period, his/her regular lunch period may be changed to meet service requirements during such temporary assignment.

4. In the Network Department, the provisions of 3.04B7 will apply for tours on Sunday or holidays although separate schedules are not used.

B. In conformity with Article 13, the following procedures shall be followed in the assigning of tours:

1. Employees will have the privilege of exercising seniority in preference for choice of tours in accordance with their seniority dates posted on the seniority list, and the Company will assign tours as chosen insofar as service requirements will permit.

2. Not more than 4 weeks prior to the specified effective date of a new basic week day schedule (Monday through Friday or Monday through Saturday, as appropriate) or in the reassignment of an existing basic schedule, the Company will concurrently post:

a. A copy of the schedule (or a notice) indicating the starting and ending time of tours, together with the

starting and ending time of each session and the number of each group of tours.

Example--

Schedule Tours	Number of Tours
8:00 A.M. to 12:00 Noon- 12:30 P.M. to 4:00 P.M.	6
8:15 A.M. to 12:15 P.M.- 1:00 P.M. to 4:30 P.M.	4
9:30 A.M. to 1:00 P.M.- 5:00 P.M. to 9:00 P.M.	3
3:00 P.M. to 7:00 P.M.- 8:00 P.M. to 11:00 P.M.	3

The posting shall also show the effective date of the new schedule and the date (not earlier than 3 days following the date of posting) on which the Company will begin contacting employees as provided under "3" below.

b. A list for each work group indicating the seniority date of each employee as of the effective date of the new schedule. For employees who will have their service bridged in accordance with 1.26B prior to or on the effective date of the new schedule, the seniority date to be indicated will be the new seniority date arrived at by such bridging of seniority. No change shall be made in the seniority date shown on the list for an employee after his/her new seniority date has been passed in the assignment of tours. For the purpose of this section, employees temporarily assigned to a different work group in the same exchange/WRA will be considered as members of their regular group.

   Employees with "Acting" titles in work groups other than those in which they regularly work will be included on the seniority list for the work group in which the "Acting" title is held, unless it is expected

that the employees will return to their regular work group on or before the effective date of the new schedule.

c. Where it is known prior to contacting for choice of tours that employees are to enter the work group under the provisions of Article 7 on or after the effective date of the new schedule, such employees will be listed on the seniority list referred to in "b" above and contacted for choice of tours under the provisions of "3" below.

3. The Company will make a reasonable effort to contact employees on the seniority list in the order listed for the purpose of obtaining preferences for choice of tours except for the following: employees on vacation, employees absent from the town of their residence and employees on leave of absence. Since such contacts and the assignment to basic tours or to the relief force will be made in the order of seniority in accordance with the list referred to in "2b" above, the time consumed in attempting to contact each employee will be necessarily limited. Accordingly, it is contemplated that employees will express in advance assignments they prefer if they will not be readily available for such contact. Changes shall not be made in any assignment after an assignment is made to the next person on the list.

   a. Employees on vacation, employees on leave of absence who are expected to return on or before the effective date of schedule, employees absent from the town of their residence, and employees whom the Company was unsuccessful in its efforts to contact, unless they have expressed in advance a preference for a different available tour or an assignment to the relief force, shall be given assignments identical with their present assignments, if available. Employees who have not expressed a preference for an available tour, and for whom an identical assignment is not available, shall be assigned a tour of the same general type (MA,

ME, A, etc.) with the nearest ending time to the ending time of their present assignment, or if a tour of the same general type is not available then a tour of a different type with the nearest ending time to the ending time of their present assignment.

b. Employees on leave of absence who are expected to return on or before the effective date of the schedule who did not work during the present schedule and have not expressed a preference for choice of an available assignment on the new schedule shall be assigned any available tour or to the relief force.

c. Employees who are assigned to the relief force under this Section may exercise their seniority in preference for choice of tours to be worked by the relief force. If preferred tours are not available, they shall be assigned tours of the same general type with an ending time nearest the ending time of the preferred tour. If tours of the same general type are not available, they shall be assigned tours of a different type with the ending time nearest the ending time of the preferred tour.

4. After one or more employees with less seniority have been assigned, employees shall be placed on the seniority list described in "B2b" above immediately following the last employee who was assigned and shall have the next preference for choice of the assignments, upon any of the following conditions:

   - Employees on leave of absence who were not expected to return before the effective date of the schedule.
   - Employees reporting into the work group for duty by transfer, engagement, re-engagement, etc.
   - Where it becomes known during the contacting for choice of tours that employees are to enter the work

group under the provisions of Article 7 on or after the effective date of the new schedule.

5. Employees who enter the work group or who return to work (except those returning from vacation or benefits) after all employees on the seniority list have been assigned shall have no seniority for preference in choice of assignments on this schedule. However, employees (except those re-entering by transfer or re-engagement) who have been given an assignment on the new schedule, who return to the work group during the period the schedule is in effect, shall continue on such assignments for the duration of the schedule.

   a. Where employees enter the work group under the provisions of Article 7 after all assignments have been made, such employees shall exercise full seniority for choice of tours in the relief force and on separate schedules.

   b. Employees mentioned in "5" above, who are considered as having no seniority for choice of assignments, will have no seniority for this purpose; but, where there are 2 or more such employees in the work group, they shall be afforded an opportunity to exercise seniority among themselves in preference for choice of assignments on the weekly work schedule.

6. Employees having their service bridged after the effective date of the new schedule, thus entitling them to additional seniority, shall have the opportunity to express preference for choice of tours at the next time all employees within the group have an opportunity to express this preference. Until that time the old service date will determine seniority for choice of tours.

7. Where separate schedules are used for Saturday and/or Sunday, Holidays, Christmas Eve, New Year's Eve, and on days observed locally as holidays (which affect work

loads, but are not observed as Company holidays), the following procedures shall be followed:

a. Concurrently with the posting of the basic schedule, the Company shall also post copies of separate Saturday schedules, if any, and Sunday schedules (or notices as illustrated in "2a" above).

   1) When changes are made in separate Saturday and/or Sunday schedules, the Company will post the new separate schedule (or a notice) by not later than Monday of the second week preceding the week in which the new schedule becomes effective.

   2) When separate holiday schedules or other separate schedules (as referred to above) are to be used, the Company will post a copy of the schedule (or notice) by not later than Monday of the fourth week preceding the week in which the schedule involved becomes effective. However, the rotation of holiday work, as provided under 3.02B, is to be applied only on holidays observed as authorized Company holidays.

b. Employees shall have the same seniority for preferences for choice of tours on separate schedules as they have for preference for choice of tours on the basic schedule. Where such separate schedules are used, employees who have different preferences for choice of tours for work on such schedules shall express a preference for choice of tours to be worked on such schedules at the same time they express a preference for choice of tours on the basic schedule. For employees who do not express a different preference for choice of tours to be worked on such schedules, their preferences for choice of tours on the basic schedule shall be considered to be their

preference for choice of tours on such separate schedules.

c. Preferences for choice of tours shall continue in effect for the duration of the basic schedule unless changed as provided in "d" below. Employees who are to be assigned to work on Sundays or holidays, under the provisions of 3.02B shall be assigned, in accordance with their seniority, tours of their preference (or the nearest available tours as described in "3a" above), insofar as service requirements permit. Employees who express preferences for choice of tours under "d" below shall be assigned tours of their preference, if available, or the nearest available tour, in the order of seniority, among all those employees who are to be assigned to work on the day or days involved.

d. Employees who wish to change their preferences for choice of tours on separate Saturday and/or Sunday schedules shall notify their supervisor of their preferences for choice of such tours by not later than noon Monday preceding the Thursday on which the work schedule involved will be posted. Employees who wish to change their preferences for choice of tours on other separate schedules shall notify their supervisor of their preference for choice of such tours by not later than noon Monday of the third week preceding the week in which the other separate schedule is to be worked. Such changes in preferences for choice of tours should specify that the change is for a particular day or for such separate schedules during the remainder of the basic schedule.

8. Notwithstanding any other provisions of this Article and 3.02, employees entering or returning to the work group who have not been given work assignments in the current weekly work schedule may be assigned any available tours until the assignments on the next posted weekly work schedule are effective.

3.05 Force Movement - Operator Services Department (Operating Room Employees).

A. The term "force group" as used herein applies to a group of Operating Room employees who may exercise their seniority for choice of tours on the same basic schedule and who report to the same Manager-Operator Services. Any reference to a "work group" in the Working Agreement shall be considered as applying to a "force group" insofar as Operating Room Forces are concerned.

B. Employees may submit requests in writing to their Manager-Operator Services for reassignment to another force group under the same Manager-Operator Services or to another force group in a different Manager-Operator Services Unit at the same place of reporting. Such requests will be valid for a period of 6 months.

C. Requests, in order to be actively considered, must meet the following conditions and limitations:

1. The employee has been a member of his/her present force group for at least 6 months.
2. The employee feels such reassignment will permit him/her to better exercise his/her seniority for choice of tours in the new force group.
3. Service requirements will permit the release of the employee from the present force group.
4. The services of the employee can be utilized in the other force group.
5. The employee has been trained and is presently qualified to perform the work of the other force group.

D. Requests which meet the conditions and limitations of "C" above shall be granted in the order of seniority among all employees having a valid request in, and, insofar as practicable, such reassignments shall be made effective as of

the effective date of the next basic schedule for the force group in which the employees are to be reassigned.

1. Employees who are to be reassigned to another force group as of the effective date of the new basic schedule shall be included in the order of their seniority on the posted seniority list for such force group prior to the date on which the Company begins contacting employees for choice of tours, even though they will not be reassigned until the effective date of the new schedule.
2. Employees reassigned to another force group shall have the same seniority for choice of tours on separate schedules as they have for choice of tours on the basic schedule.

E. Employees entering a force group by reassignment at their request who have not completed their vacation for the vacation year shall make a selection from any of the remaining available vacation periods, if service requirements do not permit them to take the periods previously selected.

F. Employees who request reassignment from one force group to another at the same place of reporting who are not reassigned because of their failure to meet the conditions of "C5" above will be placed on a training list and shall remain on this list until reassignment is made or the expiration of the 6 months period, whichever comes first.

1. While the Company does not cross-train solely to provide more desirable tours, cross-training for such employees may, nevertheless, be appropriate. Insofar as service requirements permit, such employees will be given training in the order of seniority before other employees are given training on the work involved.

G. During periods of light traffic, such as night, Saturday, Sunday and Holidays, one or more force groups or Manager-Operator Services Units may be assigned to handle the work which would otherwise be handled by other force groups and/or Manager-Operator Services Units.

H. Ordinarily, a Manager-Operator Services Unit should consist of one force group for Operators. However, where there are multi-services provided within a Manager-Operator Services Unit and one force group is not practicable separate force groups (with separate schedules, seniority lists, and relief forces) may be used, provided each force group handles the work assigned to it without regularly relieving Operators in other force groups.

I. When reassignments are to be made at the instance of the Company, consideration shall be given to the wishes of the employees insofar as service requirements permit.

3.06 Assignment of Tours - Open-End Scheduling Procedures will apply for the following:

- Operating Room Forces of Operator Services,
- Centralized Repair Centers,
- Service Evaluation Forces,
- Service Representatives (not applicable for CPE),
- Collections Representatives,
- and any other administrative work unit as may be agreed to by the Company and the Union at the local level and concurred in at a higher level.

A. In conformity with Article 13, the following procedures will be followed in the assigning of tours in 3.06 above.

1. Where separate schedules are used for Christmas Eve, New Year's Eve, and on days observed locally as holidays, the Company will post a copy of the hours of operations by no later than Monday of the third week preceding the week in which the schedule involved becomes effective.

2. Employees will express their preferences for tours by completing and signing a "Choice of Hours" form and submitting it to the immediate supervisor or designated representative. Four separate preferences will be shown as follows: Weekday, Saturday, Sunday, and holidays. Employees will be assigned in accordance with their

seniority tours for which they have expressed a preference, or, if such tours are not available, another tour of the same type, for Operating Room Forces only, tours (as specified in Table A of 3.07) or, if not available, a tour of a different type with an ending time nearest the ending time of the stated choice insofar as service requirements permit. Preferences recorded on this form will remain in effect until they are changed by the employee as provided below.

a. Weekday, Saturday or Sunday Schedules -- Any employee may change his/her preference for choice of hours for Weekday, Saturday or Sunday Schedules by submitting a revised "Choice of Hours" form by not later than Tuesday noon of the third week preceding the week he/she desires the change to be effective.

b. Holiday Schedules -- Any employee may change his/her preference for choice of hours on holiday schedules by submitting a revised "Choice of Hours" form by not later than noon Tuesday of the third week preceding the week in which the holiday schedule is to be worked.

3. Employees entering the work group (returns from leaves, transfers-in, instances where seniority has bridged, etc.) will, upon their entry, be inserted in the seniority list at the point their seniority dates indicate they should be placed. These employees will have the opportunity to exercise their seniority for choice of tours on the next posted weekly work schedule in accordance with the provisions of "2a" and "2b" above.

   a. For Operating Room Forces, Clerks and Service Assistants who are assigned to work as Operators will be placed on the seniority list below all Operators.

   b. Regardless of any other provisions of this Article, employees entering or returning to the work group who have not been given work assignments in the current weekly work schedule may be assigned any

available tours until the assignments on the next posted weekly work schedule are effective in accordance with the provisions of "2a" and "2b" above.

4. Regardless of the provisions of 1.26C, the determination of seniority credit for the choice of tours for a part-time employee will be made at the end of each calendar month. Where a part-time employee is changed to full-time status, such determination will be made at that time.

5. During periods of lower call volume, such as night, Saturday, Sunday and Holidays, one or more units or Manager-Operator Services Units may be assigned to handle the work which would otherwise be handled by other units and/or Manager-Operator Services Units.

6. Ordinarily, a Manager-Operator Services Unit should consist of one force group for Operators. However, where there are multi-services provided within a Manager-Operator Services Unit and one force group is not practicable, separate force groups (with separate schedules, seniority lists and relief forces) may be used, provided each force group handles the work assigned to it without regularly relieving Operators in other force groups.

3.07 Arrangement of Tours.

The length and arrangement of tours shall be as shown below:

TABLE A
EVENING AND NIGHT DIFFERENTIALS, TOUR LENGTHS AND ENDING TIMES FOR THE FOLLOWING JOB TITLES

Type of Tour	Operator				Service Assistant			
	M/E	M/ES	A/E	A/ES	A/ES	E/NS	*N	**M/A
Number of Work Hours	7 1/2	7	7 1/2	7	6 1/2	6	7 1/2	7 1/2
7:15 PM	*$4.50*		*$4.50*					
7:30 PM	*$4.50*		*$4.50*					
7:45 PM	*$4.50*		*$4.50*					
8:00 PM	*$4.50*		*$4.50*					
8:15 PM	*$5.25*		*$5.25*					
8:30 PM	$6.00		$6.00					
8:45 PM	$6.00		$6.00					
9:00 PM	$6.00		*$6.75*					
9:15 PM	$6.00		*$6.75*					
9:30 PM	$6.00		*$6.75*					
9:45 PM		*$7.50*	*$8.25*					
10:00 PM		*$7.50*	*$9.75*					
10:15 PM		*$7.50*		*$8.25*				
10:30 PM		*$7.50*		*$8.25*				
10:45 PM		*$7.50*		*$8.25*				
11:00 PM		*$7.50*		*$8.25*				
11:15 PM				$9.00				
11:30 PM				*$9.75*				
11:45 PM				*$9.75*				
12:00 MID				*$9.75*				
12:15 AM					*$6.75*			
12:30 AM					*$6.75*			
12:45 AM					*$6.75*			
1:00 AM					*$6.75*			
1:15 AM						*$6.75*		
1:30 AM						*$6.75*		

* Night - Differential of ***$15.00*** per week for tour starting at 10:00 PM or later and ending prior to or at 7:00 AM.

Morning/Afternoon - No differential except for tours beginning prior to 7:00 AM for which differential of *$4.50*** is applicable.

KEY:
M/E - Morning Evening
M/ES - Morning Evening Short
A/E - Afternoon Evening
M/A - Morning Afternoon
A/ES - Afternoon Evening Short
E/NS - Evening Night Short
N - Night

TABLE B

TOUR LENGTHS FOR ALL EMPLOYEES OTHER THAN THOSE COVERED BY THE PROVISIONS OF TABLE A ABOVE

8-Hour Tours
Employees Paid on Wage Scales:
5, 6, 8, 12, 14, 16#, 20, 24, 25, 26, 28, 30 and 32.
40 and 45 BSPC only.

\# Compliance Assistants, Network Translations Assistants and Customer Service Assistants only.

7 1/2-Hour Tours
Employees Paid on Wage Scales:

2, *3*, 4, 7, 10, 14, 16&, 18, ***20@, 19***, 21, 22, 23, 27, 32*, 34 and 36.
11 BSPC only.

* Circuit Layout Assigners.
@ ***Provisioning Specialist only.***
& Except Compliance Assistants, Network Translations Assistants and Customer Service Assistants.

3.08 Relief Periods.

A. Employees in an inside environment shall be granted a 15 minute relief period with pay during each session. Such relief periods shall be assigned or allowed as near the mid-point of the session as feasible or practicable, but in no event shall they be assigned to start less than one hour from the beginning or end of each session unless a service emergency develops.

1. In case of Operating Room Forces of Operator Services working the Afternoon-Evening Short (6-1/2 hours) and the Evening-Night Short (6 hour) tours, one 30 minute relief period shall be assigned as near the mid-point of the tour as practicable instead of the two 15 minute periods. The above language will be met if the 30 minute relief for 6-1/2 hour tours begins no earlier than 2-1/2 hours from the start of the tour and ends no later than 2-1/2 hours

from the end of the tour. For the 6-hour tours, the 30 minute relief should begin no earlier than 2-1/4 hours from the start of the tour and end no later than 2-1/4 hours from the end of the tour.

B. All other employees shall be allowed appropriate relief treatment which shall be one period of 15 minutes during each session worked. The Company shall have the right to designate the time or hours during which any employee or group of employees may take such relief period. It is not the intent of the parties that the practices of the Company in the matter of granting relief periods shall be changed except in those instances where an employee or group of employees abuse or take improper advantage of rights under this Section.

C. In cases of overtime connecting work, as defined in 1.04, when an employee requests time off for a meal period such request will be granted, without pay, if practicable in view of the nature or expected duration of the overtime work.

When an employee works at least the equivalent of a session, he/she will be granted a relief period, as described in "B" above, with pay.

ARTICLE 4
PAY AND BASIS OF COMPENSATION

4.01 Pay for Work on a Week Day (Other than an Authorized Holiday).

A. Employees working on a week day shall be paid at the regular rate for all scheduled time worked, except as otherwise provided in this section.

B. Employees working on a week day shall be paid at the overtime rate for all non-scheduled time worked and for scheduled time worked under the provisions of 3.03B3 except as otherwise provided in "D" below. Employees working a part tour of less than one-half a normal tour (including connecting time worked if any) on a week day when the

weekly work schedule is in excess of the equivalent of 5 normal tours shall be paid as if such work were a call-out. When work on a week day is a "call-out" as defined in 1.03, employees shall be paid at the overtime rate, subject to the following:

1. A minimum of 2 hours pay at the overtime rate if the call-out starts at or after 7:00 A.M. and before 7:00 P.M.
2. A minimum of 3 hours pay at the overtime rate if the call-out starts at or after 7:00 P.M. and before 7:00 A.M.
3. A minimum of 3 hours pay at the overtime rate for employees working tours ending at 8:00 P.M. or later if the call-out starts at or after 7:00 A.M. and before 7:00 P.M. the following day.
4. A minimum of 1 hour pay at the overtime rate if the call-out is a remote and does not result in a job site visit.

C. Scheduled time worked on a week day which is in excess of the equivalent of 5 normal tours worked during the calendar week as referred to in "1" below will be paid at the overtime rate except as otherwise provided in "D" below. (Also, see 3.03B3.)

1. Time worked on week days, Sundays, time worked and/or excused on a holiday, optional holiday, vacations or paid excused work days (other than time payable under "B" of 4.01, 4.02 and 4.04), and Union time not paid by the Company, up to the length of a normal tour, shall be included in determining the equivalent of 5 normal tours when computing weekly overtime due under "C" above.
2. Optional holidays and paid excused work days must be scheduled 3 weeks in advance in order to be included in the equivalent of 5 normal tours.
3. Where a normal work week is scheduled over a four-day period, the 5th, 6th and 7th days are considered premium days.

D. Notwithstanding any other provisions of this Section, employees will be paid at the double time rate for all time worked in excess of 49 hours of work time in a calendar week. In computing these hours, only time actually worked will be counted, except that excused time on an observed holiday which is considered as time worked under "C" above shall also be counted in computing the hours of work time. An Optional Holiday will not count as time worked towards 49 hours when scheduled in a week with a specified holiday. Furthermore, no more than one Optional Holiday will count as time worked towards computing 49 hours worked in a week.

E. When scheduled hours are shifted by the Company, the new scheduled time worked on week days within 48 hours after notice of the shift but outside the previously posted schedule shall be paid at the overtime rate except as otherwise provided in "D" above.

F. Scheduled time worked on week days which falls within 12 hours (11 hours for Operating Room Forces) from the scheduled end of the preceding tour shall be paid at the overtime rate except as otherwise provided in "D" above.

1. An employee's exercise of his/her seniority for the choice of tours or the change of a schedule at the request of any employee does not obligate the Company to pay, under "F" above, for time worked at the overtime or double time rate.

G. When employees have worked 14 or more hours in the 24 hours immediately preceding the starting time of a scheduled tour on a week day, time worked during such scheduled tour equal to the time worked in excess of 13 hours during the preceding 24 hours shall be paid for at the overtime rate except as otherwise provided in "D" above.

H. When employees have worked on 13 or more consecutive days (scheduled or non-scheduled), they shall be paid beginning with the fourteenth day at the overtime rate or the

double time rate, as appropriate, for all scheduled time worked on week days until the employees have been granted a day off.

I. Where a scheduled week day is shifted by the Company from a work day to an off-day without 12 hours notice, employees shall be paid on the new off-day for 2 hours at the overtime rate.

J. Employees working on a week day falling on December 24 or on December 31 shall be paid at the overtime rate for all time worked after 7:00 P.M. except as otherwise provided in "D" above.

K. Notwithstanding any provisions of this Agreement except 4.01F, 4.01H, and 4.01J, the overtime rate of pay shall not be paid to part-time employees until they have worked in excess of the length of a normal tour per day or 5 normal tours per week (see 2.01B).

L. Occasional employees working on a week day shall be paid the regular rate of pay except that overtime rate of pay shall be paid for work in excess of the length of a normal tour per day or 5 normal tours per week except as otherwise provided in "D" above.

M. Where the weekly work schedule is the equivalent of 5 normal tours and it includes a week day part tour of less than one-half a normal tour, employees shall be paid (in addition to pay under "A", "B", "C" and/or "D" above for the time worked) at the regular rate for the difference in time, if any, obtained by subtracting the scheduled time (and connecting time, if any) worked from one-half the length of a normal tour.

4.02 Pay for Work on Sunday.

A. Employees, working on a Sunday, shall be paid at the Sunday rate (1-1/2 times the basic hourly rate) for all time worked not in excess of the length of a normal tour and shall also be paid any applicable evening or night differentials.

B. Employees working on Sunday shall be paid at the overtime rate for all time worked in excess of the length of a normal tour.

C. When work on Sunday is a "call-out" as defined in 1.03, employees shall be paid under "A" and "B" above, as appropriate, at the rate applicable for the time worked with a minimum of 2 hours pay if the call-out starts at or after 7:00 A.M. and before 7:00 P.M. and a minimum of 3 hours pay if the call-out starts at or after 7:00 P.M. and before 7:00 A.M.

D. Where a scheduled Sunday is shifted by the Company from a work day to an off-day without 12 hours notice, employees shall be paid for 2 hours at the Sunday rate.

E. Where the weekly work schedule is the equivalent of 5 normal tours and it includes a Sunday part tour of less than one-half a normal tour, employees shall be paid (in addition to pay under "A" above for the time worked) at the regular rate for the difference in time, if any, obtained by subtracting the scheduled time (and connecting time, if any) worked from one-half the length of a normal tour.

F. Where the weekly work schedule is in excess of the equivalent of 5 normal tours and it includes a Sunday part tour of less than one-half a normal tour, employees working such part tours shall be paid as if the hours were worked on a call-out under "A", "B" and "C" above.

4.03 Pay for Authorized Holiday.

A. Employees other than those specified in "B" and "C" below shall be paid a day's regular pay for an authorized holiday irrespective of any payments under 4.04 for time worked on the holiday, except as provided in "1", "2", "3" and "4" below.

1. Where the holiday is the sixth or seventh scheduled day as computed under 4.01C, the employee will be paid a day's pay at the overtime rate except as provided under 4.05B.

2. Where no work is performed on the holiday and the scheduled and excused time on such holiday is in excess

of 49 hours as computed under 4.01D, the employee will be paid a day's pay at the double time rate (see 4.05B).

3. Absentees, meaning employees failing to report for scheduled work on the holiday, or on the last scheduled day preceding the holiday or the first scheduled day following the holiday shall receive no pay for the holiday unless such absences are excused.

4. Employees excused for any reason without pay for 30 days or less and who perform no work during the calendar week in which the holiday occurs shall not be eligible for pay for the holiday except for absences during the first 7 days resulting from sickness, absence for Union time, or when the employee is absent as a result of acceptance of Company initiated excused time.

5. Employees on leave shall not be eligible for pay for the holiday if the leave begins before or terminates after the holiday occurs in a particular week.

B. Part-time employees engaged or re-engaged on or after January 1, 1981, shall be paid a holiday allowance at the straight time rate for all authorized holidays whether they are scheduled to work, scheduled and excused or not scheduled to work. The holiday allowance paid shall be prorated based on the relationship of the individual part-time employee's "part-time equivalent work week" to the normal work week of a comparable full-time employee in the same job title, classification and work group.

C. Occasional employees working on the holiday shall be paid under "A" or "A1" above for an authorized holiday irrespective of any payments under 4.04 for time worked on the holiday.

4.04 Pay for Work on Holiday.

A. Employees other than those specified in "H" below working on a holiday not in excess of the length of a normal tour shall

be paid at the overtime rate except as otherwise provided in this section.

1. Employees will be paid at the double time rate for time worked on an observed holiday, not in excess of the length of a normal tour, when such work time is in excess of 49 hours of work in the calendar week as computed under 4.01D.

2. Employees will be paid at the double time rate for time worked on an observed holiday, not in excess of the length of a normal tour, when such work time occurs on an observed holiday falling on Friday or Saturday and is in excess of 5 normal tours as determined in computing weekly overtime in 4.01C.

B. Employees working on a holiday shall be paid at 2-1/2 times the basic rate for all time worked in excess of the length of a normal tour.

C. When work on a holiday is a "call-out" as defined in 1.03, employees shall be paid under "A", "B" and "D" of this section, as appropriate, at the rate applicable for the time worked with a minimum of 2 hours pay at the overtime rate if the call-out starts at or after 7:00 A.M. and before 7:00 P.M. and a minimum of 3 hours pay at the overtime rate if the call-out starts at or after 7:00 P.M. and before 7:00 A.M.

D. Where the weekly work schedule is the equivalent of 5 normal tours and it includes a holiday part tour of less than 1/2 a normal tour, employees shall be paid (in addition to pay under "A" above for the time worked) at the regular rate for the difference in time, if any, obtained by subtracting the scheduled time (and connecting time, if any) worked from 1/2 the length of a normal tour.

E. Where the weekly work schedule is in excess of the equivalent of 5 normal tours and it includes a holiday part tour of less than 1/2 a normal tour, employees working such part tours shall be paid as if the hours were worked on a call-out under "A", "B" and "C" above.

F. Where a scheduled holiday is shifted by the Company from a work day to an off-day without 12 hours notice, employees shall be paid on the holiday for 2 hours at the overtime rate unless paid under 4.03A1 or A2.

G. Pay under this section is in addition to pay under 4.03.

H. Part-time employees engaged or re-engaged on or after January 1, 1981.

1. If such a part-time employee is scheduled and works on a holiday, in addition to the holiday allowance, the employee will be paid straight time for all hours worked not in excess of an equivalent full time tour for a comparable full-time employee. Payment to a part-time employee for hours worked in excess of an equivalent normal daily tour or work week for a comparable full-time employee shall be at the overtime rate or double time rate, as appropriate.

2. If an employee works less than his/her scheduled hours, he/she shall be paid the holiday allowance plus pay for only those hours worked at the applicable rate as outlined above.

3. If an employee is not scheduled to work on the holiday and is assigned to work, in addition to the holiday allowance, he/she shall be paid straight time for all hours worked within the equivalent full-time tour for a comparable full-time employee. Payment to a part-time employee for hours worked in excess of an equivalent normal daily tour or work week for a comparable full-time employee shall be at the overtime rate or double time rate, as appropriate.

4.05 Non-Compounding of Overtime.

A. Notwithstanding any other provisions of this Agreement, employees shall not be paid for work on Sundays, week days, or holidays at any rate in excess of the overtime rate except to meet holiday pay requirements under 4.04B, double time

requirements under either 4.01D, 4.03A2 or 4.04A, or where necessary to meet minimum pay requirements as stated in 4.01B, 4.01J, 4.02C, 4.02D and 4.04C.

B. When an employee is paid at the double time rate for time worked within the length of a normal tour on a holiday, the holiday pay, equal to the time worked that is paid at the double time rate, will be paid at the regular rate irrespective of the provisions of 4.03A1.

4.06 Equalization of Premium Pay Work Opportunity. (CPE see Customer Markets Addendum)

A. Opportunity for premium pay work shall be equalized insofar as practicable within each work group.

1. Insofar as practicable, overtime shall be assigned to employees who desire it.
2. In connection with the Union's review of an alleged grievance, the Company will furnish the record of premium pay hours worked by employees within the work group involved.

B. The allocation of non-scheduled non-connecting overtime for: Facility Technician's Helper, Circuit Layout Assigner, Coin Telephone Collector, Collections Representative, Customer Service Assistant, Communications Technician, Digital Technician, Dispatch Assistant, Electronic Technician, Facilities Assignment Specialist, Facility Technician, Frame Attendant, Line Translations Specialist, Maintenance Administrator, Material Service Coordinator, Network Attendant, Operator, Outside Plant Technician, Processor Technician, Provisioning Specialist, Public Communications Consultant, Public Communications Counting Processor, Public Communications Operations Administrator, Public Communications Technical Assistant, Public Communications Technician, Public Telephone Technician, Repair Service Attendant, ***Sales Associate,*** Service Representative, Services Technician, Switching Equipment Installation Technician, Switching Equipment Technician, Systems Specialist

Technician, Systems Technician, Testing Technician and Toll Testing Technician will be on the following basis:

1. At 11:00 A.M. on the Friday following the close of each payroll period an overtime report will be posted by each employee's supervisor and made available to others who participate in the allocation of overtime. This list will be used for any overtime assignments made after the 11:00 A.M. posting that are to be worked during the 2-week period beginning at midnight on the Saturday following its posting. A separate report will be prepared for each work unit and will list the employees in order of the number of overtime hours worked during the report period. The overtime hours will include non-scheduled hours worked and scheduled weekly overtime hours worked.
   a. The overtime report will show for each employee, his/her name and the cumulative total of overtime hours worked during the elapsed portion of a 12-week period. The 12-week period will begin on the first day of a payroll period and conclude at the end of the twelfth week (sixth payroll period). Such 12-week periods will run consecutively. At the start of each 12-week period the overtime report will begin anew. Employees entering a new work unit (either temporarily or permanently) will be credited with an average of the cumulative hours accrued by the members of that work unit as shown on the current overtime report.
      1) If 2 or more employees in the work unit worked the same number of overtime hours, such employees will be grouped and listed in inverse order of their seniority.
      2) Overtime hours worked during the work day at a temporary location will be recorded on the overtime report for the temporary location as well as the home location.

3) Employees who do not desire overtime must notify their supervisors in writing. This notification will be indicated by an asterisk on the report and will remain in effect until canceled in writing. The initial notification and the subsequent cancellation must be received at least one week prior to the posting of the overtime report.

4) For situations where there are not enough qualified volunteers, the general manager or their designee and the Local President will meet to discuss alternatives before forcing overtime.

2. Non-scheduled, non-connecting overtime will be offered to available qualified employees in the work unit, excluding those who do not desire overtime, in the inverse order of overtime hours worked during the previous period. In work units where a stand-by technician has been designated as described in 4.06B8, the stand-by technician(s) will be contacted prior to any other employees on the overtime list.

3. When an employee declines, after being offered a non-scheduled, non-connecting overtime assignment, the next qualified employee on the overtime report, omitting those who do not desire overtime, will be contacted. This procedure will be followed until someone accepts or all available qualified employees in the unit have been contacted and offered the assignment. Should all available qualified employees in the unit decline, the overtime will be assigned to the employee lowest in seniority and qualified, including those who do not desire overtime, unless the employee has a valid personal reason for not accepting the assignment or unless the employee has already worked 12 of overtime in the current week. ***Network Operations employees will be assigned no more than 10 hours of overtime in a calendar week during 3 months in a calendar year or no more than 12 hours in a calendar week during 9 months in a calendar year. The***

level of assigned overtime for each month shall be at the sole discretion of the Company. Months with equal levels of assigned overtime need not be contiguous.

4. When all available qualified employees in a given unit are needed to perform non-scheduled, non-connecting overtime work, such employees, including those who do not desire overtime, will be so advised when they are initially contacted. In this event they will be expected to accept the overtime assignment unless they have a valid personal reason for declining.

5. When a supervisor fails to offer non-scheduled, non-connecting overtime to available qualified employees in the inverse order listed on the report and offers the assignment to another employee or employees, the by-passed available qualified employees will be paid a penalty of 4 hours pay at the overtime rate. This penalty pay will be due only if the employee was available and qualified, but was not offered the call-out. The number of employees who are due penalty pay under this section will not exceed the number of employees who erroneously worked the overtime assignment. Penalty payments due under this section are to be reported the next work day following the date the employee, or the Union, and the supervisor agree that penalty pay is due the by-passed employee. Such penalty pay hours will not be included in determining the equivalent of 5 normal tours in computing weekly overtime.

6. Under this procedure an employee may be offered non-scheduled, non-connecting overtime without regard to his/her position on the overtime report if he/she has been working on such assignment to the extent that it could be completed in an economical manner.

7. Employees who are on vacation for one or more full weeks will be considered as unavailable beginning with Sunday of the first week and ending with Saturday of the last

week. Employees who are on vacation for less than a week will be considered as unavailable on the day(s) they are on vacation.

8. Stand-by technicians (CPE see Customer Markets Addendum) will be available after normal hours or on non-scheduled days to respond within one hour to a call from the duty supervisor and will be available for contact via telephone or pager at all times during his/her period of duty.

   a. Provided there are enough qualified volunteers, the Company may designate one or more stand-by technicians within a work unit. Designations will be rotated in seniority order among volunteers.

   b. If there are not enough qualified volunteers, the Senior Director and Local President will meet in an attempt to resolve this issue.

   c. Stand-by technicians may be assigned for periods of duty as follows:
      - a full week coverage (7 days - Monday - Sunday)
      - weekend coverage (2 days - Saturday and Sunday)
      - one-day coverage (holidays only)
      - 5-day coverage (Monday - Friday)

      Designation as stand-by technician may be made for periods not to exceed one week before being rotated to the next available technician. Upon agreement with the Local President(s) and Director, the stand-by technician coverage may be expanded beyond his/her work unit area.

   d. The Company will give the participants and Local President 14 days advance notice prior to discontinuing the stand-by technician in a work unit. Employees who desire to be removed from the stand-by technician duties will give written notice 14 days prior to being removed from the list.

Any employee who subsequently wants to be placed on the stand-by technician list should notify his/her immediate supervisor and will be placed at the end of the rotation list. The stand-by technician(s) will be the first called for non-connecting, non-scheduled overtime assignments except in cases of full-day call-outs.

e. When more than one stand-by technician is designated in a work unit, the call-out assignments will be rotated among the designees for that period. Pay provisions for a stand-by technician on call are as follows:

1) 1 hour's pay per day at the overtime rate for a scheduled work day.

2) 2 1/2 hours' pay per day at the overtime rate for an unscheduled work day.

f. Regular call-out payment provisions will apply in addition to "e" above.

C. Allocation of connecting overtime for employees described in 4.06B will be on the following basis:

1. Connecting overtime will be offered, insofar as practicable, to qualified employees in the work unit in the inverse order of appearance on the overtime report described in 4.06B1 omitting those who do not desire overtime.

a. The Company will give employees as much notice as practicable when connecting overtime will be required on any given day.

b. Employees having valid personal reasons for not working overtime on a particular day should notify their supervisor as far in advance as practicable.

c. When all available qualified employees, including those who do not desire overtime, in a given unit are needed to perform connecting overtime work, such

employees will be so advised when they are initially contacted. In this event they will be expected to accept the overtime assignment unless they have a valid personal reason for declining.

2. The Company will not be required to reassign a work assignment in progress at the end of the employee's tour because of his/her position on the overtime report.

3. If all available (on duty) qualified employees decline the offered overtime, it will be assigned to the employee lowest in seniority and qualified on the overtime report including those who do not desire overtime unless there is a valid personal reason for not accepting the assignment or unless the employee has already worked 12 hours of overtime in the current week. ***Network Operations employees will be assigned no more than 10 hours of overtime in a calendar week during 3 months in a calendar year or no more than 12 hours in a calendar week during 9 months in a calendar year. The level of assigned overtime for each month shall be at the sole discretion of the Company. Months with equal levels of assigned overtime need not be contiguous.***

4. The penalty pay provision specified in 4.06B5 will not be applicable, as such, in the resolution of disputes which may arise as to the allocation of connecting overtime.

D. Scheduled overtime in excess of 5 tours per week for employees described in 4.06B (4 tours for employees on 4-day work week schedules) will be allocated to qualified available employees in the inverse order of appearance on the overtime report in effect.

E. When an employee in one of the titles listed in 4.06B has worked 12 hours of overtime in a week he/she will have the right to refuse further overtime without giving a reason except when long term service difficulties exist or when substantial service interruptions occur. ***Network Operations employees will be assigned no more than 10 hours of overtime in a***

calendar week during 3 months in a calendar year or no more than 12 hours in a calendar week during 9 months in a calendar year. The level of assigned overtime for each month shall be at the sole discretion of the Company. Months with equal levels of assigned overtime need not be contiguous. The parties recognize that service difficulties for an extended period may develop from time to time during which suspension of the above overtime limitations would be appropriate. In the event such service difficulties develop, the Company and the Union will meet to discuss the problem and determine how to best deal with the situation.

F. Insofar as practicable, the Company will give 2 hours notice prior to assigning connecting overtime.

G. Nothing in this procedure will require the Company to offer a new overtime assignment to an employee who has already worked 15 hours of overtime in the current week.

H. All employees have the option of either time off or overtime payments when the employee works overtime. (For CPE see Customer Markets Addendum)

1. The option to take compensatory time off will be voluntary on the part of the employee and must be agreed to by the employee's supervisor and will be granted in accordance with 5.07F.
2. Compensatory time off must be taken in the same payroll period in which the overtime occurred.
3. Compensatory time off may only be taken for overtime hours worked at the 1 1/2 times rate. Such compensatory time off will be granted at the rate of 1 1/2 hours for each hour of overtime worked.
4. For all employees, overtime hours worked and taken as compensatory time off will be considered overtime hours worked.
5. There is no intent to change the way overtime is offered.

4.07 Differential Payments.

A. Employees shall be paid, in addition to their basic rates, differentials for working tours which fall wholly or partly within the period 7:00 P.M. to 7:00 A.M., in accordance with Table "A" of 3.07 and "B", "C", "D", "E" and "F" below, as appropriate, except, the total number of differentials to be paid for any work between 7:00 P.M. and the following 7:00 A.M. shall not exceed 2.

B. All employees, except those who work in Operator Services and are covered by the provisions of Table A of 3.07, will be paid differentials for those tours which fall wholly or partially within the period 7:00 P.M. to 7:00 A.M. in the amount of 10% of their basic wage rate.

C. Where connecting overtime work (see 1.04) extends into a period for which evening or night differentials are payable, compensation for that day shall include a differential payment in the amount of 10% of the basic daily wage rate except that no such differential will be payable for time worked between the hours of 7:00 P.M. and 8:00 P.M.

D. Where overtime of 4 or more hours duration is worked which does not connect with a scheduled tour, and any part of the overtime is between the hours of 7:00 P.M. and 7:00 A.M., compensation for that day shall include the proper proportion of the applicable differential payment.

E. Only one evening or night differential shall be paid for work performed between 7:00 P.M. and the following 7:00 A.M. except in cases where an employee has earned such a differential under "C" or "D" above and starts his/her next scheduled work prior to 7:00 A.M.

F. When an Operator Services employee is temporarily assigned to work on a job on a different wage scale performing duties other than those in Operator Services and works a normal tour for the job to which he/she is loaned, such employee shall be paid applicable evening and night differentials in the amount of 10% of his/her basic rate.

G. Any employee, except Service Assistants and employees designated as Working Leader, directed by the Company to assist in the training of a group of employees will be paid, in addition to his/her basic rate, differentials for tours so worked in accordance with the following:

1. Basic Conditions:

   a. Operators leaving their switchboard work to assist in the training of one or more Operators will be regarded as performing the duties of coach, and for such periods as they are so engaged will be entitled to receive the differential set forth in "2" below.

   b. An Operator who handles regular duty at his/her switchboard position and, in addition, gives assistance and directions to an Operator in training in an adjacent position (the Operators' telephone sets of the 2 positions being bridged) will receive the differential set forth in "2" below. When an Operator in training is "plugged in" with another Operator for listening purposes only, and the other Operator is not called on to make explanations or render any assistance to the Operator in training, the other Operator is not entitled to the differential.

   c. A Service Representative who assists in the training of another Service Representative or Communications Assistant who assists in the training of another Communications Assistant, in the manner described in "b" above for Operators, will receive the differential set forth in "2" below.

   d. Employees paid on Wage Scales 10, 12, 14, 16 and 18 who are designated by the Company to train another employee to qualify for a work assignment, as differentiated from answering questions about his/her work or explaining his/her work duties as a matter of information, will receive the differential set forth in "2" below.

e. Employees paid on Wage Scales 30 and 32 who are designated by the Company to give initial training to a newly appointed employee who has not received formal training will be paid a differential, as set forth in "2" below, for not more than 10 tours or 20 sessions for each employee so trained.

f. Except as limited by 4.07G, an employee who assists in the training of a group of employees will receive the differential set forth in "2" below.

2. Employees who perform training work will be paid a differential of ***$4.00*** per session for any session in which more than one hour of such work is performed.

H. Supervisory-Relief Differentials.

1. Rate of Differential. When an employee is designated by the Company to relieve a management employee or to perform supervisory work, he/she shall be paid a supervisory relief differential of 10% above his/her basic hourly rate of pay for such time worked provided he/she performs such work for 2 or more hours during the calendar week.

2. "Acting" Titles. When an employee is designated to perform temporarily the supervisory duties of a first line or higher supervisor and that designation is expected to run for a period of longer than 5 weeks, he/she shall be reclassified temporarily to the title of "Acting" for the supervisor being relieved. If an employee has been relieving a supervisor on a differential payment basis for a period of 5 weeks he/she shall be reclassified to the title of "Acting" if the relieving assignment is expected to continue for 5 or more additional weeks. Upon the end of an "Acting" designation, the employee shall receive the rate of pay to which his/her wage length of service entitles him/her on the job that he/she thereafter performs.

I. Working on Higher-Rated Job.

1. An employee working temporarily on a higher-rated job classification within the bargaining unit shall receive a differential of 10% above his/her basic hourly rate of pay for such time worked provided he/she performs such work for 2 or more hours during the calendar week. (See 2.06 for wage computation.) Differentials are limited to those instances in which an employee is substituting in a job carrying a higher top basic weekly rate than the job on which the substituting employee normally works except that an employee in formal training for work on a higher-rated job classification within the bargaining unit but who has not been promoted to the higher-rated job classification shall receive differential payment during the period of such training (see 13.03A1).

2. In no event shall the basic pay of the employee substituting in a higher-rated job plus differentials under "1" above be more for a calendar week than his/her wage experience credit entitles him/her to receive when applied to the higher wage scale for the job on which he/she is temporarily working.

3. When an employee is designated temporarily to work full time on a higher-rated job classification within the bargaining unit and that designation is expected to run for a period of longer than 4 weeks, he/she shall be reclassified temporarily to the title of "Acting" in the higher-rated job classification and paid in accordance with 2.06. If an employee has been working on a differential payment basis for a period of 4 weeks, he/she shall be reclassified to the title of "Acting" if the relieving assignment is expected to continue for 3 or more additional weeks. Upon the end of such designation, the employee shall receive the rate of pay to which his/her wage length of service entitles him/her on the job that he/she thereafter performs.

J. Central City Differential. An employee whose designated place of reporting on a particular day is within one of the specified areas as described in "4" below, will be paid a Central City Differential for each day he/she works as follows:

1. An employee will be paid a Central City Differential of $1.00 for each day he/she works after reporting to a qualified location, except that an employee who only works 1/2 the length of a normal tour or less will be paid 50¢.

2. Not more than one daily differential of $1.00 will be paid to an employee on any one day.

3. The Central City Differential will enter into computations of overtime pay required under the terms of the Fair Labor Standards Act but will not be part of the basic rate for any other purpose nor enter into the computations of any payments under the "Short Term Disability Plan", the "BellSouth Pension Plan", or any other fringe benefits or differentials.

4. Central City Differential Areas.

   The specific designated areas within which employees will receive the Central City Differential for each day they are assigned to, and report for work therein, are described as follows:

   a. Atlanta, Georgia

      Eastern Boundary

      Beginning at a point where Cumberland Road intercepts Fulton County line. South following line to I-20.

      Southern Boundary

      West on I-20 to Cherokee Avenue, South on Cherokee Avenue to Georgia Avenue, West on Georgia Avenue into Ralph David Abernathy Boulevard to CSX Railroad.

Western Boundary

North on CSX Railroad to Bankhead Highway, East on Bankhead into Northside Drive, North on Northside Drive to Norfolk Southern Railroad.

Northern Boundary

Northeast on Norfolk Southern Railroad to Peachtree Road, South on Peachtree to Beverly Road, East on Beverly Road to Montgomery Ferry Road to Monroe Drive, Southeast on Monroe Drive to Cumberland Road, East on Cumberland Road to the County line, the point of beginning.

b. Birmingham, Alabama

Eastern Boundary

Beginning at the intersection of 10th Avenue North and 41st Street North, then South on 41st Street to 3rd Avenue South.

Southern Boundary

Beginning at the intersection of 41st Street and 3rd Avenue South, West on 3rd Avenue South to 14th Street.

Western Boundary

Beginning at the intersection of 3rd Avenue South and 14th Street, North on 14th Street to 1st Avenue North, then West on 1st Avenue North to 11th Street, then North on 11th Street to 8th Avenue North.

Northern Boundary

Beginning at the intersection of 11th Street and 8th Avenue North, East on 8th Avenue to 19th Street, then North on 19th Street to 11th Avenue North, then East on 11th Avenue North to 26th Street, then North to 12th Avenue North, then East on 12th Avenue North to Vanderbilt Road then South on Vanderbilt Road to

10th Avenue North, then East on 10th Avenue North to 41st Street.

c. Miami, Florida

Eastern Boundary

Beginning at a point where the city limits (N.E. 87th Street) meets Biscayne Bay, South following Biscayne Bay shoreline to S.E. 8th Street (Tamiami Trail).

Southern Boundary

West on S.E. 8th Street (Tamiami Trail) and S.W. 8th Street to S.W. 22nd Avenue.

Western Boundary

North on S.W. 22nd Avenue and N.W. 22nd Avenue to N.W. 36th Street, East on N.W. 36th Street to I-95, North on I-95 to city limits.

Northern Boundary

Follow city limits Northeast to Biscayne Bay, the point of beginning.

d. New Orleans, Louisiana

Southern Boundary

Beginning at the intersection of the Pontchartrain Expressway and the bank of the Mississippi River, West along the Pontchartrain Expressway to Annunciation Street, then South on Annunciation Street to Melpomene Avenue, then Northwest on Melpomene Avenue into Martin Luther King Boulevard to Claiborne Avenue.

Western Boundary

Beginning at the intersection of Martin Luther King Boulevard and Claiborne Avenue, Northeast on Claiborne Avenue to Iberville.

Northern Boundary

Beginning at the intersection of Claiborne Avenue and Iberville, Southeast on Iberville to Rampart Street, then Northeast on Rampart Street to St. Ann, then Southeast on St. Ann to the Mississippi River.

Eastern Boundary

Beginning at the intersection of St. Ann and the Mississippi River, South along the bank of the Mississippi River to Pontchartrain Expressway.

K. Basic Differentials.

Network Assistants on Wage Scale 14 and Network Translations Assistants on Wage Scale 16 whose length of tours is 8 hours will be paid differentials of 5% of their basic wage rates for scheduled hours worked not in excess of 40 (scheduled) hours per week.

These basic differentials will not be a part of the basic wage rate for any purpose, will not enter into computation of overtime pay required under the terms of the Fair Labor Standards Act, nor will they enter into the computations of any payments under the "Short Term Disability Plan," the "BellSouth Pension Plan," or any other fringe benefits or differentials.

L. Working Leader Differential.

Any employee performing duties as outlined in 1.38 will be paid $12.00 per week above the appropriate wage scale.

M. The retention differential is intended to encourage and reward employees who are willing to work in specific locations.

1. On an annual basis, the Company shall designate specific titles and work locations.

2. Eligible employees are those whose designated place of reporting on a particular day is one that has been specified as participating in the retention differential.

3. ***The retention differential shall be paid as follows for an eligible employee who reports to a qualified location:***
   - ***Employees who have not met time-in-location shall receive $3.50 per day***
   - ***Employees who have met time-in-location shall receive $15.00 per day***
4. ***An eligible employee who works 1/2 the length of a normal tour or less will be paid 1/2 the daily retention differential.***
5. ***Not more than one retention differential will be paid to an employee on any one day.***
6. ***The retention differential will enter into computations of overtime pay required under the terms of the Fair Labor Standards Act but will not be part of the basic rate for any other purpose nor enter into the computations of any payments under the "Short Term Disability Plan", the "BellSouth Pension Plan", or any other fringe benefits or differentials.***
7. ***The Company reserves the right to amend or discontinue the retention differential with 30 days advance notification to the Union at the Executive Level. Those employees affected by such a change would continue to receive the same differential for the remainder of that calendar year or for 6 months, whichever is greater.***

N. ***Employees who meet reasonable threshold requirements for multilingual positions, and who have been assigned/selected to work in a position for which these threshold requirements are required, will be paid $2.50 per session for any session worked in a designated multilingual position.***

4.08 Payroll Periods and Paycheck Deliveries.

A. Employees in all departments will be carried on bi-weekly payrolls. There will be two (2) methods of paycheck and/or stub delivery to employees:

1. An employee may be paid by direct deposit to a checking or savings account at any financial institution that is a member of the U.S. Federal Reserve Automated Clearinghouse System. The paycheck stub will be mailed to the employee's home address 2-3 business days prior to payday. Payday will be on Friday following the close of each payroll period. Funds will be deposited in the employee's account effective Thursday following the close of a payroll (Friday when the previous Monday is a Company holiday).
2. An employee not electing to participate in direct deposit will receive his/her paycheck by U.S. mail addressed to his/her home address. The paycheck will be mailed 2-3 business days prior to the payday.
3. Employees may also designate an alternate address (other than home address or work location) for paycheck or paystub delivery during an annual 30-day enrollment period designated by the Company.

B. Lump sum payments for all employees will be delivered to the employee's established work location.

C. CPE Only.

1. All employees will be carried on bi-weekly payroll and will be paid on Friday following the close of each payroll period as indicated below.
2. The primary means of pay delivery is by direct deposit. Paychecks for employees not using direct deposit, and check stubs for those who do use direct deposit, will be made available at their established work location as near 11:00 A.M. on Friday as possible. When supervisors receive the paychecks or stubs on Thursday, they will be released at the end of the employees' tour.
3. Lump sum payments will be handled via normal paycheck delivery process.

ARTICLE 5
HOLIDAYS, EXCUSED WORK DAYS AND VACATIONS

5.01 Authorized Holidays.

A. Ten holidays shall be authorized (6 specific holidays and 4 Optional Holidays) as follows:

1. Specified Holidays:

NEW YEAR'S DAY	LABOR DAY
MEMORIAL DAY	THANKSGIVING DAY
(Last Monday in May)	CHRISTMAS DAY
INDEPENDENCE DAY	

2. Optional Holidays: (CPE and Large Business see Customer Markets Addendum, DCSC see Network Addendum)

Any day other than those specified in "1" above such as, but not limited to, Washington's Birthday, Good Friday, Veteran's Day, Martin Luther King's Birthday, employee's birthday, religious holidays or days of remembrance, etc., may be selected as an Optional Holiday, except in South and Southeast Florida where an employee shall select at least one Optional Holiday between April 1 and September 30. Where some other holiday has special local significance (such as Mardi Gras Day at New Orleans, LA), that day may be substituted for one of the four optional holidays if locally desired.

a. Employees shall designate 4 optional days as being their additional holidays. An Optional Holiday may be scheduled in a week with a specified holiday. Employees who have not made such designation by December 31st shall observe Washington's Birthday (third Monday in February), Good Friday, Veteran's Day (November 11) and the employee's birthday as appropriate.

b. Employees hired or recalled from layoffs before April 1 may designate 4 Optional Holidays; after April 1 but prior to July 1 may designate 3 Optional Holidays; after July 1 but prior to September 30 may designate 2 Optional Holidays; after September 30 but prior to November 15 may designate one Optional Holiday. Except for an Optional Holiday that has been determined to be a day of local significance, those hired or recalled from layoff after November 15 are not eligible for optional holidays in the current calendar year.

c. Employees who are transferred into a work group where an Optional Holiday has been determined to be a day of local significance, and who have previously used all of their Optional Holidays will be excused and paid for the determined day.

d. Employees who are transferred into a work group where an Optional Holiday has been determined to be a day of local significance, and who have remaining Optional Holidays will be required to use one of their remaining Optional Holidays as the determined day.

e. Employees who leave the service of the Company, either pension eligible who retire and/or Article 7.01C, and who have a remaining Company designated optional holiday shall have the option to take the day off or be granted pay in lieu of such Company designated optional holiday as he/she was otherwise entitled to receive during the remainder of the current calendar year.

B. Holiday schedules under "Al" above shall be rotated in accordance with 3.02B.

1. Optional Holidays under "A2a" above shall, insofar as service requirements permit, be scheduled and excused in the order of seniority among those employees who originally designated such day as their Optional Holiday.

2. Optional Holidays may be changed at the request of an employee. Such changed Optional Holidays shall, insofar as service requirements permit, be scheduled and excused in the order of seniority among those employees who have requested a change in Optional Holidays after the provisions of "B1" have been complied with.
3. Employees who are scheduled and excused and/or who work on an Optional Holiday shall be paid in accordance with 4.03 and 4.04 as appropriate. Such Optional Holidays shall be treated the same as specified holidays under other provisions of the Agreement.

5.02 Holidays Falling on Sunday.

When an authorized holiday falls on Sunday, the following Monday shall be recognized and observed as the holiday.

5.03 Holidays Falling on Saturday.

As to employees not normally subject to Saturday scheduling, if the holiday falls on Saturday the preceding Friday will be observed.

5.04 Holidays within Vacation Period.

When an authorized holiday falls within an employee's vacation period, an additional day of vacation shall be provided and selected in accordance with 5.07B.

5.05 Excused Work Days. (Flexible Excused Time for Large Business see Customer Markets Addendum; for DCSC see Network Addendum)

A. Eligibility. Each Temporary or Regular employee who has at least 6 months of seniority on January 1 of any given year will be eligible for 4 Excused Work Days with pay and one Excused Work Day without pay during such year. Employees who do not work on their paid Excused Work Day will be paid for the day as if for a day worked provided they are on the active payroll of the Company on that scheduled Excused Work Day.

1. Employees returning from an authorized leave or recalled from lay-off who have not previously worked in the calendar year will be entitled to Excused Work Days in accordance with the following schedule:

Return Date	EWD Equivalent
January thru February	5 days (4 paid & 1 unpaid)
March thru April	4 days (paid)
May thru June	3 days (paid)
July thru August	2 days (paid)
September thru October	1 day (paid)
November thru December	0

B. Part-time employees, regardless of classification, shall be eligible for Excused Work Days on a prorata basis based upon the ratio of any such part-time employee's equivalent work week to the normal work week of a comparable full-time employee.

C. One paid Excused Work Day in each calendar year may be designated by the Company (except for CPE) for employees in a work group or in any larger group provided the employees in such groups would not be scheduled to work. Employees (except Occasional employees) in any such group for which an Excused Work Day is designated by the Company and who are not otherwise eligible for a paid Excused Work Day shall be excused and paid for such designated day provided they are on the active payroll of the Company on the designated Excused Work Day.

1. Employees who are transferred into a work group where an Excused Work Day has been designated by the Company and who have previously used all of their paid Excused Work Days will be excused and paid for such designated days.

D. Employees who are absent with pay on their paid Excused Work Day for reasons other than observing it as an Excused Work Day shall have their paid Excused Work Day rescheduled if a vacation day would have been rescheduled under the same circumstances.

E. If an employee agrees to work on his/her paid Excused Work Day or is assigned to work on a Company designated Excused Work Day in accordance with 3.02B, and the Company determines that the day cannot be rescheduled, he/she shall be paid as applicable in accordance with the following subparagraphs:

1. An employee who agrees to work on his/her Excused Work Day or has been notified that he/she will be required to work on a Company designated Excused Work Day before the work schedule becomes fixed shall receive one day's pay as set forth in "A" above in lieu of the paid Excused Work Day and shall, in addition, be paid in accordance with the provisions of this Agreement covering work on a scheduled day of work.

2. An employee who agrees to work on his/her Excused Work Day or has been notified that he/she will be required to work on a Company designated Excused Work Day after the work schedule becomes fixed shall receive one day's pay as set forth in "A" above in lieu of the paid Excused Work Day and shall, in addition, be paid in accordance with the provisions of this Agreement covering work on a non-scheduled day.

3. Time worked by an employee on his/her paid Excused Work Day shall be considered time worked on a regularly scheduled day of work for all purposes except as is otherwise expressly provided in this Article.

F. Time worked on a paid Excused Work Day, up to the length of a normal tour, shall be included in determining the equivalent of 5 normal tours when computing weekly overtime due under 4.01.

G. Excused Work Days are not cumulative and may not be carried over by an employee from one calendar year to another except as provided in 5.12. An employee shall not be granted pay in lieu of his/her Excused Work Days except as stated in "E1" and "E2" above.

H. Flexible Excused Work Day (FEWD). (Flexible Excused Time for Large Business see Customer Markets Addendum, for Public and DCSC see Network Addendum)

1. Employee may designate and schedule one EWD to be used flexibly.

2. The EWD may be divided into increments with a minimum of one hour for any increment.

3. An increment may be taken at any time during the vacation schedule period up to and including the actual scheduled EWD provided his supervisor is notified before the beginning of the tour and not more than 25% of the work group has already been granted time off. In the event more than 25% of the work group is scheduled off, then the time may be granted consistent with the needs of the business.

   Such time should not be taken on Mondays, except for emergencies unless the needs of the business will allow otherwise.

4. The time may be taken based on the employee's personal need to take the time.

5. If there is unused time available on the day of the so-scheduled EWD, the employee must take the remaining time on the scheduled day. The flexible EWD may be rescheduled to any remaining available time at the request of the employee provided no portion of the flexible EWD time has been used.

5.06 Vacations.

A. Eligibility. Employees shall be granted a vacation with pay during each calendar year as follows:

1. One week of vacation to employees after completion of 6 months of seniority.
2. Two weeks of vacation to employees after completion of 12 months of seniority. If seniority of 6 months and 12 months are both attained in the same calendar year, only 2 weeks of vacation shall be granted with the first week to be taken anytime after completion of 6 months of service and the second week only after completion of 12 months of service.
    a. In instances in which an employee becomes eligible for a vacation week under "1" or "2" above on or after December 1, such vacation week may at the Company's option be scheduled and taken in the following calendar year provided it is completed prior to April 1.
3. Two weeks vacation to employees who will complete 2 or more years of seniority within the calendar year in which the vacation is granted.
4. Three weeks vacation to employees who will complete 7 or more years of seniority within the calendar year in which the vacation is granted.
5. Four weeks vacation to employees who will complete 15 or more years of seniority within the calendar year in which the vacation is granted.
6. Five weeks vacation to employees who will complete 25 or more years of seniority within the calendar year in which the vacation is granted.

5.07 Scheduling Vacations, Optional Holidays, Days in lieu of Holidays which Occur During a Scheduled Vacation Week and Excused Work Days.

A. Insofar as service requirements permit, vacations, Optional Holidays, days in lieu of holidays which occur during a scheduled vacation week and Excused Work Days may be taken at any time during the calendar year with as many vacation periods being made available during the desirable periods of the year as is consistent with service requirements. Not later than October 15th of the preceding year, the Company shall post a statement showing the available periods within which these days may be taken for the following year.

B. Not earlier than November 1st the Company will make a reasonable effort to contact employees, in the order of their seniority, so that they may choose a vacation period, Optional Holidays, days in lieu of holidays which occur during a scheduled vacation week and Excused Work Days from those available except that an employee will not be permitted to select more than 4 weeks during the months of June through September.

1. Employees who will not be readily available between November 1st and December 15 may express their preference for choices in advance of being contacted, and if available, their choices will be assigned as chosen in accordance with seniority, insofar as service requirements permit.

2. Employees shall select in the priority herein set forth in seniority order and the selections will be granted insofar as service requirements permit.

3. Employees not making a selection at the time of contact, employees not expressing advance choices, employees whose advance choice is not available, and employees whom the Company was unable to contact after a reasonable effort to do so shall be passed over but shall have the right to make a selection from the remaining

available vacation periods in accordance with their seniority at any subsequent time prior to December 15.

4. For an employee electing to take his/her vacation in segments, he/she shall be entitled to exercise preference for only one segment until all other employees who have expressed preference for his/her vacation or the first segment has been assigned or has been passed over because their preference was not available.

   a. A segment of vacation is a continuous period of vacation (in full week increments beginning with Sunday of the first week and ending with Saturday of the last week) with no work time between the beginning and end of such vacation period.

      1) When work group size allows, the employee will not be scheduled to work the Saturday preceding a segment of vacation or the Sunday following a segment of vacation.

   b. If the last day of the year falls on any day other than a Sunday, the week in which it falls will be considered as if the entire week were in the calendar year under selection. All vacation days taken during this segment will be from among those vacation days to which the employee is entitled during the calendar year under selection. Furthermore, the vacation day to be selected in lieu of the New Year's Day holiday will be rescheduled under "5" below.

5. After all vacations have been selected, a canvass will be made in seniority order for the selection of Excused Work Days (paid and non-paid), Optional Holidays and days in lieu of holidays which occur during a scheduled vacation week. Such scheduling will immediately follow the scheduling of vacation weeks and will be completed by December 15. This time will be chosen in seniority order within each vacation group with employees choosing all

such time off at one time even though the days selected may not be consecutive.

a. In the scheduling of Excused Work Days, Optional Holidays, and days in lieu of holidays occurring during scheduled vacation weeks, the Company shall designate the days available and the number of employees to be off at any time during the calendar year under selection. These days will be designated in the same manner as the posting of vacation selection.

b. No restrictions will be imposed on the number of employees who may select any specific day as an Optional Holiday. However, if an employee selects a day on which no days are available on the lists, the provisions of 5.07D will not apply and the Company will honor these requests in seniority order as service requirements permit. Employees who choose an "unavailable" day as an Optional Holiday and who subsequently must be scheduled to work due to service requirements will be paid in accordance with 5.01B3.

c. If an employee selects an Optional Holiday on a date which is still available on the schedule, the provisions of 5.07D will be applicable.

6. Employees who have not made a vacation selection by December 15th, may select from the remaining available periods insofar as service requirements permit.

7. During the selection period an employee who has made a selection will not be allowed to change that selection. Insofar as service requirements permit, an employee shall be assigned the periods of his/her choice.

8. The "order of seniority" as used in this section shall be determined by the employee's seniority on January 1 of the vacation year.

9. After these time-off assignments have been completed a list of such assignments shall be prepared and posted or

shall be otherwise available to employees throughout the calendar year.

10. The Company will give consideration to a request of an employee, based upon his/her impelling reasons, for a period not included in the posting under "A" above.

11. In scheduling vacations, weeks in which a holiday falls will be scheduled in the same manner as other weeks. Any additional days of vacation due in accordance with 5.04 shall be chosen by the employee as outlined in 5.07B.

C. Vacations and other time off will be rescheduled during the unexpired portion of the vacation year upon the request of any employee.

1. Provided no replacement is required, vacation and other time off shall be rescheduled upon the request of an employee.

2. Where a replacement is required and an agreeable change can be made with another employee, vacation periods and other time off shall be rescheduled upon the request of an employee. (Not applicable to CPE and Large Business.)

3. If an employee is ill on the first day of any full week of his/her vacation to the extent that he/she would be unable to take his/her vacation or return to work, such vacation shall be rescheduled upon his/her request in accordance with "a" or "b" below. Such illness, however, must be proven to the satisfaction of the Company and such proof may include adequate medical evidence. Likewise, if an employee experiences a death in his/her immediate family (as defined in 6.04C) on the first day of any full week of vacation, to include the preceding Saturday or Sunday, and reports the death no later than Monday of such week, it too shall be rescheduled at his/her request in accordance with "a" or "b" below.

a. He/she may reschedule only the week in which he/she is ill or the death occurs; or

b. He/she may reschedule the week in which he/she is ill or the death occurs and all other full weeks that were scheduled to be taken consecutively with that week.

4. When an employee is ill and notifies the supervisor before his/her scheduled Excused Work Day or Optional Holiday, the day shall be rescheduled upon his/her request provided the illness is proven to the satisfaction of the Company. Such proof may include adequate medical evidence.

D. Once vacations have been scheduled in accordance with "B2" above, and other time off in accordance with "B5" above, they shall not be changed at the initiative of the Company except as provided for in 5.09A, 5.11, and in cases where service requirements demand such changes or such changes will obviate the layoff or separation of other employees.

E. It is not the intent of this article to require a shift in a vacation schedule to accommodate an employee who is entering a work group. If service requirements do not permit the employee to take his/her vacation as originally scheduled, such employee will select vacation from current available remaining periods. An employee entering a work group at the instance of the Company shall be permitted to take his/her originally scheduled vacation, except as provided in 5.07D.

F. Subject to the needs of the business (service requirements), time-off not scheduled under "B" above will be granted in accordance with 5.07C. (For Large Business and CPE see Customer Markets addendum for DCSC see Network Addendum)

1. Requests for time off will be granted on the basis of the earliest request to the employee's immediate supervisor. When multiple requests for a future date are received in a 24-hour period (midnight to midnight), requests will be granted on a seniority basis from such requests.

2. Requests for time off will be granted in the following order:

a. Vacations of a full segment.

b. All other periods of paid time.

c. Unpaid Excused Work Day requests.

d. Compensatory Time Off.

e. Unpaid departmental time (excused time).

G. A vacation shall not be changed to permit an employee to receive sickness pay except as provided in 5.07C3 and 5.07C4 nor shall a vacation be changed to permit an employee to receive vacation pay during a period of sickness except as provided in 5.10.

5.08 Vacation Pay.

Vacation pay is basic pay plus evening and night differentials and relieving differentials. Differentials, if any, to be included in vacation pay will be those received during the third week preceding the week any vacation period or segment begins but will not exceed 5 evening and night and 5 relieving differentials.

5.09 Vacation Treatment to Employees Leaving the Service.

A. An employee who leaves the service before his/her vacation is completed shall be granted pay in lieu of such vacation as he/she was otherwise entitled to receive during the remainder of the current calendar year.

1. Except as provided in "a" and "b" below, an employee who is granted a leave of absence (other than a sickness leave of absence) before his/her vacation is completed shall be paid in lieu of such vacation.

a. An employee who is granted a Union leave of absence under 26.02 shall be paid in lieu of vacation only for such scheduled vacation which falls within the initial leave period (this does not apply to a period covered by an extension of leave). If such employee does not return to work during the current calendar year, he/she will lose his/her vacation or any remaining vacation and pay, if any, for the year involved.

b. Employees granted an Anticipated Disability Leave (ADL) will be given the option of:

1) Taking unused vacation prior to the effective date of the ADL.

2) Receiving pay in lieu of remaining vacation at the time of the commencement of the ADL.

3) Rescheduling unused vacation upon return to work from the ADL, providing the originally scheduled vacation fell within the ADL and the return is within the calendar year in which the vacation was originally scheduled.

4) Taking the vacation as originally scheduled upon return to work from the ADL.

2. An employee who leaves the service without completing 6 months of service or any employee who is dismissed for misconduct as distinguished from inability or unadaptability to perform properly the duties of the job is not entitled to vacation pay. An employee who leaves the service without completing 12 months of service is not entitled to vacation pay for the second week of vacation.

3. If an employee dies before his/her vacation is completed, payment under "A" above shall be made to the deceased employee's spouse, or if there is no spouse, to the employee's estate.

B. An employee transferring to another BellSouth company before his/her vacation is scheduled to begin shall receive such vacation before transferring to the other company if such transfer is arranged upon that basis. If the transfer is made before the vacation is given, the company receiving the employee on transfer will be so advised.

5.10 Vacation Treatment for Employees Returning to the Service, Returning from Sickness, Transferring from Other Companies.

A. An employee who resumes employment following a leave of absence (other than a sickness leave of absence or an Anticipated Disability Leave) and who has not previously received his/her vacation for the year in which he/she resumes employment shall be eligible to a vacation when he/she has worked at least 13 weeks following his/her last paid vacation or pay received in lieu of vacation.

B. An employee returning to work following a sickness absence, a sickness leave of absence, an Anticipated Disability Leave of Absence, or an employee resuming employment following a pension status shall be eligible to any of his/her vacation not previously taken during the current calendar year.

C. An employee transferring to this Company from another BellSouth company who has completed 6 months or more of seniority shall receive vacation, in accordance with 5.06, for the current year from this Company covering that portion of vacation which the employee did not receive from the other company.

D. "A" and "B" above notwithstanding, any employee returning to service in a temporary position shall be eligible to receive vacation treatment to which entitled after having completed 3 months in the temporary assignment.

E. Employees recalled from layoff who have not previously worked in the calendar year will be entitled vacation in accordance with the following schedule:

1st quarter	3/4 entitlement
2nd quarter	1/2 entitlement
3rd quarter	1/4 entitlement
4th quarter	none

5.11 Vacation Treatment to Sick Employees.

A. An employee with 6 months or more of seniority who is granted a sickness leave of absence before his/her vacation is completed shall be granted pay in lieu of such vacation as he/she was otherwise entitled to receive during the remainder of the current calendar year, except that an employee who has not completed 12 months of seniority is not entitled to the second week of such vacation until after the completion of 12 months of seniority.

B. An employee who returns to duty from sickness disability who has not received all vacation scheduled during the period of disability shall reschedule such vacation under the provision of 5.07C during the remainder of the calendar year in which the vacation was originally scheduled, subject to the exceptions in 5.12.

5.12 Vacation and Other Time Off Limitations.

A. Vacations and other time off may only be carried over to the following year as follows:

1. As provided under 5.06A2a.
2. A maximum of 5 days of eligible time off, excluding any Flexible Excused Work Day (FEWD) time. (FET for Large Business see Customer Markets Addendum, FET for DCSC see Network Addendum, FEWD for Public see Network Addendum)
3. Employees who have vacation scheduled during December and become ill (Incidental Illness) during such vacation may include the missed vacation days in the 5 days that may be carried over into the following year, provided such time can not be rescheduled during the remainder of December, provided the employee has returned to work status by December 31st of the vacation year.

B. Any vacation and other time off carried over to the following year must be rescheduled in accordance with 5.07C after

January 1 with the selection to be completed by January 31 of that year.

ARTICLE 6
ABSENCES FROM DUTY

6.01 Personal Leaves of Absence.

A. Leaves of absence without pay shall be granted for good cause and for reasonable lengths of time provided service requirements permit and further provided there is nothing in the record of the employee requesting the leave which would prevent his/her re-employment.

1. Notwithstanding "A" above, an employee of more than one month of service who is sick and unable to resume work after 7 calendar days of such sickness, or after the expiration of sickness benefit payments when such payments are made shall be granted a leave of absence for a reasonable length of time unless eligible for coverage under the Long Term Disability Plan.
2. Leaves of absence and reinstatements from anticipated disabilities shall be handled in accordance with the Anticipated Disability Program Agreement.
3. Employees granted leaves after sickness benefits have been exhausted shall have none of the period of such leaves included in computing their seniority.
4. Where leaves are granted to employees with less than 3 months seniority, none of the period of leave shall be included in computing seniority.
5. Where leaves are granted to employees within 12 months after returning from former leaves, none of the period of such subsequent leave shall be included in computing seniority.
6. In leaves granted under 26.01 and 26.02, subject to the restriction contained therein, and those granted to

employees for training in the Armed Forces, the entire period of absence shall be included in computing seniority. In all other leaves, except those specified in "3", "4" and "5" above, the first month only will be included in computing seniority.

7. Leaves of absence for temporary employees shall not be granted or extended beyond the period for which the temporary employee was hired or in the case of employees hired under Article 7, beyond the date of the technological change.

B. A complaint that a leave of absence or reinstatement thereafter was not granted in accordance with this section shall be subject to the grievance provisions contained in Article 21 but shall not be subject to arbitration.

C. The reinstatement rights of an employee returning at the expiration of an authorized leave, other than from leaves granted under the Anticipated Disability Program Agreement, are as follows when such employee has experienced no impairment which would render him/her unqualified to do the work and has not been guilty of misconduct during the leave which would have been proper cause for discharge.

1. The employee shall be reinstated in the same exchange/WRA on the same or an equal job at which he/she was working prior to the leave if work is available in such exchange and on such job; or

2. In the event work is not available as described under "1" above, the employee shall, upon his/her request, be granted an extension of leave and during such extension shall retain his/her reinstatement rights under this section or until he/she is offered reinstatement under "1" above, provided that the total time from the beginning of the leave period to the end of the last extension shall not exceed 2 years; or

3. In the event work is not available in "1" above, or in the event the employee does not elect to request an extension of leave under "2" above, the employee shall be reinstated in the same exchange/WRA on a lower-rated job than the one on which he/she was working prior to the leave if work is available in such exchange/WRA on such lower-rated job; or
4. In the event work is not available as described in "3" above, the employee shall be reinstated in any other exchange/WRA where work is available on the same or an equal job at which he/she was working prior to the leave.
5. If the employee requests reinstatement in any exchange/WRA other than as described in "1", "3" and "4" above he/she may be reinstated in that exchange/WRA on the same job held prior to the leave or on an equal or lower-rated job if he/she makes application in that exchange/WRA and work is available in such exchange/WRA and on such jobs.

D. The reinstatement rights of an employee who desires to return from a leave before the expiration date of such leave shall be as follows: If work is available in the exchange/WRA to which he/she wishes to return on the same, an equal or a lower-rated job and he/she has experienced no impairment which would render him/her unable to perform the essential functions of the job with or without a reasonable accommodation and has not been guilty of misconduct during the leave which would have been proper cause for discharge, he/she may be reinstated. Consideration will be given his/her request for such reinstatement before any new employees are hired or temporary employees are reclassified to regular.

E. When an employee on an authorized leave is offered work for a limited period and such work is accepted, the authorized leave will be suspended. Such work shall not affect the expiration date of the leave and does not affect the

reinstatement rights of the employee thus working nor any other employee on leave.

1. Such a limited period shall not exceed 6 weeks for any employee unless a longer period is agreed upon for any particular situation by the Company and the Union at the State Level.
2. The employee will again be on his/her authorized leave at the termination of such assignment.
   a. An employee who is working for a limited period under a suspended leave shall, prior to its expiration and upon his/her request, be granted any extension of leave to which he/she is entitled upon the completion of the period previously authorized.
   b. If work during a suspension extends beyond the expiration of the total leave limits and permanent employment is not available, the employee will be entitled to such termination pay as he/she would otherwise receive at the expiration of the leave limits.
3. Prior agreement between the Company and the Union at the Executive Level is required to suspend a leave for an employee who went on leave from a title and within an exchange/WRA which is to be affected by a technological displacement.

F. Employees re-employed after authorized leaves shall exercise their seniority in accordance with Article 13.

6.02 Sickness Payments Prior to Eligibility Under Short Term Disability Plan.

A. The following unpaid waiting periods shall apply to persons absent from scheduled work because of being sick prior to eligibility for payments under the Short Term Disability Plan:

Completed Seniority	Unpaid Waiting Period
Prior to 2 years	All
2 years but less than 5 years	2 Days
5 years but less than 8 years	1 Day
8 years & over	None

1. Employees shall receive pay at the regular rate for scheduled time not worked on the day they become sick or return to work, except that employees with less than 8 years of seniority shall receive pay at the regular rate only for scheduled time not worked during the session they become sick or return to work.

2. Only one waiting period, as specified in "A" above shall apply to absences on account of the same case of sickness which begin in any 14 day period. Each such period shall consist of 14 consecutive full calendar days and shall begin with the day having the first unpaid session.

B. A part-time employee shall not be paid for absence due to sickness not under the "Short Term Disability Plan" unless such absence due to sickness occurs on a day of the week on which the employee is normally scheduled to work. Regular employees who are on the active payroll of the Company as of December 31, 1980, and who work part-time on or after January 1, 1981 shall thereafter continue, during the current term of employment, to receive payments for the benefits and other items listed above on the same basis as was applicable to a part-time employee on December 31, 1980.

6.03 Extended Absence Due to Illness.

Payments for absence due to illness beyond the first 7 consecutive days are made in accordance with the Short Term Disability Plan or the Long Term Disability Plan, whichever is appropriate.

6.04 Absences Excused with Pay.

A. In addition to other provisions of this Agreement calling for absences with pay, employees shall be excused without loss of regular pay for absences due to, and in conformity with, any of the following:

1. Jury or witness duty. If reasonable notice is given to his/her supervisor, an employee shall suffer no loss of regular pay for the time necessarily consumed in the performance of jury or witness duty, and no deduction shall be made for any amount of monies received from civil authorities.

2. Quarantine. Absence due to unavoidable quarantine by the health authorities or a physician designated by the Company shall be subject to the same treatment as absence due to personal illness provided under 6.02.

3. Deaths. If reasonable notice is given to his/her supervisor, an employee shall suffer no loss of regular pay for a reasonable amount of scheduled time lost on account of death in the immediate family or household of such employee.

4. Elections. If reasonable notice is given to his/her supervisor, an employee shall suffer no loss of regular pay for a reasonable amount of scheduled time lost on account of service at the polls in connection with Federal, State, Municipal, County or Parish elections.

5. Voting. If reasonable notice is given to his/her supervisor, an employee shall suffer no loss of regular pay for time necessarily consumed in voting in any Federal, State, Municipal, County or Parish elections.

B. Absences excused with pay other than those provided for in 6.04A may be permitted at the discretion of the employee's immediate supervisor.

C. Immediate family within the meaning of 6.04 shall be defined as consisting of wife, husband, daughter, son, mother, father,

brother, sister, grandmother, grandfather, mother-in-law, father-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, grandchildren, stepchildren and stepparents.

D. Household of employee means persons who regularly make their home with the employee as a part of the family.

6.05 Absence Payment Limitation.

No payment beyond 5 full days regular pay shall be made during any calendar week because of absences from duty.

6.06 Military Service.

A. The provisions of the Uniformed Services Employment and Re-employment Rights Act of 1994, as now written and as it may be amended, hereinafter referred to as the "Act", will govern the obligations of the Company to grant employees leaves of absence for military service. The Secretary of Labor, the Office of Veterans Re-Employment Rights, Labor Management Services Administration, has offices in major cities with which contact may be made with respect to rights under the Act.

B. The term Military Service includes active duty, active duty for training, initial active duty for training and full-time national guard duty with the Armed Forces of the United States.

C. Absence from the job to perform military service with the Armed Forces will be categorized as follows:

1. Military absences less than 31 Days - Granted to employees who are members of a federally recognized Component of any branch of the Armed Forces, who are called out for a training period normally not to exceed 2 weeks or for active emergency service not in excess of 30 days. (If emergency extends beyond one month, a Personal Leave will be granted.) Requests to be excused for military training or duty involving absence of more than two weeks in one year will be considered individually.

2. Military Leaves of Absence - Granted to an employee entering "active duty", as described in "B" above, covering the period from the date of entry through the date of discharge.

   a. Military Leaves of Absence will be granted to regular and temporary employees. For the purposes of this section, temporary employees will include all temporary employees within the meaning of this Agreement except those who leave a "temporary position" within the meaning of the Act.

   b. Employees who at the expiration of their military leaves of absence are requested to remain on active duty for the convenience of the federal government will have their leave extended in accordance with the Act providing the Company is furnished a copy of the employee's military orders extending the tour of active duty.

   c. A copy of the appropriate military orders identifying the employee's name and period ordered to duty as described in "a" and "b" above must be furnished in all cases to the Company prior to the date of entry.

D. Re-employment - Employees will be re-employed in accordance with the terms of the Act and in the same exchange/WRA or an exchange/WRA in the same general area on the same or equal job at which the employee was working prior to the leave. Employees who do not apply for re-employment or who do not report within the timeframes listed below will be considered as resigned.

   1. An employee who served 30 days or less must return to work on the next scheduled work day following completion of the active duty, provided a period of 8 hours has elapsed since completion of active duty.

   2. An employee whose military service was more than 30 days but fewer than 181 days must submit a request for re-

employment no later than 14 days after completing the service.

3. An employee serving more than 180 days must submit a request for re-employment no later than 90 days after completing the service.
4. An employee who is hospitalized or recovering from an illness or injury has up to 2 years in which to submit a request for re-employment.

Employees returning to work according to these prescribed timeframes will be reinstated with full seniority.

E. Pay Treatment.

1. "Government Pay" for the purposes of this section will include basic pay, pay for special or hazardous duty and, for those with dependents, the difference between quarters allowances established for members of the uniform services with dependents and those established for members of the uniform services with equal rank without dependents. Government pay is based on 7 calendar days per week when used to determine the differences between Company pay and Government pay.
2. "Company Pay" for the purposes of this section will be the amount of the employee's basic pay as defined in 1.23 of this Agreement. Company pay is based on the employee's regular weekly pay for the 5 scheduled work days per week prior to the beginning date of the absence for military service when used to determine the difference between Company pay and Government pay.
3. Employees ordered as members of a Component or Unit to attend a training period, normally not to exceed 2 weeks, or to active emergency service for a period not to exceed 30 days, will be paid the amount, if any, by which their regular Company pay exceeds Government pay. However, it is not the intent of any of the foregoing to provide such payments for more than 10 work days in any one 12 month

period unless such payments are made with Department Head level or higher approval.

4. Employees who are granted leave for military service under this Agreement will, when their Company pay is greater, receive the difference between their Company pay and their Government pay in accordance with the provisions of this section. Moreover, the period during which an employee is eligible for such difference in pay, if any, will be based on the employee's term of service and the type of entry into military service. Such pay determinations will be as follows:

   a. Employees with less than one year of seniority who (1) are drafted or inducted or who are subject to induction and enlist for the minimum period into the military service, or (2) who are members of a Component (including the Reserve and National Guard) and the Unit or employee as an individual is involuntarily ordered or called into active duty will be paid for the first 2 weeks with an additional 3 months if the employee has a spouse and/or dependent children under 18 years of age on the beginning date of the leave for military service.

   b. Employees with one year or more of seniority who (1) are drafted or inducted or who are subject to induction and enlist for the minimum period into military service, or (2) who are members of a Component (including the Reserve and National Guard) and the unit or the employee as an individual is involuntarily ordered or called into active duty will be paid for the first 3 months with an additional 3 months if the employee has a spouse and/or dependent children under 18 years of age on the beginning date of the leave.

   c. Employees who have not previously served on active duty and who voluntarily enlist in a Reserve

Component of the Armed Forces which requires the employee as a condition of the enlistment to perform a period of training duty usually for a 6 month period and upon completion of such training returns to Reserve status will be paid in accordance with "a" and "b" above.

d. Employees not subject to induction but who voluntarily enlist in the Armed Forces for a period of active duty, regardless of seniority, will be paid the difference in pay for the first 2 weeks with no dependent pay.

e. Employees who have dependents other than a spouse or child under 18 years of age at the commencement of the leave will, upon submission of proof of dependency, receive special payments from the Company not to exceed those provided for dependents herein.

F. Vacation Treatment.

1. Employees entering the military service, for which a leave has been granted, will be given such vacations to which they are entitled under this Agreement. A lump sum payment in lieu of any unused vacation to which an employee may be entitled at the date on which the leave begins will be made at that time.

2. Upon being re-employed after returning from leave, employees will receive any vacation to which they are entitled under the provisions of the Agreement then in effect to the extent that such vacation may be taken within the current calendar year. The limitations contained in 5.10 of this Agreement will not be applicable.

3. Participation in training or emergency duty as outlined herein will not affect the regular vacation to which the employee may be entitled.

G. Concession Telephone Service.

1. When an employee is granted a military leave, concession telephone service may be continued during the period the employee is on leave provided the service is being furnished within the Company to the employee or a member of his/her family to whose support he/she contributes.

H. Payroll Deductions.

1. All payroll deduction authorizations will be canceled as of the date on which the military leave begins.

I. Application of Pay Treatment Where an Employee Reports for Military Service More Than Once.

1. If an employee has received payments as outlined above and returns to the employ of the Company and thereafter within 12 months of his/her return is granted another military leave, he/she will receive such pay in connection with such subsequent leave as provided in this section less the total amount of payments made in connection with such previous military service.

2. The amount of pay as provided above for an employee granted a military leave will be reduced by payments, if any, made (for absences during the 60 days prior to the effective date of the leave) to such employee excused and paid under this section.

J. Status Under the Short Term Disability Plan.

1. Employees re-employed by the Company under the provisions of 6.06 and in accordance with the Act will be entitled to full seniority for the period of absence in the Armed Forces.

2. Leaves for military services granted under this section will be with eligibility to death benefits, and with eligibility to sickness disability benefits at the termination of such leave

if the employee is then incapacitated, all in accordance with the terms of the Short Term Disability Plan.

a. Death benefit payments, where payable in death cases occurring during the period of a leave for military service, will be based upon term of seniority at the time the leave was granted plus the elapsed time on the leave to the date of death and will be computed at the rate of Company pay which the employee was receiving at the time the leave began.

b. Sickness disability benefit payments, where payable, will be based upon seniority at the time the leave for military service was granted plus the elapsed time on leave to the termination of the leave and will be computed on the basis of the rate of Company pay in effect at the time of the employee's re-employment.

c. Nothing contained in this Section will prohibit the Employees' Benefit Committee from making payments of "Other Benefits" in certain cases.

ARTICLE 7
FORCE ADJUSTMENTS

7.01 Reduction in Force. (Also see Appendix A - Family of Skills).

A. The Company will determine the necessity, extent and procedures for adjusting forces, subject to the procedural limitations set forth in this Article.

1. These procedures apply to both technological/operational efficiency and economic surplus except where specified.

2. The Company will endeavor to keep at a minimum the number of regular, full-time employees within a work group who will become surplus. To this end, the Company will utilize temporary employees as appropriate to supplement affected work groups prior to a known change which will diminish the total number of employees.

Notwithstanding 1.32, the Company may hire such employees on a temporary basis for an 18-month period (or less) prior to the scheduled date of a technological change. In the event the actual date of the change exceeds the scheduled date by 6 months, temporary employees will be reclassified to regular employees. Such temporary hiring may take place in the exchange/WRA where the change is to occur and in other exchanges/WRA to which the Company reasonably believes that regular employees affected by the change may desire to transfer.

3. A vacancy will not be considered to exist when an employee desires to follow his/her work to another exchange due to reorganization, relocation of existing work or centralization.

   a. If the number of employees performing the work in the current exchange(s)/WRA(s) exceeds the number needed to perform the work in the new exchange/WRA, affected employees will be allowed, in seniority order, regardless of their current exchange/WRA, to follow their work to the extent that jobs are available.

   b. Employees may elect to follow their work across state lines.

4. Surplus declarations will be made effective among regular employees performing essentially the same type of work within the surplus exchange/WRA* and the affected organizational unit. (See 1.16 for definition.) The Company will notify, in writing, by 15th of month preceding surplus quarter the Vice President and appropriate State Director of the Union or their designees of all anticipated force reductions prior to the reductions.

   * Timeline for notification not applicable for economic surplus declaration within CPE organization.

5. Except as limited by 7.01C3, employees announced surplus are eligible for Employment Security PARTNERSHIP services as described in Article 24. This program provides guidance to surplus employees on career counseling, training and retraining, job opportunities, etc.
6. The seniority of employees will be determined as of the date of displacement.

B. Temporary employees hired under 7.01A2 will be separated first.

In the event it is unnecessary to terminate the services of all such employees, those to be retained will be selected in the order of seniority.

C. If further force reductions are necessary, the following procedures should be followed.

If there is more than one force adjustment occurring simultaneously or within the same general time frame in the same exchange/WRA, the affected employees should be grouped for the purpose of reclassifying such employees to vacancies for which they qualify. However, subsequent force surpluses announced within the same general time frame will not affect the status of an employee who has previously been notified of assignment to a vacancy under these procedures.

The following employees (regardless of their present organizational unit) will, in order of seniority, receive priority consideration when the Company fills vacancies at and below the employee's current wage scale (regardless of the organizational unit in which the vacancies exist).

-- Surplus employees identified in 7.01A4.

-- Employees on technological or sabbatical leaves whose leaves of absence are expiring in the exchange/WRA.

-- Employees who have return rights to the title pursuant to 7.01K. (Present title or previous title in original exchange/WRA.)

-- Employees who are participants in the Job Bank as described under 24.05D4.

-- Employees described under 12.02F.

-- Employees displaced from their current jobs because of permanent medical restrictions. (See 8.06B.)

-- Employees holding part-time jobs in the same title where the vacancy exists, who were displaced into such status. The failure of an employee to accept a full-time status offer relieves the Company of any further obligation to offer that employee full-time status.

The normal sequence for handling this procedure shall be in accordance with the following steps and shall apply to both technological and economical surplus unless excluded in the step(s):

1. Up-front Bump
   a. When the most junior employee performing essentially the same type work is located in another exchange/WRA within 35 miles, the employees identified in 7.01A4 may bump such employee.
   b. Any employees bumped in "a" above become the surplus employees for applying the Force Adjustment procedures in 7.01C.
   c. Two calendar days will be allowed for this determination of which employees to process as surplus.
2. They will be reassigned to equal level vacancies for which they qualify within the Family of Skills in the exchange/WRA or any exchange/WRA within 35 miles.
3. SIPP, as described in 8.04, is granted in seniority order to employees performing essentially the same type work, first in the exchange/WRA, then in any exchange/WRA within 35 miles of the surplus exchange/WRA. Employees opting to take SIPP must have at least 1 year of seniority, are not

entitled to enter the PARTNERSHIP Job Bank, and do not have recall rights.

4. Surplus employees may fill available vacancies for which they qualify, first in the exchange/WRA or in an exchange/WRA within 35 miles.

   a. Employees who decline an equal level vacancy will forfeit bumping rights and will forfeit termination pay unless equal level vacancy is filled.

5. Surplus/bumped employees will be provided with information on the current surplus and all their options and will have five (5) calendar days to rank their options:
   - Current vacancies within state
   - Supplemental Income Protection Program (SIPP), including ESIPP
   - Transitional Leave of Absence
   - Sabbatical Leave of Absence
   - Technological Displacement Leave of Absence
   - Bumping rights or for bumped employee (remaining choice, if applicable, from the list of the original surplus employee who bumped).

   a. Surplus employees may fill available vacancies for which they qualify anywhere in the state.

   b. The Company will expand the SIPP option (ESIPP) to other employees or groups not affected by force adjustment as an additional method to reduce the surplus. Expanded SIPP will not be offered in order to create placement opportunities for employees who are not qualified or for whom extensive training in excess of 14 weeks would be required.

      To be considered for SIPP or ESIPP, all employees other than surplus employees must notify the appropriate Company representative in advance that they will accept such an offer. The Company may

offer, but is not required to offer, ESIPP to non-surplus affected employees for economic surplus.

Any placement opportunities created by SIPP and ESIPP will be filled in the order of seniority by surplus employees and will not be treated as vacancies under other provisions of the contract relating to the filling of vacancies.

SIPP may also be granted when the return of a regular employee at the expiration of a leave of absence with mandatory return rights will create or add to a surplus. A senior employee performing essentially the same type work in the exchange/WRA or in an exchange/WRA within 35 miles may relieve such a surplus with SIPP. If no such employee has volunteered, the employee on leave may choose not to return to work and will be paid a termination allowance computed under 8.05B in lieu of processing. Otherwise, except for a Sabbatical Leave of Absence, the employee on leave will return to active employment and all the provisions of 7.01C will be applied.

c. Surplus employees who receive no equal level job offer in an exchange within 35 miles (for economic surplus, in the state) may elect to bump junior employees from the following groups:

   1) Employees with less than 5 years seniority in the same title who are performing essentially the same type work in the exchange/WRA or any exchange/WRA within 35 miles, in any organizational unit

   2) 35-Mile List:

      - Essentially the same type work in the exchange/WRA and in any exchanges/WRA(s)

within 35 miles, same organizational unit, THEN

- Same title in the exchange/WRA and in any exchanges/WRA(s) within 35 miles, same organizational unit, THEN
- Family of Skills in the exchange/WRA and in any exchanges/WRA(s) within 35 miles, same organizational unit.

3) State List:
   - Same title within the state, same organizational unit, THEN
   - Family of Skills within the state, same organizational unit.

   Jobs that require extensive training (more than 14 weeks) will be excluded except when the surplus is in the same Family of Skills. Refusal of an offer to bump qualifies the employee for termination pay.

d. Surplus employees who are within 24 months of actual age and/or service requirements for service pension eligibility may take a Transitional Leave of Absence. Both SIPP and ESIPP may be combined with a Transitional Leave.

e. Surplus employees with at least 5 years seniority who have not taken a Sabbatical in the past 5 years may take an unpaid Sabbatical Leave of Absence for nine to 24 months. An expiring Sabbatical may be extended at the employee's option in increments of at least three months up to the maximum total period of 24 months.

f. Surplus employees (unless the surplus is economic) may take a Technological Displacement Leave of Absence. An employee who chooses to accept a leave of absence does not thereby forfeit his/her right to accept a transfer to another location to perform the same or related work or to be paid a termination allowance (technological leaves only), provided he/she

gives notice that he/she wishes to change his/her option to accept a transfer or the allowance before the expiration of one year following his/her acceptance of the leave. In the event notice of a desire to change his/her option is given:

1) The employee will be notified, in the order of seniority, of the next job vacancy at the exchange/WRA of his/her preference by letter to his/her last known address; or

2) He/She will receive a termination allowance computed under 8.05B as of the date of his/her leave of absence.

6. An employee to be laid off who previously declined an opportunity under 7.01A3 may follow his/her work, provided vacancies still exist in the new location. Any such moves will be considered to have been made at the instance of the Company.

D. Surplus and bumped employees who cannot be placed under 7.01C are laid off with termination allowance computed under 8.05B. They are eligible for recall under 7.02.

E. The determination by the Company of the qualifications of an employee under 7.01 will be subject to the grievance procedure set forth in Article 21, and after the exhaustion of such procedure a charge of arbitrary action or bad faith will be subject to the arbitration procedure set forth in Article 23.

F. In the event the Company proposes, or agrees, to a termination allowance under 8.05A3 within 6 months after an employee has been reclassified under 7.01C and has been given training and has unsuccessfully performed new duties, such employee will be given a termination allowance under 8.05B, or, at the option of the employee, a transfer to an available vacancy for which he/she is qualified. (If the employee elects the termination allowance he is eligible to enter the Partnership Job Bank as described in Article 24).

1. Prior to invoking these provisions, the procedures outlined in 12.02F1 and F2 will be applied.
2. In the event an employee offers impelling personal reasons for not accepting reassignment within the exchange/WRA, and elects not to accept a transfer to another exchange/WRA, he/she will be entitled to a termination allowance under 8.05B and will have recall rights under 7.02 as if he/she had been laid off from his/her former job.

G. Employees accepting lower-rated jobs under 7.01C will be treated under the provisions of the Reassignment Pay Protection Plan (8.03B or C, as appropriate).

H. Employees accepting offers of jobs that are not in the exchange/WRA or in an exchange/WRA within 35 miles under 7.01A3 or 7.01C will receive reasonable transfer and/or moving expenses as described in 9.01B.

I. Any regular employee whose job is affected by a force surplus may elect not to accept reassignment involving

- a lower rate of pay or reassignment to an exchange/WRA more than 35 miles away (technological/operational efficiency surplus) or
- a lower rate of pay (economic surplus)

and will be paid a termination allowance. Any such regular employee who refuses to accept a transfer to a job title having the same or greater rate of pay (and, for technological/operational efficiency surplus, which does not require a change in residence), will not be paid a termination allowance.

J. An employee one step out of the bargaining unit who is notified by the Company that his/her job is declared surplus locally may, if he/she has 5 or more years of seniority, be reassigned to a bargaining unit job within the same organizational unit in a title which he/she formerly held including "acting" titles, or to a job which he/she can satisfactorily perform, provided there are no employees with

Article 7.01K rights and further provided such moves will not create a force surplus. The temporary loss of seniority provisions of 12.01G will apply if there is a subsequent force adjustment of any type.

K. Employees transferred (including transfers across state lines) and/or demoted under 7.01C or 12.04 shall have the right, in order of their seniority, to return within 5 years to service in the exchange/WRA from which they were displaced as jobs become available in the job title they now hold or which they were holding at the time of transfer provided the employee has a valid request on file under 12.01B. The employee may only have one 7.01K request on file. The rejection by the employee of an offer of a job pursuant to the above shall discharge the Company of any further obligation hereunder.

Employees demoted within the exchange/WRA under 7.01C above shall have the right, in order of their seniority, to be reinstated in a vacancy within 5 years, in the exchange/WRA, in the job he/she held at the time of his/her demotion, provided he/she has a valid request on file to be reinstated in such job. The rejection of an offer of a job, in the exchange/WRA, in the title held at the time of the demotion shall discharge the Company of any further obligation hereunder.

Employees who were originally displaced in this bargaining unit as a result of a surplus condition and as a result accepted a lower level job in the same exchange/WRA or an equal or lower level job in another exchange/WRA, and who were subsequently transferred at the instance of the Company to another bargaining unit, may be considered under the provisions of 7.01K if there are no surplus employees within this bargaining unit who have rights for these vacancies.

Vacancies that are filled under the provisions of 7.01K by such reinstatements will not be subject to the provisions of Article 12.

L. The smallest appropriate subdivision which the Company may designate under 7.01 will be the organizational unit in an exchange/WRA. Company Headquarters will be considered as if it were a separate exchange/WRA except that Company Headquarters employees located outside of that exchange/WRA will be considered as being in the organizational unit and exchange/WRA where they are located.

M. Although the filling of vacancies across entity lines under Article 7 is not subject to the grievance and arbitration procedures, the Company recognizes its obligation to make a good faith effort to consider employees who have been identified as surplus in other entities and to place such employees in vacancies.

N. Employees who are to be laid off as a result of being processed under 7.01 are eligible for participation in the PARTNERSHIP Job Bank as described in Article 24.

O. Once regular employees have been displaced (separated or transferred) under the Force Adjustment procedures, temporary employees will not be utilized performing essentially the same type work in the same organizational unit, title, and exchange/WRA of the surplus declaration for at least two calendar quarters following the declared displacement date. These provisions will not apply when there are emergency conditions over which the Company has no control or advance notice.

7.02 Recalled After Layoff.

A. Laid off employees will have the right to be recalled as follows:

1. When a vacancy exists for a regular employee in an exchange/WRA and there are no employees who are to be placed in the vacancy under the procedures described in 7.01C, 12.02F, 12.04, 24.05D4, or employees who have mandatory return rights, any employee(s) who is on layoff from the same Family of Skills in which that vacancy

exists and who has requested such job will be offered the equal or lower level vacancy in order of seniority, from the list of laid off employees, provided they are qualified to perform the duties of the vacant job, and provided they were laid off from any exchange/WRA within the same state in which the vacancy exists.

a. Vacancies that are filled by the recalling of such laid off employees will not be considered as vacancies to be filled by the transfer and upgrade provisions of the Agreement.

2. When a vacancy exists for a regular employee in an exchange/WRA and there are no employees who are to be placed in the vacancy under the procedures described in 7.01C or employees who have mandatory return rights, any employee in the state who is laid off in an equal or higher level title, who has an Article 12 request on file for the vacant title will be considered for the vacancy along with other active employee requestors under the appropriate provisions of Article 12.

3. Laid off employees may submit up to 6 requests for equal or lower rated titles, anywhere in the Company. Such requests will remain active for a period of 4 years from the date of layoff.

4. Any refusal of an offer of a requested equal or lower level job will discharge the Company of all obligations hereunder.

5. Notification under "A1" and "A2" above, will be sent by certified mail to such employee's last known address. The employee is responsible for keeping the Company advised of any change in address.

6. A former employee who wishes to accept such offer of re-employment will notify the Company of such intention within 5 work days and will normally return to the employment of the Company within 14 days from the date

of such notification, which is conclusively to be presumed to have been given as of the date of the mailing of such notification.

a. Where the time periods specified in "A6" above will work an undue hardship on an employee, they may be extended.

7. No impairment which existed at termination of last preceding period of Company service will be considered as just cause for a denial of re-employment.

8. Any employee recalled under the provisions of this section within *4* years from the date of his/her layoff will have the continuity of his/her service protected, including seniority, and if his/her layoff was not for more than 6 months duration, he/she will be allowed service and seniority credit for such layoff unless it began within 12 months of a previous layoff.

9. Laid off employees selected for a lower rated job than the one from which they were laid off will not be eligible for the Reassignment Pay Protection Plan (RPPP), as outlined in 8.03B of the Agreement.

10. Laid off employees selected for jobs under 7.02A, in other exchanges/WRAs or who are selected for lower level jobs will have return rights as described under 7.01K.

11. Laid off employees will be recalled based upon their seniority date on the date of layoff.

12. Decisions regarding the recall and filling of vacancies of employees under the provisions of 7.02 may be discussed between the appropriate CWA and Company representative. Such decisions, however, are not subject to the grievance and arbitration procedures.

7.03 Temporary Hiring of Laid Off Employees.

As a general practice the Company will endeavor to offer laid off employees any temporary vacancies for which they are qualified.

Acceptance of such vacancies will not affect their status as a laid off employee.

ARTICLE 8
EMPLOYMENT SECURITY

8.01 Common Interest Forum

A. Recognizing that rapid changes are occurring and will continue to occur in the information and telecommunications businesses, the parties express their intent that a forum of common interest will be established for the following purposes:

1. Providing a framework for early communication and discussion between the parties on business developments of mutual interest and concern to the parties and their constituencies;

2. Discussing and reviewing innovative approaches to enhance the competitiveness of the Company and improve employment security;

3. Improving understanding and relationships between the parties and avoiding unnecessary disputes by cooperatively addressing significant changes and developments in the Union or Company environment.

B. Equal numbers of key Union and management persons shall constitute the forum in the Company. Meetings will be convened by the parties at mutually agreeable places and times but not less often than quarterly. Otherwise, the members of the forum shall determine its composition, structure, agendas, and operation.

C. It is the intent that such forum support the collective bargaining process, the established contractual dispute resolution procedures, and the existing joint union-management committees.

8.02 Technology Change Committee.

A. The Company and the Union recognize that technological changes in equipment, organization, or methods of operation have a tendency to affect job security and the nature of the work to be performed. The parties, therefore, will attempt to diminish or abolish the detrimental effects of any such technological change by creating a joint committee to be known as the Technology Change Committee to oversee problems and recommend solutions of problems in this area as set forth below.

B. The Technology Change Committee will consist of not more than 3 representatives of the Company and not more than 3 representatives of the Union. Such Committee may be convened at the option of either party at mutually agreeable times.

C. The purpose of the Committee is to provide for discussion of major technological changes (including changes in equipment, organization, or methods of operation) which may affect employees represented by the Union. The Company will notify the Union at least 6 months in advance of planned major technological changes. Meetings of the Committee will be held as soon thereafter as can be mutually arranged. At such meetings, the Company will advise the Union of its plans with respect to the introduction of such changes and will familiarize the Union with the progress being made.

D. The impact and effect of such changes on the employees shall be appropriate matters for discussion. The Company will discuss with the Union:

1. What steps might be taken to offer employment to employees affected:

   a. In the same locality or other localities in jobs which may be available in occupations covered by the collective bargaining agreements between the parties;

   b. In other occupations in the Company not covered by the collective bargaining agreement;

c. In other BellSouth companies.

2. The applicability of various Company programs and contract provisions relating to force adjustment plans and procedures, including Supplemental Income Protection Program, Reassignment Pay Protection Plan, termination allowances, retirement, transfer procedures and the like.

3. The feasibility of the Company providing training for other assignments for the employees affected. (Example: sponsorship of typing training on Company time.)

E. The Committee shall not formulate policy or arrive at binding decisions or agreements, but rather shall be charged with the responsibility to develop facts and recommendations so that the Company can make well informed decisions regarding the matters covered by this provision.

8.03 Transfers to Lower-Rated Wage Scales. (Including Reassignment Pay Protection Plan)

A. When an employee is involved in an interdepartmental transfer, or a reclassification within his/her department, to a lower-rated job as a result of asserting his/her seniority rights under 7.01J, a transfer under Article 12, or a demotion for misconduct, gross negligence, lack of effort or other such extraordinary circumstances, his/her rate of pay shall be reduced to that applicable to his/her wage length of service on the lower wage scale and he/she shall thereafter progress on such scale.

B. RPPP (Reassignment Pay Protection Plan). When an employee is reclassified to a lower rated job under 7.01C, 12.02F, 24.05D4d or as a result of being permanently medically restricted the employee's rate of pay will be reduced over a period of time based on the employee's length of seniority.

The reductions in pay will be effective at periods following reassignment as shown in the following chart and each reduction is based on the difference in the appropriate rates for the old and new jobs:

WEEKS	Reduction In Difference In Old & New Rate
Employees with 0-10 Years of Seniority	
1 thru 4	No Reduction
5 thru 8	1/3 Reduction
9 thru 12	2/3 Reduction
13 & thereafter	Full Reduction
Employees with 10 - 15 Years of Seniority	
1 thru 30	No Reduction
31 thru 34	1/3 Reduction
35 thru 38	2/3 Reduction
39 & thereafter	Full Reduction
Employees with 15 or More Years of Seniority (Exception see 8.03C below)	
1 thru 56	No Reduction
57 thru 60	1/3 Reduction
61 thru 64	2/3 Reduction
65 & thereafter	Full Reduction

C. An employee with 15 years or more of seniority who, due to technological changes or as a result of being permanently medically restricted, is assigned to a vacancy with a lower rate of pay than the then current rate of the employee's regular job shall continue to be paid in the lower level job, an amount equivalent to the rate of pay of the higher paid job in effect at the time of the downgrade. Such wage treatment will continue for 36 months following the effective date of the downgrade. Any employee involved in such downgrades shall receive any increases in pay in amounts which are applicable for a comparable employee in the lower-rated job to which downgraded. At the end of the 36 month period following the date of the downgrade, the employee's wages will be reduced on the following scale:

Weeks 1 through 4 ------ No Reduction
Weeks 5 through 8 ------ 1/3 Reduction
Weeks 9 through 12 ----- 2/3 Reduction
Weeks 13 & thereafter -- Full Reduction

D. An employee who has been reclassified to a lower-rated job and who is subsequently promoted to a job on the wage scale from which he/she was displaced (within 5 years) shall be credited with the wage experience credit he/she had accrued prior to the displacement or as computed under 2.06 (whichever is greater), except that such wage experience credit shall not exceed the maximum number of months on the higher wage scale.

E. In all other instances in which an employee is involved in an interdepartmental transfer, or a reclassification within his/her department, to a lower-rated job, his/her rate of pay shall be computed as follows:

1. His/her rate of pay will not be reduced if it is not above the maximum rate for the new job and he/she shall continue at such rate until his/her wage experience credit entitles him/her to an increase on the scale for his/her new job. He/she shall receive initial credit for wage length of service on the new job in an amount equal to the wage length of service credited to him/her in his/her old job, except that if he/she had formerly held a job in the lower classification to which he/she is being reclassified, his/her wage experience credit will be established as the wage experience credit formerly attained in the lower classification plus the time spent on the higher job or jobs, subject to any adjustments as provided in 2.02, when applicable.

2. If his/her rate of pay is above the maximum for his/her new job, his/her rate of pay shall be reduced to that maximum.

F. Employees involuntarily transferred under the provisions of 12.04 shall have the right to claim the job from which they

were moved if the job should become available within five years after such move as described in 7.01K.

8.04 Supplemental Income Protection Program and Extended Medical Coverage:

A. Supplemental Income Protection Program.

1. If during the term of this Agreement the Company notifies the Union in writing that an employee is unable to remain in his/her current job because of a permanent medical restriction or if a surplus in any job title in a work location will necessitate lay-offs or involuntary permanent reassignments of regular employees to different job titles involving a reduction in pay (or, in the case of technological/operational efficiency surplus, to work locations requiring a change of residence) employees in the affected job titles and work locations, who have at least 1 year of seniority may elect, in the order of seniority and to the extent necessary to relieve the surplus, to leave the service of the Company and receive Supplemental Income Protection Program (SIPP) benefits described in this Section. The Company will offer Expanded SIPP (ESIPP) as provided in 7.01C for technological/ operational efficiency surplus, but is not required to offer ESIPP for economic surplus.

a. SIPP/ESIPP Expression of Interest form: To be considered for SIPP or ESIPP, all employees other than surplus employees must notify the appropriate Company representative in advance that they will accept such an offer by submitting a SIPP/ESIPP Expression of Interest form. The form will become valid at the beginning of the quarter following the quarter in which they are received by Staffing and must be received at least one month in advance. An Expression of Interest form may be canceled by the employee at any time.

b. The Company will determine the job titles and work locations in which a surplus exists, the number of employees in such titles and locations who are considered to be surplus, and the period during which the employee may leave the service of the Company pursuant to this Section. Neither such determination by the Company nor any other part of this Section will be subject to arbitration.

c. The number of employees who may be considered will not exceed the number of employees determined by the Company to be surplus.

d. Irrevocable SIPP/ESIPP Acceptance form: An employee's decision to leave the service of the Company and receive SIPP/ESIPP benefits must be in writing and transmitted to the Company on the Irrevocable SIPP/ESIPP Acceptance form within 10 calendar days from the date of the Company's offer in order to be effective, and it may not be revoked after such 10-day period.

   1) If an employee signs the Irrevocable SIPP/ESIPP Acceptance form, he/she will be able to indicate on the form if the acceptance will be valid for (a) the current quarter, or (b) the current quarter and the following quarter. Upon expiration of the acceptance period, the acceptance will be placed in inactive status until such time as an appropriate SIPP/ESIPP opportunity arises. At that time, the employee will be sent a notice offering him/her the opportunity to continue the acceptance for a new period. An inactive acceptance may be canceled by the employee at any time.

   2) If an employee refuses an offer of SIPP/ESIPP, his/her SIPP/ESIPP Expression of Interest form will become invalid for the balance of that quarter

plus the next quarter. The form will remain on file with an indicator to show it is invalid.

The employee will not be offered SIPP/ESIPP for the invalid period unless a surplus employee has requested a vacancy be created and there are no other valid requests on file for which the surplus employee can qualify.

An employee's refusal of SIPP/ESIPP will not make their SIPP/ESIPP Expression of Interest form invalid if the reason for refusal is that the employee will become pension eligible or will achieve 30 years of service during the quarter in which the offer is declined and if the displacement will occur prior to the achievement of 30 years' service or pension eligibility.

Employees with invalid SIPP/ESIPP Expression of Interest forms on file need not resubmit a form. Their form will be reactivated when again valid.

e. Job titles and locations of employees who have committed to accept ESIPP will be made available to surplus employees. Placement into equal or lower level jobs created through ESIPP will be made in seniority order among interested, qualified surplus employees.

f. Surplus employees are allowed to submit one request for an equal or lower level job title in their Family of Skills in any exchange/WRA in the Company.

g. In a surplus situation, SIPP will first be granted in seniority order to any employees with Irrevocable SIPP/ESIPP Acceptance forms on file who are performing essentially the same type work in the surplus exchange/WRA and exchanges/WRA(s) within 35 miles of the surplus exchange/WRA. Employees who continue to be surplus after this step will have the opportunity to take SIPP, even though

they do not have Irrevocable SIPP/ESIPP Acceptance forms on file in advance.

2. SIPP/ESIPP payments for employees who leave the service of the Company in accordance with "1" above will begin within one month after such employee has left the service of the Company and continue until payments have been made for 48 months. The employee may elect to receive this payment in one lump sum should he/she so desire or in two equal payments, one paid as the employee leaves the service of the Company and the other paid on February 1 of the year following.

3. The following SIPP/ESIPP payment table is designed for use with surplus under 7.01 and for permanently medically restricted placement as described in 8.06. Employees who receive either voluntary SIPP or ESIPP will not be entitled to a termination allowance under this article or further processing under Article 7.

a. Voluntary SIPP/ESIPP Payment Table

Completed Years of Seniority	Wage Scales in Pension Band Up to 107	Wage Scales in Pension Band 108-109	Wage Scales in Pension Band 110-111	Wage Scales in Pension Band 112-114	Wage Scales in Pension Band 115-118	Wage Scales in Pension Band 119-120	Wage Scales in Pension Band 121+
1	$ 800	$ 800	$ 800	$ 800	$ 800	$ 800	$ 850
2	1,700	1,750	1,800	1,800	1,800	1,800	1,900
3	2,800	2,900	3,000	3,000	3,000	3,000	3,100
4	4,000	4,300	4,400	4,400	4,400	4,400	4,600
5	5,050	5,400	5,500	5,700	6,000	6,200	6,600
6	5,600	6,000	6,100	6,350	6,700	6,950	7,400
7	6,150	6,600	6,700	7,000	7,400	7,700	8,200
8	6,700	7,200	7,300	7,650	8,100	8,450	9,000
9	7,250	7,800	7,900	8,300	8,800	9,200	9,800
10	8,500	8,800	9,100	9,400	10,200	10,400	10,800
11	8,500	8,800	9,100	9,400	10,200	10,400	10,800
12	10,200	10,500	10,800	11,300	12,200	12,600	13,000
13	10,200	10,500	10,800	11,300	12,200	12,600	13,000
14	11,800	12,300	12,800	13,400	14,300	14,800	15,300
15	11,800	12,300	12,800	13,400	14,300	14,800	15,300
16	13,400	14,100	14,600	15,300	16,600	17,200	17,800
17	13,400	14,100	14,600	15,300	16,600	17,200	17,800
18	15,400	16,100	16,800	17,600	19,100	19,800	20,400
19	15,400	16,100	16,800	17,600	19,100	19,800	20,400
20	16,800	17,500	18,300	19,200	20,900	21,700	22,500
21	18,200	19,000	19,900	20,800	22,700	23,500	24,500
22	19,600	20,500	21,500	22,600	24,500	25,400	26,400
23	21,100	21,900	22,900	24,100	26,300	27,300	28,300
24	22,500	23,500	24,500	25,800	28,100	29,100	30,300
25	23,900	25,000	26,100	27,500	29,900	31,000	32,400
26	25,300	26,300	27,500	29,000	31,700	32,900	34,300
27	26,600	27,800	29,200	30,600	33,500	34,800	36,300
28	28,100	29,300	30,700	32,300	35,300	36,700	38,300
29	30,700	32,100	33,700	35,400	38,700	40,300	42,100
30	30,700	32,100	33,700	35,400	38,700	40,300	42,100

4. Upon the happening of any of the following:

   a. Re-employment of the recipient by the Company as a regular employee;

   b. Employment of the recipient by an affiliate or subsidiary company, within the same control group of companies as is the Company, as a regular employee;

   or

   c. Employment of the recipient by a competitor of the Company or competitive self-employment;

   monthly SIPP/ESIPP payments will cease permanently. Recipients who obtained SIPP/ESIPP as a lump sum or in two equal payments will repay to the Company an amount equal to the total monthly payments yet to be received had they elected SIPP/ESIPP payment on a monthly basis. Repayment will be handled as stated in the last sentence of 8.05D2.

B. Extended Medical Coverage.

1. Employees (1) whose employment is terminated as a result of layoff or application of the force adjustment procedures; or (2) who elect to leave the service of the Company pursuant to the provisions of the Supplemental Income Protection Program or Expanded Supplemental Income Protection Program or (3) who elect, pursuant to the technological displacement provisions in the Agreement, to accept a termination allowance and leave the service of the Company in lieu of reassignment to a different job title involving a reduction in pay or to locations requiring a change in residence, will continue to remain eligible for coverage for up to 12 months under the Company's Medical Assistance Plan or its successor plan, as follows:

   a. An employee whose seniority is 5 years or more will be eligible for coverage at Company expense for a period of 6 months following the month in which

employment is terminated. The employee may elect to continue such coverage for an additional 6 months at the employee's expense by paying the monthly premium amount.

b. An employee whose seniority is at least one year but less than 5 years will be eligible for coverage at Company expense for a period of 3 months following the month in which employment is terminated. The employee may elect to continue such coverage for an additional 9 months at the employee's expense by paying the monthly premium amount.

c. An employee with less than one year of seniority who is eligible for coverage at the time of termination of employment may elect to continue such coverage at the employee's expense for a period of 12 months following the month in which employment is terminated by paying the monthly premium amount.

d. When permitted by applicable federal law, employees may elect to continue such coverage at their own expense for longer periods than those indicated above.

2. The extended medical coverage will be on the same basis and in the same amount to which the employee was entitled immediately prior to leaving the service of the Company. If during the period of any extended medical coverage, as set forth above, the medical expense coverage is changed for employees who remain on the payroll, the same changes will be applied to persons participating in this extended medical coverage program.

8.05 Employment Termination Allowance.

A. Basis of Payment. A termination allowance will be paid to a regular or temporary employee whose service is terminated under any of the conditions outlined below; moreover, service pension eligibility will not be a factor in determining whether an employee is eligible for a termination allowance.

1. Laid off in conformity with 7.01.
2. As an inducement proposed, or agreed to, by the Company to an employee to resign because of inability or unadaptability to perform properly the duties of the job as distinguished from misconduct.
3. Dismissed except for misconduct as distinguished from inability or unadaptability to perform properly the duties of the job.
4. Upon exhaustion of the leave limits under 6.01C for a leave of absence (other than leaves that have a guaranteed return right) granted to an employee of 8 years or more seniority when the employee is not offered work in the same, an equal or lower-rated job in the exchange/WRA from which the leave was granted.
    a. Such employee must have indicated, at the time the leave was granted, a reasonable expectancy to return to work.
    b. Such employee will have experienced no impairment during the time of such leave of absence which would render him/her unqualified to do the work.
    c. Such employee will not have been guilty of misconduct during the leave of absence which would be proper cause for discharge.

B. Termination allowances due under 8.05A1 will be at the basic pay rate of the employee at the time of the service termination and will be in accordance with the following:

Completed Seniority	Number Weeks' Pay	Completed Seniority	Number Weeks' Pay
6 mos.	1	15 yrs	33
1 Yr.	2	16 "	36
2 Yrs.	3	17 "	39
3 "	3-1/2	18 "	42
4 "	4	19 "	46
5 "	6	20 "	50
6 "	8	21 "	54
7 "	10	22 "	58
8 "	12	23 "	62
9 "	15	24 "	66
10 "	18	25 "	70
11 "	21	26 "	74
12 "	24	27 "	78
13 "	27	28 "	82
14 "	30	29 "	86
		30 or more	90

C. Termination allowances due under 8.05A2, 8.05A3 and 8.05A4 shall be at the basic pay rate of the employee at the time of the service termination and shall be in accordance with the following:

Completed Years of Seniority	Number Weeks' Pay	Completed Years of Seniority	Number Weeks' Pay
6 mos.	0	15 yrs	22
1 Yr.	1	16 "	25
2 Yrs.	2	17 "	28
3 "	3	18 "	31
4 "	4	19 "	35
5 "	5	20 "	39
6 "	6	21 "	43
7 "	7	22 "	47
8 "	8	23 "	51
9 "	9	24 "	55
10 "	11	25 "	59
11 "	13	26 "	63
12 "	15	27 "	67
13 "	17	28 "	71
14 "	19	29 "	75
		30 or more	79

D. Termination allowances paid are subject to the following conditions:

1. An employee who has his/her service terminated in accordance with 8.05A and 7.01 after having been re-engaged from a previous service termination under the conditions outlined in 8.05A and 7.01 will be paid the difference between the amount computed as his/her termination allowance and any previous termination payments he/she may have received on account of previous service terminations.

2. If an employee has received a termination allowance under 8.05B or C returns to the employ of the Company or any BellSouth company, as a regular employee in a lesser number of weeks than he/she was paid for in his/her termination allowance, he/she will repay the Company the

difference between the net amount of the termination allowance paid to him/her and the amount of his/her basic wage rate for the period off the payroll. In lieu of cash payments such repayment may be made through payroll deductions in an amount not less than 5% or more than 10% of the basic wage per week or per month.

8.06 Employees With Permanent Medical Restrictions.

A. An employee who has been determined to be permanently medically restricted is one who, due to permanent physical or mental limitations, is no longer able to perform the essential functions of his/her job, with or without reasonable accommodations.

B. In addition to the rights to which all employees are entitled under the Collective Bargaining Agreement, such an employee will also be eligible for priority consideration for vacancies, SIPP/ESIPP, leaves of absence, and the provisions of Sections 8.03, 8.04 and 24.05D2 of this Agreement.

C. For employees with permanent medical restrictions, the phrases "essentially the same type work" and "same title" in Article 7 mean "an equal level job".

D. When an employee moves to a new job as a result of employee's PMR, the move to the new job will not affect the running of time-in-title nor time-in-exchange/WRA.

ARTICLE 9
TRANSFER AND TRAVEL EXPENSE

9.01 Expense in Connection with Transfers.

A. Employee Initiated: The Company will not pay transfer or moving expenses when the transfer is employee initiated.

1. The employee will suffer no loss of regular pay for reasonable time off to arrange for the moving of household furnishings and to make the trip to the new location.

B. When an employee is transferred from one town to another in accordance with 7.01A3, 7.01C, and 12.04, he/she will be given reasonable notice prior to the transfer (see 9.01C). Reasonable expenses incurred by the employee in connection with the transfer will be borne by the Company as follows:

1. The transferred employee may be allowed one exploratory trip for self and spouse from the old location to the new location at Company expense to find a new residence and the following expenses will be paid by the Company:

   a. Actual transportation costs of Company designated public transportation between cities (unless Company transportation is provided), or the equivalent if the employee uses privately arranged transportation. Local transportation at the new location may be provided by the Company. If the Company does not provide such transportation, an allowance of $10.00 will be paid the employee in lieu of local transportation costs during the exploratory trip.

   b. Receipted lodging for employee and spouse not to exceed 2 nights.

   c. Receipted meal expense for the employee and spouse not to exceed 3 days.

   d. The employee will suffer no loss of regular pay for up to 3 days.

   e. Receipted reasonable baby sitting charges for child care if required, not to exceed 2 nights and 3 days.

2. The employee will suffer no loss of regular pay for reasonable time off to arrange for the moving of household furnishings and to make the trip to the new location.

   a. The employee will be reimbursed, upon presentation of receipted bills or other evidence of payment, for actual costs of transportation, meals, lodging and other incidental expenses of himself, and the members of his/her immediate family residing with him/her,

including drayage costs (includes movement of mobile homes) and the other incidental expenses of moving household furnishings. All expenses to be reimbursed under this Article must be submitted for reimbursement within 6 months of the effective date of the transfer, unless the exception is agreed to by the Company.

3. The following options are provided with respect to a relocated employee's disposal of his/her principal residence, which is limited to one- or two-family houses, condominiums, and townhouses. Mobile homes, house boats, lake houses, farms or other land in excess of 5 acres on which the employee lives will qualify to the limit of 5 total acres under this plan, inclusive of the principal residence.

   a. The employee may elect to sell his/her own residence in which case the following actual out-of-pocket expenses connected with the sale will be paid by the Company:

      1) Any penalty payment that the employee must pay because of pre-payment or early payment of the mortgage loan on his/her residence, not to exceed $200.00.

      2) Appraisal fee or expense if paid by the seller.

      3) Cost of preparation of abstract or cost of title insurance or title search in those localities in which there is a well-established practice of the seller furnishing proof of title (by abstract, title insurance or other title search). Such expenses are not reimbursable where the seller varies from the established local practice of the purchaser paying for his/her own title insurance, abstract or title search.

4) The cost of any federal revenue or documentary stamps that the seller has to purchase in connection with the transfer or sale of his/her residence.

b. Employees will be paid a lump sum equal to 4.5% of the appraised value of their home within 10 days following the receipt of the property appraisals. Employees will be paid an additional 4.5% of the appraisal value after 9 months or upon sale of their residence, whichever is earlier. The appraised value will be based on the average of 2 independent appraisals. Both appraisals will be made by appraisers selected by the Company and should be completed as soon as is practicable following the employee's acceptance of a job which requires a change in residence. The employee may suggest an appraiser who is on the Company's list of approved appraisers. Consideration will be given to using that appraiser for one of the 2 appraisals. The average of these 2 appraisals will normally be the established value of the employee's property. However, if the lower appraisal varies from the higher by more than 5%, a third appraisal will be ordered and the average of the 3 appraisals will become the appraised value.

1) The payment of the lump sum described in "b" above relieves the Company of any further obligations under 9.01B3.

2) Disputes that may arise under 9.01B3b are not subject to the grievance procedure nor arbitration.

3) Employees whose principal residence is a mobile home will have the option to accept the lump sum provision of 9.01B3b or be reimbursed for the movement of the mobile home.

4. The Company will also reimburse the employee for the following expenses:

a. Expenses incurred for disconnecting normal household appliances at the old residence and reconnecting said appliances at his/her new residence. This item includes the expense of providing interior wiring (including 220 volt wiring) and interior pipe and tubing extensions which are necessary in order to use the electric or gas appliances which are being moved from the residence at the old location. The expenses of new or rearranged entrance facilities for either gas or electricity are not to be included. It is also understood that appliances as used in this paragraph do not apply to television antenna installations at either the old or the new residence.

b. Connection charges for utility service. This item includes only charges which are paid to the utility as a connection charge and does not include advance deposits required by the utility as insurance for the payment of future utility bills.

c. Expenses incurred for refitting, installation of drapes, curtains, rugs or carpets. This item is limited only to the cost of installation and refitting of drapes and curtains, and the refitting and laying of rugs or carpets and does not include any replacement cost or the cost of any additional or new material.

5. The Company will also pay a lump sum of ***$2,500.00*** to employees who rent their principal residence to help cover other move-related expenses. Upon receipt of written notice to the Relocation Coordinator of employee's intent to relocate, a voucher will be processed to pay the employee. The above payment is contingent upon the employee moving his/her principal residence within one year.

C. Any change in the designation of an employee's headquarters town that is more than 35 miles will be considered and treated as a transfer for the purposes of this Section. Distance

calculations under this section will be as shown on the most recent official State Highway Department map.

9.02 Travel Expenses.

A. Commuting Expense

1. When an employee is asked to report to work outside his/her headquarters exchange/WRA at another location that is 50 miles or less from his/her regular place of reporting, he/she will travel on his/her own time, report for duty at the beginning of his/her assigned tour and be compensated as follows:

Up to and including 35 miles	***$24.00***
Over 35 through 50 miles	***$48.00***

   a. Service Consultants covered under PVR will be entitled to a daily allowance of $10.00 per day or day worked.

2. Distance calculations in this section will be actual mileage on the most commonly used direct route.

3. The Company agrees to follow the selection procedures of 12.05C for all commutes outside an employee's headquarters exchange/WRA.

B. Temporary Transfers (See 12.05A) (CPE see Customer Markets Addendum).

1. For temporary transfers of over 50 miles from the employee's regular place of reporting, reimbursement will be based on the option chosen by the employee:

   Option A
   IRS maximum allowance for all expenses.

   Option B
   IRS maximum allowance for meals and incidental expenses plus $12.00. Company pays for lodging. When an employee takes Option B, he/she may voucher properly receipted, necessary and reasonable lodging expense incurred at a commercial establishment.

Over 50 miles: Company pays for transportation and travel time.

a. Distance calculations under this section will be as shown on the most recent official State Highway Department maps.

2. In addition to the IRS maximum allowance for meals and other incidental expenses plus $12.00 authorized under Option B above, for each day worked the employee will be entitled to directly voucher, with proper receipts, reasonable and necessary local transportation for intracity transportation cost that exceeds $5.50 per day incurred for travel from his/her place of lodging in the temporary location to his/her place of reporting provided such transportation is not arranged for by the Company without cost to the employee.

3. When an employee is traveling to or from the temporary location, if the combination of paid travel time and work time at the temporary location does not exceed one-half of the length of a normal tour, he/she will be entitled to one-half the applicable meal and incidental expense allowance. Should this combination exceed one-half the length of a normal tour, he/she will receive the entire daily allowance.

4. If an employee's established home is within the exchange to which he/she is temporarily transferred, he/she will only be entitled to be paid in accordance with the mileage bands in 9.02A1 for up to 50 miles, on the day or part days worked, even though the distance between the employee's headquarters exchange and the temporary exchange location is more than 50 miles.

5. In the case of training schools or emergency situations, the Company may elect to furnish suitable lodging and pay for same directly. If lodging is furnished, the employee will not be reimbursed for lodging incurred elsewhere unless such expense is specifically approved by the Company in advance.

6. If the distance and work conditions permit, an employee on temporary transfer may visit on non-scheduled days any town within reasonable travel distance. In this event, he/she will receive travel expense as follows:

   a. Employees receiving the IRS maximum allowance under Option B will only be entitled to receive the appropriate IRS maximum allowance under Option A.

   b. Employees receiving Option A IRS maximum allowance will be entitled to receive the same amount for such travel.

   c. When the Company furnishes lodging for employees attending training schools or for employees involved in a group movement for emergency reasons and pays for same directly, such employees will not be entitled to lodging expense incurred elsewhere when he/she visits another town on non-scheduled days. In this event he/she will be entitled to Option B.

7. Any employee who is in a temporary transfer status to attend a training school, who travels to the temporary location by common carrier, may directly voucher reasonable and necessary local travel expense incurred on weekends by presenting properly receipted vouchers, provided the Company does not provide local transportation.

C. Interim return home expense.

1. In the event of extended periods of transfer, the Company will occasionally pay intercity and intracity transportation cost in accordance with the provisions of 9.04 for the employee to visit his/her home on non-scheduled days. On such return home visits the employee will also be entitled to the IRS maximum allowance amounts as if the temporary assignments were commencing or terminating as outlined in 9.02B3. This return home provision is to be interpreted and applied as follows:

a. When the Company furnishes lodging as outlined in "5" above, the employee will only be reimbursed for designated inter and intracity transportation cost plus IRS maximum allowance for meals and incidental expenses plus $12.00.

b. The frequency of visits to the employee's home should be based on the expected duration of the temporary assignment. The following frequency for return home visits should be permitted if the employee so desires.

Expected Duration of Temporary Transfer	**Permitted Home Visits**
21 days or less	0 [see (2) below]
22 days through 35 days	1
36 days through 49 days	2
50 days through 63 days	3
More than 63 days	1 for each additional period of 13 days

1) For the purposes of this paragraph, the days must be consecutive, but may include partial days (e.g., partial days in a travel status while traveling to or from the temporary location) and will also include those days at home on a return visit per the provisions of this paragraph.

2) Where the duration of the temporary transfer is expected to be 21 days or less but includes 3 full week-ends, one visit home would be allowed under this paragraph.

c. The return home visits may be taken during any non-scheduled periods, provided the total number of visits does not exceed the number specified for the expected duration. Return home visits should not be made during consecutive weeks.

d. Returning home is optional with the employee. He/She may elect to remain at the temporary location in lieu of

returning home. In this event he/she is not entitled to receive the cost of transportation in lieu of returning to his/her home. After a minimum period of 3 consecutive weeks and on 3-week intervals thereafter, an employee may have his/her spouse or a member of his/her immediate family travel to the temporary work location in lieu of the employee traveling to his/her home location. Expenses for such travel are reimbursable to the employee up to an amount not exceeding the expenses which the employee would have incurred in traveling to and from his/her home location. In those instances where the spouse or a member of the employee's immediate family visits the temporary location, he/she will not be entitled to the IRS maximum allowance/per diem allowance (CPE only) on non-scheduled non-work days during such visits.

e. When an employee elects to visit his/her home, he/she is not entitled to any travel time since such travel is not required by the Company.

f. Intercity and intracity transportation to be paid by the Company is limited to visits to the employee's home only. If he/she elects to visit elsewhere he/she will only be entitled to the IRS maximum allowance/per diem allowance (CPE only) under the conditions outlined in 9.02B6.

D. Employees will be required to submit individual expense vouchers when such expense is not reported on their work reports or otherwise furnished directly by the Company.

9.03 Expenses for Employees Working Split Tours.

Employees working split tours will be paid $5.00 per split tour as the equivalent of street car or public bus transportation, provided both sessions of the tour are worked in whole or in part.

9.04 Intercity Transportation.

A. The Company will provide transportation by Company owned vehicles or commercially rented motor vehicles, or will designate transportation by intercity common carrier (subject to "B" below) for necessary intercity transportation.

1. When the Company designates transportation by intercity common carrier (and the employee does not elect treatment under "B" below), the cost of necessary and reasonable local transportation incurred at the employee's home location between the local point of departure and the intercity common carrier terminal for the beginning and ending segments of the intercity trip will be handled by reimbursing the employee for such cost upon presentation of properly receipted vouchers from a local commercial common carrier. Such reimbursements, however, will not exceed the cost of transportation between the employee's usual place of reporting and the intercity common carrier terminal. As an alternative, the employee may elect to be paid a local transportation allowance of $5.00 each for either or both the departing and terminating segments at his/her home location.

2. Additionally, upon presentation of properly receipted vouchers from a local commercial common carrier at the employee's destination, the employee will be reimbursed for the cost of necessary and reasonable local transportation incurred between the intercity common carrier terminal and the employee's place of lodging, or place of reporting as appropriate, for the beginning and ending segments of the intercity trip. As an alternative, the employee may elect to be paid a local transportation allowance of $5.00 each for either or both the terminating and departing segments at his/her destination.

B. When an employee not covered by the Personal Vehicle Reimbursement Plan declines to travel by Company designated intercity common carrier and elects to make his/her

own transportation arrangements and he/she has principal responsibility (owned, borrowed, leased or rented) for the vehicle used for such travel, the Company will reimburse the employee at the maximum IRS rate per mile based on distance calculations between locations as shown on the most recent official State Highway Department maps for intrastate travel or Rand McNally Atlas for interstate travel. This rate will go into effect as soon as possible after the increase becomes effective and no later than the beginning of the next calendar quarter of the year. In addition, when the Company designated common carrier is an airline, the employee, including those on the Personal Vehicle Reimbursement Plan, will be paid an Optional Travel Allowance as indicated in the table below. If a round trip is involved, he/she will be paid one allowance for the trip to the distant city and one for the return.

Intercity Travel Distance (one way)	Amount
0 thru 50 miles	$ 0
greater than 50 thru 100 miles	$14.50
greater than 100 miles	$29.25

1. After having declined to travel by Company designated means as described in "A" above, should an employee subsequently elect to travel by intercity common carrier, upon presentation of properly receipted travel vouchers, the employee will be reimbursed for the cost of the intercity common carrier travel utilized up to an amount not in excess of the travel cost that would have been incurred had the employee traveled by Company designated intercity common carrier or subsequently designated Company transportation.

2. In addition, the Company's obligation, if any, under 9.02 or 10.02 for employee arranged travel expenses and travel time will be the same as would have been incurred had the

employee actually traveled by the means designated by the Company.

C. Employees on the Personal Vehicle Reimbursement Plan shall use their own vehicle for intercity travel of 100 miles or less. For intercity travel of more than 100 miles, the employee has the option of "A" above.

9.05 Special Commuting Allowance.

A. A special "all in a day's work" commuting allowance may be paid an employee not covered under PVR when a need develops for the employee to work or attend training for one tour or part tour in another exchange/WRA. This special allowance will be paid in accordance with the mileage bands in 9.02A1 for up to 50 miles. For distances over 50 miles in addition to the mileage band payments, an employee will be entitled to the maximum IRS rate per mile for all miles driven over 50 miles each way.

The conditions under which this special allowance is applicable are as follows:

1. When an employee is needed to work, take training or attend a meeting in another exchange/WRA after his/her tour begins at his/her regular place of reporting, he/she may, with his/her supervisor's approval, use his/her personal vehicle in lieu of public or Company provided transportation and be paid the special allowance. In this event he/she will be paid for all scheduled and non-scheduled time required to travel to and from the distant exchange/WRA.

2. When an employee is scheduled to work, take training or attend a meeting in another exchange/WRA for one day or part day he/she may, with his/her supervisor's approval, use his/her personal vehicle and be paid the special allowance in lieu of using public or Company provided transportation. In this event he/she will be paid for all scheduled and non-scheduled time required in traveling to and from the distant exchange/WRA.

3. This special allowance is to be paid in "1" and "2" above only if the employee elects to use his/her personal vehicle in lieu of Company provided transportation and the use of same is approved in advance by his/her supervisor. If the employee does not agree to use his/her personal vehicle and receive the allowance and travel pay, the Company will be required to provide transportation for such travel and pay for the time spent traveling to and from the distant location.

9.06 Motor Vehicle Usage.

A. ***In the work units where Stand-by Technicians are utilized, the Technician on Stand-by shall be allowed to drive a Company vehicle to and from his/her home in accordance with the Fair Labor Standards Act.***

B. Additionally, the General Manager, or his/her designee and the Local President, or his/her designee, will hold a meeting to mutually agree on plans for Motor Vehicle Usage to be used in special circumstances. Following that agreement, employees may be granted use of a Company vehicle on an individual case.

If the General Manager and Local President (or their designee) cannot come to an agreement, the issue can be escalated to the Network Vice President, or his/her designee, and the State Representative, or his/her designee, for the parties to come to mutual agreement. Following that agreement, employees may be granted use of a Company vehicle on an individual case.

9.07 Personal Vehicle Reimbursement Plan (for Large Business and CPE only).

A. Service Consultants shall be required to participate in the personal vehicle reimbursement plan.

1. The employee's vehicle should be available for business needs at all times during normal business hours.

2. The vehicle should meet safety standards comparable to Company owned vehicles and be mechanically sound.
3. The vehicle must be in a presentable condition.

B. Employees must provide insurance coverage at least equal to the minimum liability limits required under their state's financial responsibility or compulsory liability insurance law. Employees shall provide their supervisor a copy of their insurance policy detailing coverage levels and endorsements equal to or exceeding the standards specified.

C. Commuting expenses are considered personal expenses and will not be reimbursed. Commuting is defined as "the first and last trip of the day between the employee's residence and any work location within the general metropolitan area in which the employee normally responds to work." Should the first or last trip be to or from a location outside the general metropolitan area, then all the mileage is reportable as business.

D. Reimbursement will include a fixed amount and mileage.

1. The fixed amount of $25.00 will be per 2 week pay period. This is considered as taxable income and will be reflected on the employee's W-2.
2. The mileage reimbursement will be the IRS rate per mile, subject to review and adjustments of the Employee Personal Vehicle Reimbursement Plan. This is not considered as taxable income. A mileage log will be turned in bi-weekly.

ARTICLE 10
TRAVEL TIME AND TRAVEL CONDITIONS

10.01 Place of Reporting.

A. The Company will designate the place at which employees will be required to report for work.

1. This may be an office, garage, work center or place of motor vehicle storage (or, in the case of Construction cable splicing forces who do not operate from a motor vehicle at the job) within the limits of his/her headquarters exchange/WRA. It is further understood that within a Control Center environment, there will be only one place of reporting for an employee within an exchange.

   a. Construction cable splicing forces who do not operate from a motor vehicle and are required to report at the job will be paid $5.00 per tour or part tour worked in lieu of the cost of public transportation.

   b. Nothing in this section will be construed as prohibiting the Company from designating the job or a location en route to the job for any employee when such designation is requested by the employee or the Company and is agreeable to both parties.

   c. An employee whose place of reporting is temporarily changed within his/her headquarters exchange/WRA will be paid a daily allowance of $5.50 provided that the temporary place of reporting lies beyond a radius of one mile from the regular place of reporting.

2. Consideration will be given in the order of seniority to an employee with a valid request on file for (1) reporting to a work group or work unit at another location within the exchange/WRA, or (2) being reassigned to another work group, work unit, assignment, or shift at the same place of reporting. Employees may request the same or a different type of work in the same or a different department. Such requests will be considered, needs of the business permitting, provided the employee's services may be profitably utilized in such location, assignment, or shift and further provided that the employee has been at his/her present location, assignment, or shift, and in his/her present title for at least 24 months. The elapsing of the 24 month period will not be affected by a change in place of

reporting at the instance of the Company. Requests of this type will be submitted to ***the staffing system***. The request must be on file and the requestor test qualified ***at the time consideration begins***. Employees may have up to 10 requests on file. These may be Article 10 requests, Article 12 requests, or any combination of the two.

a. When a WRA has more than one place of reporting for work groups within a General Manager (or equivalent) organization, doing essentially the same type of work, consideration shall be given in order of seniority to the written request of an employee for reporting to work at another location within the WRA, or being reassigned to another work group, and his/her services may be profitably utilized in such location. Requests of this type shall be submitted in writing to the employee's General Manager and the receipt will be acknowledged to the requestor within 10 working days.

3. When permanent changes in place of reporting are to be made to initially staff, in part or whole, a new work group (as distinguished from relocating an existing work group), the following procedure will apply. The Company will designate the work group(s) or work unit(s), whichever is larger at the place of reporting, from which employees will be assigned. Those employees from the designated work group(s)/work unit(s) who desire the assignment and whose services may be profitably utilized at the new location(s) will be assigned in order of seniority. Such assignments will be made, needs of the business permitting, up to the number of employees the Company desires.

   If additional employees are still needed, such additional assignment as the Company deems it appropriate to make will be made in inverse order of seniority from the same designated work group(s)/work unit(s) provided the employee's services may be profitably utilized at the new location, needs of the business permitting.

a. When initially staffing a new work group at an existing location, a notice will be adequately posted at that place of reporting. Requests will be limited to those received within 7 days from employees in the group(s) from which the assignment will be made. Such requests may be granted at the discretion of the Company.

4. If under the provision of 10.01A, the Company designates a permanent change in the place of reporting (other than the type described in "3" above) of an employee, such employee will be allowed to exercise his/her seniority to remain at his/her present location, needs of the business permitting, provided a junior qualified employee is available in his/her work group or work unit, whichever is larger at the place of reporting, to fill the vacancy.

5. Employees in the titles of Services Technician and Service Representative may request reassignment in the same title in another department in the same exchange. Requests of this type will be submitted to ***the staffing system***. Such requests may be granted at the discretion of the Company.

10.02 Time Considered Worked.

A. Time during the scheduled or assigned hours of an employee which is spent at the direction of the Company in traveling from one job assignment to another or from one town to another shall be considered as time worked.

B. Time spent by an employee, at the direction of the Company, in traveling before or after the hours of his/her scheduled or assigned tour, which may be described as "all in a day's work" (see 12.05A1), shall be considered as work time. It is not intended that this provision be applied to travel on a day the employee was not scheduled or assigned to work or to travel which consumes a considerable period of time.

C. Where a total of travel time required by the Company and time worked on a scheduled tour exceeds the length of a

normal tour in one day and the employee spends at least one night away from his/her headquarters exchange/WRA, the employee will be paid for travel time in excess of such hours.

D. Where an employee is directed to travel continuously for more than a full working day, the time spent traveling during his/her scheduled or assigned tours shall be considered as time worked. The application of this provision shall not result in an employee being paid for a less number of hours than is contained in a normal work week.

E. An employee required by the Company to travel on a day on which he/she was not scheduled shall be considered as working on such day for the number of traveling hours up to the length of a normal tour.

   1. Insofar as it is practicable the Company will not require employees to travel on Sundays and holidays.

   2. The "established starting and stopping time" for employees who work varied (relief) tours within the week shall be as follows: The tour which has been worked more than any other tour during the preceding 5 tours worked before travel shall be the established starting and stopping time. If no tour has been worked more than another tour, the next 5 preceding tours worked shall be included and this process shall continue until it is determined that one tour has been worked more than any other tour.

F. Hours of paid travel time under *"A"*, "B", "C", "D", and "E" above shall not exceed the length of a normal tour during any period of continuous travel of 24 or less hours.

G. The above provisions are not intended to cover every possible condition under which travel time may be properly considered as work time, and all such cases not expressly covered by this Article shall be governed by the provisions of the Fair Labor Standards Act, as amended.

10.03 Pay Basis for Travel Time.

When it is to be considered as time worked, travel time will be paid for on the same basis as actual work time.

ARTICLE 11
SUSPENSIONS, DISCHARGES AND DEMOTIONS

11.01 Limitations.

A. In the event an employee is suspended or discharged, a charge that the suspension or discharge was without just cause will be handled in accordance with the following:

1. If the employee has 6 months or less of seniority, a charge that the discharge was without just cause will be subject to the full grievance procedure set forth in Article 21 but will not be subject to arbitration.

2. If the employee has more than 6 months of seniority, a charge that the discharge was without just cause will be subject to the full grievance and arbitration procedures set forth in Articles 21 and 23.

3. If the employee has been suspended, a charge that the suspension was without just cause will be subject to the full grievance and arbitration procedures set forth in Articles 21 and 23.

B. In the event an employee is demoted, a charge that the demotion was without just cause will be handled in accordance with the following:

1. If the employee has less than 3 months service (exclusive of formal training) in the job from which he/she was demoted at the time of the demotion, the matter will be subject to the grievance procedure set forth in Article 21 but will not be subject to arbitration.

2. If the employee has 3 months or more of (exclusive of formal training) service in the job from which he/she was

demoted, the matter will be subject to the full grievance and arbitration procedures set forth in Articles 21 and 23.

11.02 Reinstatement.

A. In the processing of grievances or arbitration, unless the parties at the State or higher level mutually agree to the contrary with respect to the particular grievance or arbitration case, the following will apply: If as a result of such grievance or arbitration procedure it is determined that the employee was discharged, suspended or demoted without just cause, the Company agrees to reinstate the employee and to reimburse him/her according to the following:

1. In a discharge case, the employee will receive his/her regular pay for the time lost less the amount of any termination pay received from the Company and unemployment compensation received or receivable; and the employee will receive an additional 7% of the remaining amount.
2. In a suspension case, the employee will receive his/her regular pay for the time lost.
3. In a demotion case, the employee will be made whole for the difference, if any, between his/her rate on the job from which he/she was demoted and his/her rate on the job to which he/she was demoted for each day he/she remains on the lower-rated job.

B. An employee reinstated as the result of an arbitration case will also be entitled to the following:

1. If the employee has paid medical insurance premiums under the BellSouth COBRA plan, he/she will be reimbursed for these premiums for any period covered by backpay, up to the 18 month COBRA limitation.
2. The employee will receive a TIA or other lump sum amount calculated to include the time off the payroll. Such amount will be calculated at the standard award

percentage of the employee's basic weekly wage rate (at the time of reinstatement) times 52.2.

3. Provided an employee was enrolled in the savings plan prior to termination and contributes his/her share to the plan upon reinstatement, the Company will pay the appropriate matching funds and interest. Interest will be based on a composite of all funds for the period the employee was off the payroll.

ARTICLE 12
PROMOTIONS, TRANSFERS AND JOB VACANCIES

12.01 Advertising Anticipated Job Vacancies.

A. Job vacancies within the bargaining unit will be adequately advertised via ***the staffing system***.

1. The following jobs are considered as career entrance jobs:

Coin Telephone Collector
Frame Attendant
Material Service Coordinator
Office Assistant
Office Clerical Assistant
Operator
Outside Plant Technician
Processing Assistant
Public Communications Technician
Public Telephone Technician
Services Technician

a. Before filling the above jobs by the hiring of new employees, the Company will give prior consideration to surplussed employees from other entities and employees who have valid requests on file for these jobs. Except as otherwise provided for in "c" below, decisions in the filling of any jobs listed in "1" above are subject to the grievance procedure but not arbitration.

b. The transfer or reclassification of an employee from one entrance job to another, or from a non-entrance job to an entrance job, with a higher top basic rate may be handled under 12.01B or 12.04 even though such a move would be a promotion for the employee involved.

c. In the selection of an employee for transfer from one entrance job to another, or from a non-entrance job to an entrance job, with higher top basic rate, the principle of 12.02C shall be observed if one or more employees have requested such transfer under 12.01B.

2. Vacancies will be advertised via ***the staffing system*** for seven calendar days and will include as much specific information as is available (work location, hours, any special requirements, etc.). A written copy of advertised vacancies in the state will be provided to designated CWA Staff Representatives and the appropriate Union President.

B. Requests must meet the following criteria in order to be valid:

1. Requests may be submitted to ***the staffing system*** by regular employees for a specific job title and exchange/WRA and must be on file before the close of the job ad. Transfer or promotional moves may be requested within and between the following entities: BellSouth Telecommunications, Inc., BellSouth Corporation-Headquarters, BAPCO, BellSouth Billing, Inc., and BellSouth Affiliate Services Corporation.

   Requests between entities will be limited to two active requests per employee.

   The Company will acknowledge the receipt of all requests to the employee in writing, upon request.

   a. Should the Company choose to select an employee whose request was not on file before the close of the job ad, any other employee whose request was not on

file before the close of the job ad may grieve such selection.

b. The provisions of 12.01B and 12.02A notwithstanding, former regular employees returning to service with the Company from a BellSouth represented entity in temporary positions may submit requests and receive consideration for placement after a minimum period of 3 months in the temporary assignment.

1) A temporary employee who has not been a former employee of any of the BellSouth represented entities may submit requests and receive consideration for placement after a minimum period of 3 months in the temporary assignment. However, such requests will only be considered for equal or lower level jobs prior to the hiring of a new employee to fill a vacancy.

2. Requests shall be submitted to ***the staffing system***. Employees may also submit information on the experience, training and other qualifications which the requestor feels are pertinent to the vacant job on the appropriate form(s) to the person stipulated by the Company. Requests will be limited to 10 active requests per employee. These may be Article 10 requests, Article 12 requests, or any combination of the two. A request will expire at the end of the quarter in which 12 months is attained, unless renewed or canceled sooner by the employee or as specified in 12.02A6. ***The staffing system*** will advise the employee of expiring requests.

3. The Company is not required to consider a request unless the requestor has met test qualification requirements for the job under consideration. However, if the Company selects an employee who was not test qualified as of the date the job ad closes, other such requestors may grieve.

4. The Company is not required to consider a request for movement unless the requestor meets the minimum time-

in-title, exchange/WRA, and time-in-Company requirements as indicated below. However, if the Company selects an employee who does not meet time-in-title and exchange/WRA requirements as outlined in the following chart, other such requestors may grieve:

a. **Job Title**	**Time-In -Title**	**Time-In -Exchange/WRA**
Circuit Layout Assig.	24 months	24 months
Communications Spec.	***24 months***	***24 months***
Communications Tech.	24 months	24 months
Customer Service Assoc.	24 months	24 months
Digital Tech.	36 months#	36 months#
Electronic Tech.	36 months#	36 months#
Facility Tech.	36 months#	36 months#
Line Translations Spec.	24 months	24 months
Multi-Media Tech.	24 months	24 months
Outside Plant Tech.	24 months*	24 months*
Processor Tech.	24 months	24 months
Public Communications Consultant	24 months	24 months
Sales Associate	***24 months***	***24 months***
Service Consultant	24 months	24 months
Service Rep.	24 months	24 months
Services Tech.	24 months*	24 months*
Solutions Specialist	***24 months***	***24 months***
Switching Equip. Tech.	36 months#	36 months#
Sw. Equip. Instal. Tech.	36 months#	36 months#
Systems Specialist Tech.	24 months	24 months
Systems Technician	24 months	24 months
Technical Consultant	24 months	24 months
Testing Tech.	36 months#	36 months#
Toll Testing Tech.	24 months	24 months

* OPTs and STs are held to only 15 months time-in-title and exchange if the move will be a promotion.

Titles with 36 months time-in-title and exchange are held to only 24 months if the move will be a promotion.

b.	All Other Job Titles	15 months	15 months
c.	In addition to the requirements above, for new hires transferring out of the State or Area whichever is smaller or transferring between entities.	36 months	36 months

d. See Section 8.06 for PMR time-in-title/time-in-exchange/WRA.

e. Time criteria as described in 12.01B4 will be considered as time met if time criteria is satisfied no later than the sixth Sunday following the date the employee is notified.

C. Employees may cancel, renew and/or add requests at any time via ***the staffing system***.

D. Nothing in this Agreement is to be construed as prohibiting the Company from filling vacancies in excess of the number advertised as needs of the business dictate. The Company is not required to fill advertised vacancies.

E. Notwithstanding any other provisions of this Agreement, an employee transferring into an exchange/WRA under the provisions of 12.01 after the Company has determined to employ temporary employees under Article 7 shall lose his/her seniority for treatment under Article 7. Coincident with or prior to granting of such transfer request, the employee shall be advised in writing of his/her seniority treatment. After all other regular employees in the exchange/WRA have been offered treatment under Article 7, such transferred employees shall have full seniority rights

restored for all purposes except for an offer of termination pay.

F. Decisions in the filling of vacancies across entity lines are subject to the grievance procedure but not arbitration.

G. An employee from one step outside the bargaining unit reassigned to the bargaining unit under Article 7 or Article 12 at his/her request will lose his/her seniority for the provisions of Article 7 for the first 12 months following such assignment.

12.02 Filling Job Vacancies.

A. Vacancies will be filled by return of regular employees from leave of absence, promoting qualified regular employees, transferring qualified regular employees, demoting regular employees within or from one step outside of the bargaining unit, transfers from other states within the Company, as defined in 12.01B1 of regular employees, re-employment of regular employees laid off under Article 7, provided such employees are as well qualified to fill the job vacancies as persons or other employees available from other sources and provided further that service requirements will permit the release of the requesting employees from their present assignments (not applicable in cases of promotion). No individual employee will be held from transfer due to service requirements longer than 9 months. The Company will notify CWA District 3 and the appropriate State Director of the Union or their designees prior to invoking service requirements and will discuss other alternatives the Union might suggest. An employee who has been declared surplus and is within 4 months of his/her displacement date will not be held for service requirements.

1. In filling job vacancies as described in "A" above, the Company shall consider non-promotional movements along with other requests.

2. Transfers to Higher-Rated Wage Scales. When an employee is involved in an interdepartmental transfer, or a reclassification within his/her department, to a higher-

rated job, the matter shall be considered and treated as a promotion in accordance with Article 12.

3. The Company is not required to consider a request for promotion from an employee on leave of absence. However, if an employee on leave of absence is selected for promotion, all other employees who are on leave who have valid requests on file must be considered under the appropriate provisions of 12.01.

4. Nothing in this Agreement is to be construed as prohibiting the Company from giving consideration in filling job vacancies to employees who do not have requests on file under the provisions of 12.01.

5. Requestors with deficiencies that may affect their chances for being selected will be informed as to the deficiency. (Deficiencies will include, but are not limited to, failure to satisfactorily complete required tests, failure to meet time-in-title, time-in-exchange/WRA, and/or time-in-Company requirements.)

6. When an employee is notified that he/she has been selected to fill a vacancy, all other requests on file in his/her behalf shall be considered as withdrawn unless the employee notifies the Company within 2 business days after selection that he/she wishes to reject the offered vacancy.

7. When an employee is selected to fill a job vacancy, the employee will be released from his/her present assignment as soon as practicable but normally no later than the sixth Sunday following the date the employee is notified. If an employee has been declared surplus and is within 4 months of his/her displacement date, a release date no later than the 9th Sunday may be permitted in cases where service requirements do not permit his/her release. In such cases the employee will suffer no loss of higher rated pay due after the sixth Sunday.

8. If an employee rejects a requested move, he/she will not be entitled to replace the rejected request for a period of 12 months from the date of rejection. An employee who has rejected a requested move shall not be eligible to request the rejected title in the rejected exchange/WRA for 12 months from his/her date of such rejection.
9. When an employee is selected under 12.02A to fill a job, any transfer and moving expenses will be borne by the employee. The employee will suffer no loss of regular pay for reasonable time off to arrange for the moving of household furnishings and to make the trip to the new location.
10. Notification of selection activity will be furnished monthly to designated CWA Staff Representatives and the appropriate Union President. This information will include the names and seniority dates of persons selected.
11. Grievances must be filed in writing at the 2nd Step on behalf of an employee, subject to the exception of 12.01B1, who had a valid request against a specifically identified selectee (or selectees) within 60 days after the notification covered in "10" above. Such grievances will be processed in accordance with Article 21.
12. When an employee has an active grievance on one or more selections, he/she may continue to grieve on only one of the pending grievances for a job which is higher than one he/she subsequently accepted.

B. In considering employees for job vacancies within an entity, the Company shall give consideration to seniority, qualifications, and service requirements, and, if the employee is returning from a leave of absence or a layoff, whether he/she has been guilty of misconduct which would have been proper cause for discharge.

C. In the selection of employees within the bargaining unit for promotions within the bargaining unit, seniority shall govern

if other necessary qualifications of the individuals are substantially equal.

D. No employee will be denied promotion, transfer or downgrade solely because he/she has not had the opportunity to complete Company sponsored training classes related to his/her present job or Company sponsored training classes related to the job that is to be filled.

E. Except as described in "E1" and "E2" below, the Company may, regardless of other provisions of this section, disqualify an employee from further consideration upon determining that the employee does not meet reasonable threshold requirements for the job to be filled. "Reasonable threshold requirements" shall be construed to be the attainment of recommended minimum test scores on applicable standard BellSouth tests, or their successor tests, or other appropriate tests (e.g., a typing test for a typing job). The Union may challenge through the grievance and arbitration procedure whether the use of a particular test or tests as a threshold requirement for a particular vacancy is reasonable. Such challenges will be filed initially at the Executive Level. The Union may also challenge the Company's decision to disqualify an employee from further consideration (as it relates to threshold requirements) through the grievance procedure, but not through arbitration.

1. If the attainment of a minimum test score is established by the Company as a prerequisite for receiving Company-sponsored formal training associated with a new job title which is to substantially replace one or more existing titles, the incumbents in the existing title(s) in an affected exchange/WRA shall be given priority consideration over all other employees for staffing the new title in that exchange/WRA, such priority consideration to consist of the following:

   a. Incumbents who have already qualified on the test involved or who are exempted from taking the test based on their experience and/or previous training will

be eligible for immediate transfer to the new title upon its implementation.

b. Incumbents not meeting the description in "a" above shall as soon as practicable be offered the test, and, if they meet the required minimum score will be considered concurrently with those employees described in "a" above.

c. Incumbents not qualifying under "a", or "b" above because of not meeting minimum test score requirements will be given an opportunity in seniority order to attend appropriate general skills training under the Training and Retraining Program.

d. Incumbents described in "a", "b" and those who complete the training in "c" above who are subsequently transferred to the new title will be sent to appropriate job-specific training as soon as practicable in seniority order.

e. Incumbents not desiring to be considered further for transfer to the new title under these procedures, and those described in "c" above for whom there are no staffing vacancies available due to all of them being previously filled by those described in "a", "b" and "c" above, may be treated as an "operational efficiency" surplus under the appropriate sections of the Agreement.

f. Vacancies in the new title which develop subsequent to completion of initial staffing will be handled under the other relevant provisions of Article 12 and/or Article 7.

2. Surplus employees desiring to continue their career (under Article 12 or PARTNERSHIP) in a different title and work discipline for which the Company has established the attainment of a minimum test score as a prerequisite for receiving Company-sponsored formal training shall be considered for filling a vacancy for the title as follows:

a. An employee who has already qualified on the test involved or who is exempted from taking the test based on his/her experience and/or previous training will be eligible for transfer to the new title.

b. An employee not meeting the description in "a" above shall as soon as practicable be offered the test, and, if he/she meets the required minimum score will be eligible for transfer to the title.

c. An employee not qualifying under "a" or "b" above because of not meeting minimum test score requirements will be given an opportunity to be retested following his/her completion of appropriate general skills training under PARTNERSHIP. Usual Company-enforced time limits on retesting will be waived with respect to this second test. If the employee fails to pass the test on this second effort, he/she will be provided the assessment and counseling provisions of PARTNERSHIP.

F. An employee who is transferred or promoted under Article 12 to a new job and who cannot satisfactorily complete training or who cannot perform satisfactorily on the job during the 6 months following the completion of training will be grouped with those employees (if any) under 7.01C for existing vacancies only in equal or lower level jobs for which they are qualified, except as described in F1 below. If no vacancy exists or the employee declines an offer of a job offered under 7.01C which requires a change in residence, the employee will receive termination allowance in accordance with 8.05C and will have recall rights under 7.02 as if he/she had been laid off from his/her former job.

1. If during the first six months following successful completion of training, the employee's job performance has not reached a satisfactory level, the Company will provide an individualized performance improvement plan of up to 60 days, depending on the nature of the job and

the progress of the employee, which identifies specific deficiencies and improvement benchmarks. This plan will be discussed with the employee, and if requested, with a Union representative. The Company will also provide on-the-job assistance as appropriate for the job.

2. If an employee is having difficulty during initial job specific training, the Company will provide additional assistance for up to 3 days depending on the employee's progress, the nature of the training and the needs of the business.

12.03 Promotional Increase Treatment.

When an employee within the bargaining unit is promoted to a higher-rated job within the bargaining unit, he/she shall receive at the time of promotion the applicable promotional wage treatment as set forth in 2.06.

12.04 Transfers at the Instance of the Company.

A. When the Company decides that a job is to be filled by transfer from one exchange/WRA to another, preference shall be granted in the order of seniority to employees who are willing to accept the transfer provided they meet the requirements of the job to be filled and provided that their transfer can be accomplished without incurring extraordinary expense.

1. Notice that a job is to be filled under "A" above shall be adequately posted at the place of reporting within the exchange/WRA of all employees within the department holding the title from which the transfer will be made and shall be limited to requests received within 7 days from such employees who are willing to accept the transfer.

B. When it is necessary to fill a job by transfer from one exchange/WRA to another and no qualified employee within the Department from which the transfer is to be made is willing to accept the transfer on a voluntary basis, the transfer will be made by transferring in the inverse order of seniority

the most junior qualified employee in the wage scale within that department from within the exchange/WRA who can meet the requirements of the job to be filled provided there is a qualified replacement available in the title originally posted under "A" above and such transfer will not result in a special hardship to such employee or his/her immediate family.

1. After the transfer has been made under "B" above, the Company may correct any force imbalance in the exchange/WRA that was caused by the transfer by moving the junior qualified employee in the title designated under "A" above into the vacated position.

2. In those instances where the Company has designated an employee to involuntarily transfer to another exchange/WRA and a qualified employee in the specified exchange/WRA who otherwise would be acceptable subsequently volunteers to transfer rather than the designated employee, the transfer will be considered as being made under 12.04B.

C. When the Company decides that a job is to be filled by transfer from one job title to another within the same exchange/WRA and no promotion is involved, the job shall be filled by the senior qualified employee, in the title, in the department from which the transfer is to be made who has requested the transfer under 12.01, service requirements permitting. If no such employee has requested the transfer under 12.01, the selection will be made from the employees in the wage scale in the department from which the transfer is to be made in the inverse order of seniority in the exchange/WRA or district, whichever is smaller, who can meet the requirement of the job.

D. Use of 12.04B for transferring employees to same or other jobs in other exchanges/WRAs shall be limited to those situations in which a force imbalance exists or as directed by the provisions of Article 7. A force imbalance exists when the number of employees performing the required volume of work

is proper but is improperly distributed by exchange/WRA. Transfers under force imbalance circumstances shall be confined to exchanges no further than 50 miles from the employee's present exchange location or 100 miles for a WRA.

E. When the Company decides that a job would be filled by involuntarily transferring employees from one job to another, within the same exchange/WRA, or outside the exchange/WRA, it will not affect the running of the time-in-title nor the time-in-exchange/WRA referred to in 12.01B4.

12.05 Temporary Transfers. (CPE see Customer Markets Addendum)

A. None of the foregoing provisions of this Article will apply to temporary transfers, which are defined as follows: An employee will be in a temporary transfer status when he/she is assigned to work outside his/her headquarters exchange and is not returned to such exchange on Company time at the conclusion of the day's work.

1. When an employee is to be assigned to work outside his/her headquarters exchange, the Company will advise the employee whether he/she will be temporarily transferred or be returned to his/her headquarters exchange at the conclusion of each day of work. In the event the employee is returned to his/her headquarters exchange at the conclusion of the day's work, the assignment will be considered as "all in a day's work".

2. The Company may terminate a temporary transfer by returning the employee to his/her headquarters exchange on Company time and expense. However, temporary transfers will not be terminated on non-scheduled or non-work days prior to the completion of the employee's temporary assignment except as follows:

   a. When the employee's services are temporarily needed in his/her headquarters exchange for a full tour or more.

b. When the employee is permitted to take his/her scheduled vacation while on a temporary assignment. In this event, the Company is obligated to return the employee to his/her headquarters exchange on Company time and travel expense provided he/she wants to commence his/her vacation from his/her home base. Should the employee elect to commence his/her vacation at his/her temporary location and continue to receive the IRS maximum allowance, he/she may do so, if the IRS maximum allowance cost for the period does not exceed the cost of returning the employee to his/her headquarters exchange on Company time and expense and back to the temporary location.

c. When the employee requests and is granted an unscheduled vacation day(s), excused time or excused work day(s), etc., and the cost of returning the employee to his/her headquarters exchange and back to the temporary location on Company time and expense would be less than the cost of the IRS maximum allowance.

d. When the employee becomes ill to the extent that he/she is unable to work, and his/her illness is expected to continue for an extended period. In this event, his/her temporary transfer should be terminated as soon as he/she is able to travel. (An illness that is expected to be of short duration should be handled in accordance with "c" above if the employee is able to return to his/her headquarters exchange.)

3. When an employee's temporary transfer is terminated under the conditions outlined in 12.05A2b, c and d above, he/she may be placed back on the same temporary assignment provided he/she returns to the temporary location on his/her first scheduled day to work after his/her transfer was terminated. If the employee performs

work in his/her headquarters exchange after a temporary transfer has been broken, he/she should not be placed back on temporary transfer except as required or permitted under the selection procedures outlined in 12.05C1 or C2 below.

4. A temporary transfer may be terminated without the employee having to physically return to his/her home base. He/She can be paid for the equivalent time and travel expense that would have been incurred had he/she actually returned. Such time and expense should be based on the means of transportation designated by the Company at the beginning of his/her temporary transfer.

5. When an employee on a temporary transfer elects to return home or go elsewhere on non-scheduled days on his/her own time and expense, he/she may do so and still be entitled to the IRS maximum allowance expense and travel conditions specified in 9.02B6.

B. The Company recognizes the undesirability, both from the standpoint of the transferring employees and the resident employees, of temporarily transferring employees to work away from their regular location or of receiving employees from other companies for extended periods and will neither make nor effectuate such transfers except to meet service requirements.

1. When it does become necessary to temporarily transfer an employee(s), such employee(s) will be given as much advance notice as feasible. Where the temporary transfer is beyond reasonable commuting distance and is expected to last in excess of one week, and the employee(s) was not given as much as 5 days of advance notice, he/she should be given a reasonable amount of time off with pay, if needed, to handle his/her personal business prior to being transferred. Such excused time should not exceed one tour for interstate transfers or one session for intrastate transfers.

C. The following procedures will be followed in the selection of individual employees for temporary transfers. However, in emergency situations the Company may transfer work groups without applying these procedures.

1. When it becomes necessary to transfer employees temporarily to an assignment expected to be of more than one week duration, the Company will make a determination as to the work unit or units from which it desires to make such transfers. (Work unit for this purpose will be all employees within a given title who have a common place of reporting and who perform the same job duties.) All employees in the unit or units will be notified of the proposed transfer either by personal supervisory contacts or by a notice placed on bulletin boards within the selected unit or units. Those qualified employees volunteering for the temporary assignment will be selected and transferred in order of seniority, service requirements permitting. If the above procedure does not produce a sufficient number of volunteers, all employees holding the same title and who are performing the same job duties within the exchange (in multi-district exchanges, the district) and department from which the transfers are to be made will be notified of the proposed transfers either by personal supervisory contacts or by notices placed on bulletin boards. Qualified employees volunteering for the assignment will be selected and transferred in order of seniority, service requirements permitting. Should additional employees be needed, selection will be made in the inverse order of seniority from among qualified employees, in the same job title and department who are performing the same duties, within the same exchange (in multi-district exchanges, the district) from which the Company elects to make the transfer, service requirements permitting, provided such transfers will not result in a special hardship to such employees or their immediate families.

2. When temporary transfers are expected to be of one week duration or less, the Company will make a determination as to the work group in the exchange from which it desires to make such transfers. Where practicable, all employees in the work group will be notified of the proposed transfer either by personal supervisory contact or by a notice placed on the bulletin board within the selected work group. Those qualified employees volunteering for the temporary assignment will be selected and transferred in order of seniority, service requirements permitting.

   If the above procedure does not produce a sufficient number of volunteers, volunteers will be sought using the same procedure from among all employees in the work unit in the exchange from which the Company desires to make such transfers. Those qualified employees volunteering for the temporary assignment will be selected and transferred in order of seniority, service requirements permitting.

   If the above procedures do not produce a sufficient number of volunteers, the transfer will be made by transferring in the inverse order of seniority the first qualified employee in the work unit from which the Company has elected to make the transfer, service requirements permitting, provided such transfer will not result in a special hardship to such employee or his/her immediate family.

3. When temporary transferees under 12.05C are transferred to an exchange in another state, resident employees in that exchange performing the same work as that being performed by the temporary transferees will be offered 6 day work opportunity whenever the temporary transferees are offered 6 days.

D. Basic pay treatment for temporarily transferred employees will continue in accordance with the wage progression scale in effect for their job classification at their home location. Any

evening or night differential payments applicable will be paid in accordance with the schedule for such differentials in effect in the offices in which they are temporarily working.

E. Transferred employees will be returned to their headquarters exchange on a seniority basis under the following conditions:

1. When the need for temporary employees diminishes to a point where some employees may be returned.

2. When junior employees are available while senior employees from the same exchange (or work unit as appropriate), in the same title, are on temporary duty in other locations, the junior employees will be assigned to relieve the senior employees concurrent with the senior employees' next Company-paid weekend home visit, provided:

   a. The junior employee(s) is qualified to relieve the senior employee(s).

   b. The work being performed by the senior employee(s) can be prudently reassigned.

   c. The senior employee(s) makes a request to return home.

3. When employees in exchange "A" are selected and temporarily transferred to exchange "B", such employees should not be subsequently moved to another exchange with the following exceptions:

   a. When such employees are to perform work in an exchange within 35 miles of exchange "B", those initially selected may be so utilized.

      1) When it is known in advance that the employees selected are to perform work in another exchange within 35 miles of exchange "B", this information should be made known to the appropriate employees at the time such employees are being canvassed. Also, when the expected duration of

such work is known, the employees will be so advised at the time of canvassing. The Company will endeavor to keep such movement within the cluster at a minimum, service requirements permitting.

b. When employees in exchange "A" are selected and temporarily transferred to exchange "B" and the need for work develops in an exchange more than 35 miles from exchange "B", the selection process specified in 12.05C should be reinstituted and the appropriate employees in exchange "A" should be given the opportunity to volunteer for the assignment.

F. Temporary transfers for the purpose of training will be excluded from the requirements of 12.05C1, C2, and 12.05E.

G. In a Control Center (CC) environment, the performance of work assignments involving movement of forces in and out of exchanges is not considered a temporary transfer insofar as the application of 12.05A, C and E is concerned provided such exchanges are not beyond 35 miles of the employee's existing exchange. Such work will, however, be subject to the provisions of 9.02, as appropriate. Exemption from the application of these sections will not apply to such CC forces, however, when they are temporarily transferred away from their home exchange to other CC's or work groups in order to temporarily perform work functions outside of the scope of their home CC's normal area of control.

H. The movement in and out of exchanges within a State of employees on State payrolls is not a temporary transfer under 12.05.

12.06 Appeal Rights.

The decision of the Company on any of the factors mentioned in 12.01, 12.02, 12.04 and 13.03 will be subject to the grievance procedure set forth in Article 21. After exhaustion of the grievance procedure, a charge of bad faith or arbitrary action will be subject to the arbitration procedure set forth in Article 23. If

the Arbitrator finds that the Company acted arbitrarily or in bad faith, the Company will promptly take the necessary steps to correct such action.

ARTICLE 13
APPLICATION OF SENIORITY

13.01 Extent and Limitations. (For definition of "Seniority", see 1.26.)

In matters relating to assignment of hours and vacations, layoffs, rehiring after layoffs, voluntary transfers, involuntary transfers and promotions, seniority shall govern to the extent and with the limitations set out in 3.03A, 5.07A, Article 7, 10.01A2, 12.01A1b, 12.01A1c, 12.01E, 12.02, 12.02A2, 12.04 and 12.05C respectively. The provisions of 3.02 and 13.03 shall likewise apply.

13.02 The application of the principle of seniority will be on the following basis:

A. For assignment of tours, the provisions of 1.37 notwithstanding, the "work group" will apply, with the following exceptions:

1. The Company and the Union may agree at the Operations or higher level to assign tours in some manner other than by work groups.

2. Except for the conditions and limitations specified in 13.01, Network Operations employees in buildings housing central office equipment, where there is more than one central office or toll supervisor supervising work groups shall have the right to select tours in accordance with their seniority, provided they have the same job classification (title) and work on the same type of equipment. (No. 1 ESS, No. 2 ESS, No. 3 ESS, No. 4 ESS, No. 5 ESS, TSPS, and specialized assignments in

Switching Control and Toll Center work groups, such as Field Forces, Trunking, Analyzation & Control, etc. are to be considered as different types of equipment.) On any changes occurring in Control Center (CC) groupings, or the introduction of new CC's, the Company will give prior notification to the appropriate State Director of the Union, or his/her designee, of the purpose of the proposed change, the job titles involved and if applicable, the intended CC area of control. The Company will consider the Union's input before making the change. The action of the Company in proceeding with the change will not prejudice the Union's rights under Article 15, or any other applicable rights under the Agreement.

3. Construction Forces who hold the same title and report to the same work center shall be grouped together for the choice of tours.

4. Tours for Operating Room and Centralized Repair Service Attendant Bureau Forces will be assigned in accordance with the provisions of 3.06.

5. Employees, other than those covered in 13.02A2, A3 and A4 above, who have a common title, a common place of reporting, a common second level supervisor (or higher level in the absence of a second level), and who perform the same type work shall be grouped together for choice of tours. This paragraph will not apply in the Comptrollers Department when the parties at the Director Level or higher level agree to assign tours by a work group. In those instances where tours were assigned by work group in the Comptrollers Department, immediately prior to August 10, 1986, such groups may continue unless the parties at the Director level or higher mutually agree otherwise.

B. For Vacations, the provisions of 1.37 notwithstanding, the work group with the following exceptions:

1. The Company and the Union may agree at the Operations or higher level to assign vacations in some manner other than by work groups.

2. Except for the conditions and limitations specified in 13.01, Network Operations employees in buildings housing central office equipment where there is more than one central office or toll supervisor supervising work groups shall have the right to select vacations in accordance with their seniority, provided they have the same job classification (title) and work on the same type of equipment, (No. 1 ESS, No. 2 ESS, No. 3 ESS, No. 4 ESS, No. 5 ESS, TSPS, and specialized assignments in Switching Control and Toll Center work groups, such as Field Forces, Trunking, Analyzation & Control, etc., are to be considered as different types of equipment.) On any changes occurring in Control Center (CC) groupings, or the introduction of new CC's the Company will give prior notification to the appropriate State Director of the Union, or his/her designee, of the purpose of the proposed change, the job titles involved and, if applicable, the intended CC area of control. The Company will consider the Union's input before making the change. The action of the Company in proceeding with the change will not prejudice the Union's rights under Article 15 or any other applicable rights under the Agreement.

3. Construction forces will be grouped together for the choice of vacations as follows:

   a. All employees holding the same title who report to the same work center will be grouped together when such employees report to different supervisors.

   b. All employees holding the same title or who hold a different title and report to the same or different work centers may be grouped together when such employees all report to the same supervisor provided vacation relief is to be obtained from such employees. The

grouping of employees in this manner will only be applicable in small exchanges (see Appendix "A").

4. Employees, other than those covered in "2" and "3" above, in the same or different titles having the same or a different place of reporting, who work under the same immediate supervisor may be grouped together for vacation selection purposes provided vacation relief is to be obtained from such employees and such employees possess the skills to relieve each other without training.
5. Employees, other than those covered in 13.02B2, B3 and B4 above who have a common title, a common place of reporting, a common second level supervisor (or higher level in the absence of a second level), and who perform the same type work shall be grouped together for choice of vacations.
6. Coin Telephone Collectors, Public Telephone Technicians, and Public Communications Technicians having the same or a different place of reporting, who work under the same immediate supervisor may be grouped together for vacation selection purposes provided vacation relief is to be obtained from such employees.
    a. There shall be no more than 14 employees grouped on a single vacation schedule.
    b. The Company will allow a minimum of 25% of time for vacation selection purposes.

13.03 Preference for Training.

A. When an employee is to be selected for formal training to equip him/her for some higher-rated work, the matter shall be treated and handled in the same general manner as in 12.02C.

1. "Formal training" includes the selection of employees from within a work group who are regularly scheduled to work part-time or to relieve in another job in accordance with 4.07I, and the principle of 12.02C shall be observed among all the members of the work groups who are

grouped together for the purpose of overtime equalization and vacation selections at the same place of reporting.

2. In the case of an unanticipated need for selecting a person from within a work group to fill in temporarily in another job in accordance with 4.07I, the principle of 12.02C shall be observed if such assignment extends beyond work on 3 consecutive work days.

B. Opportunity for training will first be offered to employees within the job title and group normally performing the work prior to offering such training to employees in lower rated titles. Seniority shall govern if other necessary qualifications of the individuals are substantially equal.

Opportunity for formal training will be rotated among the employees within a work group insofar as practicable in keeping with the needs of the business.

C. If job technology or functions are to be changed within a job title within a work group to the extent that the incumbents will not be able to satisfactorily perform in the job without successfully completing additional company-sponsored job-specific training, and the company has established the attainment of a minimum test score as a prerequisite to taking the training, the company will notify all of the incumbents in all of the work groups affected within an exchange/WRA.

1. Such incumbents will then be offered an opportunity to take the prerequisite test as soon as practicable following such notification and, if they meet minimum test score requirements, will be considered as qualifying for taking the job-specific training subject to the provisions of 13.03B.

2. Those incumbents in "1" above who fail to meet the required minimum test score will be advised of the areas in which they appear to be deficient and will be given the opportunity to receive appropriate general skills training under PARTNERSHIP. If they complete such training

they will then be considered as qualifying to the same degree as those in "1" above for taking the job-specific training subject to the provisions of 13.03B.

3. If an incumbent declines to take the prerequisite test at all, or declines the process offered in "2" above, or fails to successfully complete the job-specific company sponsored training, he/she will be assigned to the unchanged functions within the title within the exchange/WRA to the extent such work is available on a full-time basis, so long as such assignment will not adversely affect operations efficiency. If such assignment is not made or at such time such assignment cannot be continued, the employee may be treated as an "operational efficiencies" surplus under Article 7.

ARTICLE 14
JURISDICTION OF WORK

(for CPE see Customer Markets Addendum)

14.01 Contract Work.

A. The Company agrees to use only Company employees on work involving the construction, maintenance, removal and/or repair of the following types of plant:

1. All aerial outside plant except that on which such work may be performed by unskilled or occasional labor working on the ground rather than aloft.
2. Underground cable and splicing of buried cable.
3. Submarine cable except where such work requires the use of boats, barges, water-borne or other special equipment not normally used by the Company.
4. Local and toll central office, TWX, TLX, private line or station equipment which constitutes any part of a communication circuit except work on such plant done by a connecting company on plant located in its territory.

Notwithstanding the above, the Company will not contract the maintenance or repair of such telephone plant located in the territory of a connecting company where the Company is now doing such work by employees now stationed or may subsequently be stationed in the territory of the connecting company.

5. Nothing in 14.01 is to be interpreted as restricting the right of the Company to use contractors' labor to perform any work under "2" and "3" above which can be done by unskilled or occasional employees. Neither is it intended to prevent the Company from contracting out the type of work which was normally performed by the Western Electric Company and The Long Lines Department of American Telephone and Telegraph Company prior to the divestiture of the Southern Bell Telephone and Telegraph Company and South Central Bell Telephone Company from the American Telephone and Telegraph Company.

6. Nothing in 14.01 is to be interpreted as restricting the right of the Company to contract out any work during an emergency or to allow subscribers to remove the instruments from their premises if such removal can be effected without the use of telephone craft skills. Emergency work includes the clearing of trouble and the accompanying repair of any plant located in the territory of a connecting company.

B. The Company further agrees that in the carrying out of its program of construction, removal, maintenance and/or repair of telephone plant it will not contract any work which would make it necessary to lay off or part-time any regular or temporary employee of the Company.

14.02 Non-Performance of Craft Work by Supervisors.

The Company agrees that it will not as a general practice work supervisory employees who are classed as "Executive" employees under the provisions of the Fair Labor Standards Act, as amended, on work ordinarily performed by non-supervisory employees

except for purposes of instruction or to meet emergency conditions. The parties recognize, however, that there are proper exceptions to this general practice, made in the interest of the service or economical operation, and in such cases nothing herein is intended to prohibit the Company from working such supervisory employees on non-supervisory work.

ARTICLE 15
JOB DESCRIPTIONS, TITLES AND CLASSIFICATIONS

15.01 Job Titles and Classifications.

Whenever the Company determines it appropriate to create a new job title or job classification in the bargaining unit or to restructure or redefine an existing one, it shall be handled as follows:

A. The Company shall notify the Union in writing of such job title or classification and shall furnish a job description of the duties and the wage rates and schedules initially determined for such job titles and classifications. Such wage rates and schedules shall be designated as temporary. Following such notice to the Union at the Company bargaining level, the Company may proceed to staff such job title or classification.

B. The Union shall have the right, within 30 days from receipt of notice from the Company, to initiate negotiations concerning the initial wage rates or schedules established as temporary by the Company.

C. If negotiations are not so initiated or if agreement is reached between the parties within 60 days following receipt of notice from the Company concerning the wage rates and schedules, the temporary designation shall be removed from the job title or classification.

D. If negotiations are initiated and the parties are unable to reach agreement within 60 days following receipt of notice from the Company, the Union shall provide the Company in writing a

statement of their position containing the wage rate they consider appropriate for the new or restructured job. The issue of an appropriate schedule of wage rates shall then be submitted to a neutral third party (NTP), to be selected as set forth below, for determination of the final schedule of wage rates.

E. It is expected that agreement on a job description be reached during the negotiation. If such agreement is not reached, a joint job description verification study will be undertaken to ensure that the work components assigned to the job by the Company are accurately described. If, following this verification study and any resulting modifications to the job description, agreement still cannot be reached that the work components are accurately described, grievance and arbitration procedures may be initiated. Such grievances must be filed by the Union at the Executive Level within the 60 day period described in "D" above.

F. Once the parties agree the job has been accurately described or the matter has been resolved by arbitration, the Company and the Union will notify the NTP that he/she has been selected and arrange a meeting within the third or fourth week of the first 30 days at a place mutually agreeable with all parties. The NTP will also be informed that each of the parties will send their written rationale for the proposed wage rate of the disputed job to the NTP within 2 weeks. This will include a job description and other agreed upon information.

G. The Union and Company will meet within 2 weeks and exchange/WRA their rationale for their proposed rate. This will normally include comparisons of not more than 2 existing bargained-for jobs that each party feels will justify their position. They will jointly mail the required material to the NTP. This material will include: (1) an agreed upon job description of the disputed job, (2) the job descriptions of existing jobs (not more than 2) that each party feels justifies the rate of the disputed job, and the wage schedule that each

party believes should apply, and (3) the parties may include information such as competitive market rates if they so desire.

H. At the meeting, each party may verbally present its position to the NTP. This meeting is for the purpose of providing the NTP with detailed information concerning the duties of the job, the skills required, the training necessary to perform the work and other related information. Similar information for the comparable jobs as detailed in "G" above may be provided so that the NTP can expeditiously render a fair and informed decision determining the wage rate for the disputed job. It is generally expected this informative meeting would be concluded in one day or less and be completed within 30 days of the NTP selection. Each party shall bear the expense of its representatives and witnesses at this meeting.

I. At the conclusion of this meeting, the NTP must notify the Union and Company if additional information or a job visit is required. The parties will coordinate the provision of additional information or a job visit. If the Union and Company representatives wish to accompany the NTP on the job visit or incumbent interview, they may do so. All of these arrangements must be made so that the decision can be reached within 60 days.

J. While it is not intended that such third party undertake a full and complete job evaluation study, he/she shall review the job titles and their respective wage schedules as submitted by the Company and the Union for comparison purposes. Also, if necessary, the NTP may make an on-site inspection of the workplace and conduct a reasonable number of interviews of incumbents.

K. The decision should include a brief rationale for the wage schedule that was selected for the disputed job. The intent is that the NTP will select either the wage schedule submitted by the Company or the Union. In the event the NTP selects the wage schedule submitted by the Union, the new schedule shall be placed in effect retroactively to the date notification was

given to the NTP as specified in "F" above up to a maximum of 60 days. If the parties mutually agree to waive the time frames specified in Article 15, the period of retroactivity will be a negotiable item to be addressed in the final evaluation of the issue.

L. The expense of the NTP will be borne equally by the parties.

M. The NTP referred to above shall be selected by mutual agreement from a list of 5 individuals compiled by the Company and the Union. Such individuals on the list shall possess acknowledged expertise in the area of job evaluation.

15.02 Negotiations Covering Wage Rates for New or Restructured Job Titles or Classifications.

The procedures set forth in 15.01 above shall be the exclusive means by which the Union may contest the schedule of wage rates which the Company sets for any new or restructured job title or classification.

15.03 Negotiations Covering Wage Rates for Exchanges/WRA(s) or Equipment Locations.

A. The Company shall furnish to the Union, in writing, notice of the acquisition or activation by the Company of additional exchanges/WRA or equipment locations which require the establishment of new jobs or extension of jobs or job titles.

B. The Union shall have the right within 30 days from receipt of such notice in "A" above to initiate negotiations concerning the appropriate wage zone/wage area applicable to the job titles or job classifications involved.

ARTICLE 16
HEALTH AND SAFETY

16.01 Work During Inclement Weather.

When employees are on duty and because of inclement weather, are, in the opinion of the supervisor, unable safely to perform

their regular work, they shall be assigned such other work as may be available in order that their time may be profitably utilized.

The correctness of a supervisor's opinion regarding the clemency of the weather shall be subject to Union grievance action and any Union complaint of unfair treatment under this section shall be subject to final review by the appropriate Department Head.

16.02 Grievance Procedure Regarding Safety.

The maintenance of proper health and sanitary conditions, the observance of all laws relating to fire protection and safety, and hazardous wastes, materials, and substances are of mutual concern to the Company and the Union. Any question regarding such matters may be made the subject of a grievance but shall not be submitted to arbitration.

16.03 Occupational Safety and Health Committee.

The Company will continue to make provisions for the safety and health of its employees during hours of employment. The Union agrees to cooperate with the Company in assuring conformance to all established safety regulations.

A. The Company and the Union shall establish a committee on Occupational Safety and Health. The Committee which will meet at least quarterly shall be comprised of 3 members from the Union and 3 members from the Company, to be appointed by the Company and the Union respectively. The Company agrees to reimburse only for the time spent by active employees for attendance at such committee meetings during the employee's scheduled tour at his/her regular rate of pay.

B. The Safety Committee will discuss safety and health matters such as existing practices and rules relating to safety and health, work place design, accident statistics and trends, personal protective equipment, safety training, potential toxic substances, first aid procedures and other safety matters.

16.04 Joint Health Care Cost Containment Committee.

A. Driven by a strong concern about the quality and rising cost of health care services utilized by employees and their

dependents, the Company and the Union agree to establish a committee to be known as the Joint Health Care Cost Containment Committee.

B. The purpose of the Committee will be:

Examine the major factors influencing health care costs, particularly those which affect the Company and its employees.

Recommend cost containment measures as may be appropriate.

Examine the viability of cost-sharing as a means toward slowing the escalation of medical insurance costs.

Participate in health care action-oriented coalitions and other organizations concerned with the quality and cost of health care, including but not limited to:

- Cooperation with community and/or state based hospital concurrent review programs concerned with pre-admission certification, ancillary service levels and average length-of-stay performance.
- Cooperation with community-based preferred provider organizations assuring a balance between health care quality and cost.
- Encouragement of the development of health maintenance organizations and their use by employees.
- Promote employee awareness in the areas of preventive health care, fitness, efficient use of the medical insurance plan and the high cost of health care.

C. The Committee will be charged with submitting periodic reports to the Union and Company bargaining representatives regarding the efforts made to contain escalating health care costs, the results of those efforts, and any recommendations for changes in the BellSouth Employees' Medical Assistance Plan which furthers the efforts to contain the escalation of

health care costs while preserving the quality of health care for employees.

ARTICLE 17
UNION FUNCTIONING

17.01 Promotions and Transfers of Union Officers.

A. The Company agrees that it will not promote or transfer any duly certified local Union representative without the consent of the appropriate CWA representative if such promotion or transfer affects his/her status as a representative of the Union.

B. The Company shall first discuss the proposed promotion or transfer with the employee and if the employee desires the promotion or transfer, then the Company shall give the appropriate CWA representative not less than 2 weeks written notice of the proposed promotion or transfer and the appropriate CWA representative shall conclusively be presumed to have consented, unless within 2 weeks after receiving such written notification he/she advises the Company in writing that he/she does not consent.

C. This Section does not apply to temporary transfers; however, elected local Union officers (not to exceed 5) who have local-wide jurisdiction in all departments shall not be transferred involuntarily. If a local has more than 5 officers with local-wide jurisdiction in all departments, the Union at the State Level shall designate to the Company at the State Level the 5 titles covered by this provision.

17.02 Bulletin Boards.

A. The Union shall be permitted adequate space to place bulletin boards on Company property.

B. Union bulletin boards shall conform with those in use by the Company when in adjacent locations and when not in adjacent

locations, they shall conform with the character of the quarters in which they are located.

C. The number, type and location of Union bulletin boards shall be satisfactory to the appropriate Director of the Company. The name of the Director shall be given, in writing, to the Local President and appropriate State Director of the Union.

D. All Union bulletin boards shall be plainly designated as Union bulletin boards.

E. Union bulletin boards shall be furnished, installed and maintained by the Union without cost to the Company.

F. Union bulletin boards shall be confined to use by the Union for such matters as announcements of Union meetings, social functions, nomination and election of Union officers, information bulletins containing only factual reports of the progress of results of Union-Management negotiations, and such other matters as may be considered as non-controversial and not derogatory of the Company or its personnel.

17.03 Union Activity on Company Property.

A. Neither the Union nor its members shall carry on Union activities on Company time, nor shall such activities occur on Company premises except as set forth in the following sub-sections:

1. Union members who are also employees may solicit members, distribute Union literature and carry on similar Union organization work outside of working periods in space where no Company operations or administrative work is being performed.

2. Any such solicitation and organization work shall be limited to small groups of employees (not to exceed 8) and shall not be carried on for any considerably continuous period and shall not interfere with the operations of the Company or the use of the space by other employees for the purposes for which the space is intended.

B. If a certified Union representative is a Company employee on leave, or is a former employee, he/she may exercise the rights to engage in Union activities on Company property outlined in "A" above. The Union agrees to save the Company harmless from any claims for accidental injury or loss occurring to such representatives or their property, while on Company premises.

C. The CWA Representative for the area will be electronically notified and the Local Union President will be notified in writing by the designated Company representative at the same time as the receiving manager when new employees are hired or transferred into their Local. Notification will include the employee's name, work location, report date, and the name of the supervisor to whom the employee reports.

1. The local Union President will arrange with the supervisor designated above to meet with newly-hired or transferred employees as part of the overall orientation process for the purpose of furnishing them with information about the Union. The meeting will be limited to a maximum of 30 minutes and may be coupled with a relief or lunch period. When appropriate for coverage of transferees, group meetings may be arranged. Time spent during the basic scheduled work period for each employee will be paid as time worked.

2. In addition, the Company also agrees to introduce employees transferring into different work groups to the local Union Job Steward assigned to that area.

17.04 Union Activity on Customer Property.

The Company agrees that it will not discipline an employee for violating any provision of this Agreement solely because he/she refuses to cross an authorized picket line established in connection with a lawful strike by the employees of another employer at premises where such striking employees were working.

17.05 Union Representation.

At a meeting between the Company and an employee in which discipline (warning to be placed in the personnel file, suspension, demotion or discharge) is to be announced, the Union representative from the employee's work group, if available, may be present if the employee so requests. The Union representative shall suffer no loss of pay for time consumed in such meeting.

17.06 Pay for Certified Union Representatives.

Certified Union Representatives in the employ of the Company shall suffer no loss of pay to attend any joint meetings between the parties or with Company officials in any other BellSouth company represented by CWA.

ARTICLE 18
RECORDS

18.01 Personnel Records.

A. All personnel records kept by the Company on an employee which may affect the conditions of such employee's employment shall be subject to his/her inspection. Upon request to his/her supervisor, employees' personnel records shall be made available within ten (10) working days of the request. After such inspection he/she shall have the right to initial and date the record as acknowledgment of having inspected the record on that date.

Upon the development of a grievance condition where necessary to develop pertinent facts having to do with the presentation or resolving of such a grievance, the personnel record of any employee shall be subject to inspection by the Union upon such employee's written consent. In addition, the Company will provide security investigations with any personal identifiable information redacted.

When entries other than those of a routine nature are made to an employee's personnel record which may affect conditions

of his/her employment, the employee will be given a copy of the entry. The employee will be given the opportunity to affix his/her signature and date acknowledging that the employee has inspected the entry. The acknowledged entry shall be placed in the employee's personnel record within 7 days from the discussion and does not indicate the employee concurs with the entry.

B. *A* counseling entry ***that*** has been on file for a period of six (6) months without any intervening disciplinary action pertaining to the same subject matter will be removed from the employee's personnel record. A warning entry will be removed after ***24 months*** and all remaining entries will be removed after a period of ***36 months*** subject to the preceding criteria. Any related data will also be removed with the entry from the personnel record and should not be taken into consideration in the future.

18.02 General Records.

Records kept by the Company which are pertinent to collective bargaining between the parties as described in 20.02 shall be made available to certified Union Representatives upon request.

ARTICLE 19
PENSIONS AND BENEFITS

19.01 Benefit Agreements, Plans and Programs.

In addition to this Agreement the parties have concurrently executed 19 separate agreements either adopting or amending the following Agreements, Plans or Programs:

BellSouth Anticipated Disability ***Leave of Absence*** Program
BellSouth Pension Plan
BellSouth Dental Assistance Plan
BellSouth Care of Newborn Child***ren*** Leave ***of Absence*** Program
BellSouth Corporate Interest Leave ***of Absence Program***
BellSouth Dependent Care Leave ***of Absence*** Program

Employee Stock Purchase Plan
Employee Mortgage Plan
Family Care Reimbursement Plan
Group Life and Accidental Death or Dismemberment Insurance Program
Health: VEBA Trust
Long Term Disability Plan
BellSouth Medical Assistance Plan
BellSouth Sabbatical Leave ***of Absence*** Program ***for Non-Salaried Employees***
BellSouth Savings and Security Plan
Short Term Disability Plan
BellSouth Transitional Leave ***of Absence*** Program ***for Non-Salaried Employees***
Universal Plus (Group Universal Life Insurance Program)
BellSouth Vision Assistance Plan

The above named Agreements, Plans and Programs are incorporated by reference into this Agreement and become a part of it as though their provisions had been specifically and fully included within this Agreement.

19.02 Benefit Plan Eligibility for Part-Time Employees.

A. Employees who are hired on or after January 1, 1990, and who work as part-time employees shall, if otherwise eligible under the terms of all benefit plans, be eligible for coverage under the BellSouth Medical Assistance Plan, BellSouth Dental Assistance Plan, and BellSouth Vision Assistance Plan. For the minimum weekly hours for full-time benefits, service credit and cost of coverage shall be prorated based on the number of hours worked as a percent of 37.5 hours.

B. Death Benefits shall be based on basic pay.

C. Regular part-time employees who are on the active payroll of the Company as of December 31, 1989, shall be eligible for medical, dental and vision coverage on the same basis as a regular full-time employee regardless of classification.

19.03 Change Limitation.

During the life of this Agreement, no change which will affect the employees within the bargaining unit may be made in the terms of the existing "Short Term Disability Plan" and the "BellSouth Pension Plan" except as follows:

A. No change which would reduce or diminish the benefits or privileges provided by the Plans may be made without the agreement of the Union.

B. No change which would increase or enlarge the benefits or privileges provided by the Plans may be made without notice to the Union and an offer to bargain during the 60 days following such notice. Any claim that 19.03B has been violated shall be subject to arbitration under the provisions of Article 23.

19.04 Grievance Procedure Regarding Benefit Plans.

Nothing herein shall be construed to subject the Plans or their administration to the arbitration procedures of Article 23, but such matters may be subjected to the grievance procedures of Article 21. Likewise, nothing herein shall be construed to require the Company to bargain during the life of this Agreement, upon the request of the Union, on any change in the Plans.

19.05 Employee-Benefits Administration Relationships.

In the administration of the Short Term Disability Plan (STDP), as well as all other Benefit Agreements, Plans and Programs, the parties recognize the absolute necessity for mutual respect and courtesy. All employees and/or their families having occasion to contact the Benefits Administration office in this regard are due the utmost respect, courtesy and prompt response to their needs. Likewise, Benefits Administration personnel in discharging their administrative responsibilities may reasonably expect similar respect, courtesy, and reasonableness from those with whom they deal. Moreover, it is mutually agreed that employees absent on sickness or accident disability and Benefits Administration personnel have a mutual obligation to be available for

communication. In fulfilling its responsibilities as described above, the Benefits Administration organization recognizes its responsibility for assuring that employees receive all benefits to which they are entitled, consistent with Plan provisions.

ARTICLE 20
UNION-MANAGEMENT CONFERENCES

20.01 Joint Conferences.

A. All meetings between representatives of the Union and representatives of the Company shall be held at the request of either party upon reasonable notice to the other party. The Company and the Union will give adequate notice in writing to each other of their respective duly authorized representatives and of the general nature of the matter to be discussed.

1. The Union and the Company agree to certify to each other the names of their respective officers and representatives who are authorized to represent the parties at each step of the grievance procedure.

2. All management employees below the level of Director, except as specified below, are to be considered as being certified to the Union to represent the Company at the 1st Step of the grievance procedure.

   a. For promotion grievances, selectors are considered as being certified for the Step of initial presentation (1st or 2nd).

   b. Represented employees with "Acting" management titles are not to be considered as being certified.

3. All management employees at the Director level or higher, except Directors having primary Labor Relations responsibilities, are to be considered as being certified to the Union to represent the Company at the 2nd Step of the

grievance procedure. (Also, 1st Step if the management representative is the aggrieved employee's immediate supervisor.)

4. The Executive Director - Labor Relations and the Directors having primary Labor Relations responsibilities are to be considered as being certified to the Union to represent the Company at the 3rd Step of the grievance procedure.

5. Any exceptions to "2", "3" and "4" above are to be covered by specific certifications from the Executive Director - Labor Relations.

B. Counsel or advisors to the representatives of the Union or the Company may, at the will of either, attend any conference or meeting between the Union and the Company.

C. The Union or the Company may engage, jointly or separately, the services of a stenographer to take down a verbatim record of the discussions held.

20.02 Collective Bargaining Procedure.

A. Bargaining on wages, hours of employment, working conditions and other general conditions of employment shall be conducted at the Executive Level of Management by the duly authorized representatives of the Union and by the duly designated representatives of the Company at the Executive Level. The Union and the Company agree to notify each other of the names of their respective representatives who are authorized to represent the parties under this Section.

B. The Union and the Company hereby respectively assume all rights and obligations, subject to limitations therein expressed, of all valid and subsisting collective bargaining agreements entered into by and between the Company and the Communications Workers of America.

ARTICLE 21
GRIEVANCE PROCEDURE

(for CPE see Customer Markets Addendum)

21.01 Grievance Levels.

In the processing of any grievance, the Company will furnish the Union all necessary and relevant data concerning the grievance as determined by the National Labor Relations Act. If the grievance is initiated at the local level, this information will be furnished to the Local President or authorized Union representative upon request. The parties agree that in the handling and adjustment of grievances by the Union the following procedures will be followed:

A. An employee or group of employees will have the right to present to and adjust with management any grievance as provided in Section 9(a) of the National Labor Relations Act, as amended, provided, however, that no adjustment will be made with the employee or group of employees involved which is inconsistent with the terms of any collective bargaining agreement between the parties then in effect, and provided further that the Union has been given an opportunity to be present at such adjustment.

B. After an employee or employees have presented a grievance to the Union for settlement and a Union representative has informed the Company that the Union represents that employee(s), the Company will not discuss or adjust such grievance with said employee(s) unless the aggrieved employee(s) initiate a request that the Company discuss and adjust such grievance directly with the involved employee(s), but in no event will an adjustment be made unless a Union representative is afforded an opportunity to be present at such adjustment.

C. Grievances, other than those involving the true intent and meaning (see 21.01C5) of this or any other agreement between the parties or adversely affecting the rights of other

employees, will be handled under the procedure set forth below. For each such grievance initiated by the Union under this Paragraph, the steps in the procedure will be those listed below except as provided in 21.06C (Vacancies), and 21.07 (Short Term Disability Plan).

1st Step - The Informal Level (the level where the aggrieved employee is employed)
2nd Step - Panel Process/Formal Level
3rd Step - State Level
4th Step - Executive Level

1. Informal Level (1st Step).

   Before formal grievances involving matters other than discharges and demotions are filed at the 2nd Step, there must have been an Informal Level meeting or conference with the appropriate Union and Company representatives, normally the local steward and the immediate supervisor. This meeting may be waived by mutual consent where appropriate. When necessary, the Union may request the presence of an involved grievant(s). This meeting is intended to allow both sides to fully explore the incident, develop the facts, state their contentions, clear up any possible misunderstandings and attempt to informally resolve the dispute. No record will be made at this meeting or conference; no papers, forms or written answers are to be filed. (For pay treatment see 21.03 and 21.04.)

2. Panel Process/Formal Level (2nd Step).

   Each grievance must be presented as a formal grievance at the 2nd Step within 60 days from the date of the last occurrence on which the grievance is based by filing a written request for a formal grievance meeting. This request must be filed with the Director/designee within 14 days following the Informal Level meeting.

   At the 2nd Step meeting, the grievance must be reduced to writing on the Record of Grievance Form and

presented to the Company by the Union at the conclusion of the meeting(s). (For pay treatment see 21.03 and 21.04.)

Grievance meetings at the 2nd Step will normally be handled as follows:

a. By a panel composed of 2 CWA and 2 Company representatives designated by the Local President and involved Director, respectively.

   1) Panelists will meet at a mutually agreeable time to hear presentations made by the two parties (normally the steward and supervisor who met at the Informal Level or Company/CWA designee in some instances) and to ask questions as needed.

   2) Panelists will then excuse the presenters/ grievant(s) and discuss the issue among themselves until they reach resolution or determine that the grievance will be rejected or appealed.

   3) The decision of the panel will then be relayed to the presenters/grievant(s).

   4) If the panel is unable to reach consensus, the Union will provide the Company a Form 3G3A. Within 7 days, the Company will provide the Union its answer on the Form 3G3A. Within 7 days of receipt, the Union will provide its response on the Form 3G3A. (See "c" and "d" below.)

   5) If a grievance heard by the panel is appealed, a joint brief, outlining both CWA and Company viewpoints, will be prepared by panel members and forwarded to the State Level.

b. As exceptions, grievances involving true intent and meaning of this contract or other agreements between

the parties (see 21.01C and C5) and grievances involving discharges will not be heard by the panel.

The parties may mutually agree to use the following Formal Level grievance procedure in lieu of the panel:

At the Formal Level meeting the grievance must be reduced to writing on the Record of Grievance Form adopted by the parties and presented to the Company by the Union at the conclusion of the meeting(s). (For pay treatment see 21.03 and 21.04.)

1) Within 14 days from the date of the meeting (or the last adjourned meeting) the management representative with whom the grievance was discussed will inform the Union in writing on 4 copies of the Record of Grievance Form of his/her proposed position. If the parties agree on an adjustment, the adjustment will be stated as the proposed disposition on the Record of Grievance Form and both parties will sign 2 copies of the form and each retain one signed copy.

2) With respect to "1" above, failure of the management representative to submit a written decision within 14 days as described therein, effects an automatic appeal to the next higher Level.

3) Within 14 days from the date when the Union is advised on the Record of Grievance Form of the proposed disposition by the management representative, the Union will advise the Company on a copy of the Record of Grievance Form whether the proposed disposition is accepted, rejected or appealed. Such advice should be directed to the management representative with whom the Union discussed the grievance. If the grievance is appealed to the 3rd Step, the Union

will promptly forward the grievance to the Union's designated representative who services the area involved. Grievances so appealed may nevertheless be dropped without a meeting and without prejudice to the Union's contentions regarding the merits of the grievance.

4) The Union's rejection of the proposed disposition by the management representative at the 2nd Step will close the grievance without prejudice to the Union's contentions regarding the merits of the grievance.

5) If the Union does not return a copy of the Record of Grievance Form indicating their decision within the 14 days specified in "3" above, the Company's proposed disposition will be considered to have been ***appealed***.

(a) Where agreed to by the Company, a Mediation Hearing may be held for grievances other than true intent at the Company's expense if the parties fail to resolve the grievance(s). (See 23.03) Refusal of the Company to use mediation will not be subject to escalation or grievance.

c. Regardless of format chosen, in discipline cases the Company and CWA representatives have the responsibility to meet, discuss the issue(s) and complete the related paperwork within 30 days of the request for a meeting date. On non-discipline grievances, the parties will have 60 days to do so.

d. Where mutually agreed, the time periods in "c" may be extended, normally not beyond 30 days. It is intended that the time limits specified in 21.01C2a4 above will be included in the time frames outlined in "c" and "d".

e. Failure of the parties to carry out their responsibilities within the specified time frames will generate an automatic appeal of the grievance to the State Level. The State Level representatives will determine the action necessary to address the problem and will handle the grievance accordingly.

f. Grievances involving counseling entries shall not be appealed beyond the 2nd Level of the grievance procedures.

3. State Level (3rd Step).

On grievances appealed to the 3rd Step, the CWA Staff Representative will request a meeting with the designated Management representative within 30 days of the date of appeal and that meeting will be held within 30 days of such request.

a. If mutually agreed, State Level representatives may extend the time frame, normally not beyond 60 days, to meet and discuss the related grievance.

1) If either party identifies a problem with meeting on grievances within the specified time frames, such would be referred to the Executive Level for review and remedy of the problem.

b. If the parties agree on a settlement, such will be stated as the proposed disposition on the Record of Grievance Form and both parties will sign 2 copies of the form and each retain one signed copy.

1) If the grievance is not disposed of otherwise the parties will indicate in writing their respective positions on the Record of Grievance Form. Such positions will be exchanged in accordance with "a" and "b" below. These positions, will include the issue(s) in question, the position taken by the respective parties, their contentions concerning the

true facts and offers made at the 1st, 2nd and 3rd Steps, if any, to settle the issue.

(a) Within 7 days from the date of the meeting (or the last adjourned meeting) the Management representative with whom the grievance was discussed will inform the Union in writing on 2 copies of the Record of Grievance Form of his/her proposed position. Except as otherwise provided for in 21.01C3b1d, failure of the Management representative to submit a written decision within 7 days, effects an automatic appeal to the next higher Level.

(b) Within 14 days (90 days for discipline related grievances) from the date when the Union is advised on the Record of Grievance Form of the proposed disposition by the Management representative, the Union will advise the Company on a copy of the Form whether the proposed disposition is accepted, rejected or appealed except as otherwise provided for in 21.01C3b1d. If the grievance is appealed to the 4th Step, the Union will promptly forward the grievance to the Union's designated representative. Grievances so appealed may nevertheless be dropped without a meeting and without prejudice to the Union's contentions regarding the merits of the grievance.

(c) Grievances, except those involving benefit and discipline issues, not satisfactorily adjusted at the 3rd Step may then be appealed to the 4th Step. If the Union does not request a conference on an appeal to the next higher level within 30 days of the date of appeal, the grievance will be closed.

(d) Discipline related grievances not satisfactorily adjusted at the 3rd Step, may then be subject to the arbitration procedures as outlined in Article 23.

4. Executive Level (4th Step).

   Each party will advise the other of the names of its representatives at the 4th Step who are authorized to finally approve settlements made at the 2nd or 3rd Step of the grievance procedure. On grievances appealed to the 4th Step the appropriate Company representative should meet with the Union within 30 days after the Union has requested a conference on such grievance. In the event the appropriate Company representative is unable to meet within that time period, the Company and Union may agree to a 14 day extension for the meeting.

   a. If a meeting is not held by the appropriate Company representative within the greater of 30 days of the Union's request for a conference or the extended time period due to the fault of the Company, the Company will have defaulted on that grievance. Upon default by the Company, a remedy of the grievance will be fashioned at the Bargaining Level of the Company. If a remedy cannot be agreed upon at this Level, the appropriate remedy will be determined by arbitration under 23.01.

   b. All appeals to the 4th Step will be based upon the record consisting of the Record of Grievance Form, Joint Minutes (if any) at the 2nd Step, positions under 21.01C3b above and any oral or written statements, affidavits or exhibits that the parties at the 2nd and 3rd Steps incorporated into the record.

5. Grievances which involve the true intent and meaning of this or any other agreement between the parties or adversely affect the rights of any employee(s) if filed by the Union will be initially presented at the 2nd, 3rd or 4th

Step: such grievances and those involving alleged violations of the Agreement by the Union, if filed by the Company, will be filed at the 4th Step of the Company with the District Office of the Union. Each such grievance must be presented, orally or in writing, within 60 days from the date of the last occurrence on which the grievance is based.

a. When a grievance is filed at the 4th Step of the Company with the District Office of the Union as described in "5" above, such grievance will be accompanied by a written statement of position from the Company representative setting forth the Company's position regarding the grievance. Such written position will include the Company's contentions as to the true facts involved, its allegations as to how the Union has violated the Agreement and, if appropriate, its contentions as to the true intent and meaning or interpretation of any provision of the Agreement. The District Office of the Union will have a period of 14 days in which to reply in writing to the Company's written statement or position and the Union's reply will also set forth its contentions as to the true facts involved, its reply to the Company's allegation, if any, as to how the Union has violated the Agreement and its contentions as to the true intent and meaning of the Agreement provisions if such are involved.

b. If the grievance is to be arbitrated, the written positions of the parties, or amendments thereto, served on the other party at least 14 days in advance of the arbitration hearing, will be filed with the arbitrator as exhibits. Such exhibits may be assigned such weight as the arbitrator deems appropriate.

6. When a Union grievance is appealed, the decision of management at the 4th Step will be given to the Union

within 7 days after the appeal is discussed at a conference (or last adjourned meeting mutually agreed upon). When the grievance is initiated by the Company under "5" above, the decision of the District Office of the Union will be given to the Company within 7 days after the grievance is discussed at a conference (or last adjourned meeting thereof mutually agreed upon).

7. Grievance adjustments at the 2nd and 3rd Steps will be final and binding, and will not be used as a precedent by either party, except that an adjustment at the 2nd or 3rd Step may be made subject to Executive Level approval if either party at the 2nd or 3rd Step notifies the other in writing within ***60*** days from the date the settlement was executed, that a "true intent and meaning" question exists. The parties will not use a local past practice established by a local level settlement to support controversies that develop in other locations. The parties reserve the right to urge that grievances dropped after having been appealed to arbitration may have, or may not have, a precedential effect in accordance with all of the circumstances.

D. The computation of any period of time prescribed by any Agreement between the parties will begin on the day after the occurrence, presentation, appeal, decision, request or demand and continue on a calendar-day basis through the last day of the period. If the last day is a Sunday or holiday, the period will run until the next day not a Sunday or holiday. Any communication required to be in writing will be considered to be made on the date it is postmarked, dated by personal receipted delivery, or by other means mutually agreeable.

E. The presence of a Union Officer except those certified under 21.01C7 at the adjustment of any grievance presented by an employee(s) under "A" above will not be regarded as an agreement on the part of the Union that the grievance was properly adjusted.

21.02 Pay for Certified Union Representatives.

Subject to the limitations expressed in 21.03 and 21.04, certified Union representatives in the employ of the Company, and other employees necessary to a grievance hearing will suffer no loss in pay for time consumed in meetings with Management on subjects mentioned in this Article and in 20.02, and necessarily consumed in traveling to and from such meetings. Each such employee will give reasonable notice (not less than one working day) to his/her immediate supervisor when such excusal is to begin and for what period the employee expects to be absent from duty. Accordingly, in responding to requests for such meetings, management should allow sufficient time in scheduling to permit employees to comply with this "reasonable notice".

21.03 Number of Union Representatives in Meetings with Management.

In meetings with Management the number of persons other than those mentioned in 21.04 below, who will suffer no loss of pay for time consumed in meetings with Management and necessarily consumed in traveling to and from such meetings will be as follows:

A. In the 1st Step meetings under this Article, 1; and at the 2nd Step meeting not more than a total of 2, except in the panel process where a total of 3 would be paid, plus the grievant.

B. In meetings on subjects mentioned in 20.02, not more than a total of 10.

C. The number of Management representatives participating in any meeting will not exceed that of the Union.

D. If the number of Union representatives attending a meeting with Management is greater than the number indicated above, the Union will designate which of its representatives, not to exceed the number indicated above, are to suffer no loss of pay.

21.04 Pay for Grievant.

In meetings with Management on grievances at the 1st and 2nd Steps, the individual employee whose grievance is being presented by the Union will suffer no loss in pay, as provided in 21.02, for time consumed in such meetings or necessarily consumed in traveling to and from such meetings, provided, however, when a group of employees has a common cause of grievance, the members of the group, to be designated by the Union, who will suffer no such loss in pay will not exceed 2 at the 1st Step meeting and 1 at the 2nd Step meeting.

21.05 Strike Limitations.

As the parties have agreed on procedures for handling complaints and grievances, they further agree that there will be no lockouts or strikes during the life of this Agreement as outlined below:

A. If an employee is disciplined as a result of an alleged breach of 21.05 above, such disciplinary action will be subject to the full grievance procedure, as provided for in 21.01C, and to arbitration notwithstanding the limitations in Article 11 of this Agreement.

B. In the event of arbitration under "A" above, the arbitrator will have authority to sustain, modify or to set aside the disciplinary action.

C. Any discipline resulting from an alleged violation of 21.05 above will be imposed within a reasonable time, but in no event to exceed 30 days from the date the employee first engaged in the alleged violation.

21.06 Grievances Involving the Filling of Vacancies.

In promotion cases the Union will be given an opportunity to examine all test papers, appraisal sheets and any other pertinent records on all employees selected to fill the vacancy or vacancies and the unsuccessful requesters (upon the showing of proper authorization only from unsuccessful requesters). This examination of records by the Union will be considered as the Informal Level grievance meeting under Article 21 and 1 Union

representative will be paid under the provisions of 21.02 for the time consumed in the examination of such records. ***If required, the second step will consist of discussion with the selector in person or by phone.***

A. No promotion grievances will be filed at the 2nd Step until the designations required below have been properly made by the Union.

B. In those situations where more vacancies were filled than there are employees who filed requests in whose behalf the Union desires to handle a grievance, the following procedure will be followed: After the Union has had the opportunity to examine test papers, appraisal sheets and other records as described above, the Union will designate the employee(s) whom it contends were erroneously selected instead of the aggrieved employee(s).

C. In those situations where there are more employees who filed requests in whose behalf the Union desires to process the grievance than there are vacancies which have been filled, the following procedure will be followed: After the Union has had the opportunity to examine test papers, appraisal sheets and other records as described above, the Union will advise the Company in the letter requesting the 2nd Step grievance meeting which of the unsuccessful requesters they believe should have been selected and on whose behalf it is grieving.

21.07 Grievances Involving Short Term Disability Plan (STDP).

A. Grievances involving the denial of benefits under the STDP will not be presented until the claim underlying the grievance has been heard and resolved by the Company Employees' Benefit Claim Review Committee (EBCRC).

B. Such grievances will be presented at the 3rd Step (State Level) of the grievance procedure within 60 days of the date of receipt of the letter of denial of benefits from the EBCRC.

1. Appropriate Company and Union representatives will meet at the 3rd Step within 30 days after the Union has

requested a conference on such grievances. Additionally, each party may have an appropriate designated resource person present.

2. Grievances unresolved at the 3rd Step will be considered rejected and not subject to arbitration.
3. Any settlement or agreement reached through the grievance process will not set precedent under this Agreement.

C. The Company and the Union acknowledge that any relief provided as a result of such a grievance is provided in resolution of a contractual claim and is not paid as a claim under the STDP.

D. Should the Union at the district or local levels desire information relative to the handling of a case, before it becomes a grievance, the Company will furnish such information or facts as are available. It is also understood that securing of such information will not constitute the initiation or discussion of a grievance.

ARTICLE 22
FEDERAL OR STATE LAW

22.01 Jurisdiction of Law.

In the event any Federal or State Law or regulation or governmental order affects any provision of this Agreement, those provisions so affected shall be made to comply with the requirements of such laws, regulations or governmental order.

ARTICLE 23
ARBITRATION, EXPEDITED ARBITRATION AND MEDIATION

23.01 Arbitration.

A. The provisions for arbitration will apply only to the matters made specifically subject to arbitration in "B" below.

B. If at any time a controversy should arise between the parties regarding the true intent and meaning of any provisions of this or any other agreement between the parties or a controversy as to the performance of an obligation hereunder, which the parties are unable to resolve by use of the grievance procedure, the matter will be arbitrated upon written request of either party to the other.

C. Such request for arbitration will be made within 90 days from the date of the final decision in writing on the grievance, unless the failure to make such request will be excused by the Arbitrator because of extraordinary circumstances including, but not limited to, newly discovered or previously unavailable material evidence that could not have been discovered or produced by reasonable diligence.

D. The procedure for arbitration will be as follows:

1. Within 30 days after the filing of the written request for arbitration, the Vice President of the Union or his/her delegated representative will confer with the Executive Director of Labor Relations of the Company or his/her delegated representative to select an Impartial Arbitrator and a date for the hearing.

    a. Failure on the part of the Union to make the above request within 30 days will relieve the Company of the responsibility for retroactive wages from the date of the filing of the written request for arbitration until the date the Union complies with "1" above.

2. In the event of the failure of the persons named in "1" above to agree upon the selection of an Impartial

Arbitrator within 30, days the Union or the Company may apply to the Federal Mediation and Conciliation Services, Washington, D.C., for the appointment of such Impartial Arbitrator.

3. The arbitration hearing will be started within 60 days, if practical, of the selection of the Impartial Arbitrator and carried to a conclusion as expeditiously as possible. A decision and award by the Impartial Arbitrator will be rendered within 15 days, if feasible, of the completion of the hearing.

4. The Impartial Arbitrator will have power to decide whether or not a particular finding will have a retroactive effect, provided, however, that no retroactivity will predate the Union's demands for arbitration except as is or may be otherwise provided in other contracts or agreements between the parties.

E. The decision of the Impartial Arbitrator will be final and the Company and the Union agree to abide by such decision. The compensation and expenses of the Impartial Arbitrator and the general expenses of the arbitration will be borne by the Company and the Union in equal parts. Each party will bear the expense of its representatives and witnesses. Any expenses incurred because of any cancellation or postponement of an arbitration hearing will be borne by the party requesting such cancellation or postponement.

23.02 Expedited Arbitration.

A. In lieu of the procedures specified in 23.01 of this Agreement, any grievance filed on behalf of an employee which involves suspensions or discharges except those which also involve an issue of arbitrability, contract interpretation, or strike activity and those which are also the subject of an administrative charge or court action will be submitted to expedited arbitration within 15 calendar days after the filing of a request for arbitration. In all other grievances involving disciplinary action which are specifically subject to arbitration under

23.01, both parties may, within 15 calendar days after the filing of the request for arbitration, elect to use the expedited arbitration procedure provided. The election will be in writing and, when signed by authorized representatives of the parties, will be irrevocable. If no such election is made within the foregoing time period, the arbitration procedure in 23.01 will be followed.

B. A panel of at least 8 but no more than 10 arbitrators will be selected by the parties. Each arbitrator will serve until the termination of this Agreement unless his/her services are terminated earlier by written notice from either party to the other. The arbitrator will be notified of his/her termination by a joint letter from the parties. The arbitrator will conclude his/her services by settling any grievance previously heard. A successor arbitrator will be selected by the parties. Arbitrators will be assigned cases in rotating order designated by the parties. If an arbitrator is not available for a hearing within 10 working days after receiving an assignment, the case will be passed to the next arbitrator. If no one can hear the case within 10 working days the case will be assigned to the arbitrator who can hear the case on the earliest date.

C. The procedure for expedited arbitration will be as follows:

1. The parties will notify the arbitrator in writing on the day of agreement or date of arbitration demands to settle a grievance by expedited arbitration. The arbitrator will notify the parties in writing of the hearing date.
2. The parties may submit to the arbitrator prior to the hearing a written stipulation of all facts not in dispute.
3. The hearing will be informal without formal rules of evidence and without a transcript. However, the arbitrator will be satisfied himself/herself that the evidence submitted is of a type on which he/she can rely, that the hearing is in all respects a fair one, and that all facts necessary to a fair settlement and reasonably obtainable are brought before the arbitrator.

4. Within 5 working days after the hearing, each party may submit a brief written summary of the issues raised at the hearing and arguments supporting its position. Such summaries are not to exceed 10 pages in cases involving discharge or 5 pages in cases involving suspension. The arbitrator will give his/her settlement within 5 working days after receiving the briefs. He/She will provide the parties a brief written statement of the reasons supporting his/her settlement.
5. The decision of the arbitrator will settle the grievance; however, it will only apply to the grievance being arbitrated and will not be precedent-setting, unless the settlement or a modification thereof is adopted by the written concurrence of the representatives of each party at the Executive Level of the grievance procedure.
6. The time limits in "1" and "4" of this Section may be extended by agreement of the parties or at the arbitrator's request, in either case only in emergency situations. Such extensions will not circumvent the purpose of this procedure.
7. In any grievance arbitrated under the provisions of this Section, the Company will under no circumstances be liable for back pay for more than 9 months (plus any time that the processing of the grievance or arbitration was delayed at the specific request of the Company or time between original proposed dates and actual arbitration resulting from the Company's inability to comply with original dates) after the date of the disciplinary action. In grievances which were scheduled for mediation prior to expedited arbitration, the liability for back pay will be no more than 12 months. Delays requested by the Union in which the Company concurs will not be included in such additional time.
8. The arbitrator will have no authority to add to, subtract from or modify any provisions of this Agreement.

9. The decision of the arbitrator will settle the grievance, and the Company and the Union agree to abide by such decision. The compensation and expenses of the arbitrator and the general expenses of the arbitration will be borne by the Company and the Union in equal parts. Each party will bear the expense of its representatives and witnesses. Any expenses incurred because of any cancellation or postponement of an expedited arbitration hearing will be borne by the party requesting such cancellation or postponement.

23.03 Mediation.

A. Where mutually agreed, grievances may be mediated once at either the 2nd or 3rd Step, with the exception of those dealing with matters of contract interpretation.

1. Once a grievance has been appealed to arbitration, if the Union at the Executive Level requests mediation and the Company concurs, the grievance will be presented at a mediation hearing.

   a. Grievances to be mediated at the 2nd Step are not required to be approved for arbitration prior to mediation.

2. Within 45 days of the Union's request for arbitration, the parties will schedule and hold a mediation hearing. This hearing will normally be held in the grievant's exchange/WRA and in either a Company or Union facility. Should the availability of a mediator unnecessarily delay the processing of the grievance, either party may request that the mediation step be bypassed and the grievance be scheduled for arbitration.

3. Spokespersons for the mediation hearing will normally be as follows:

	2nd Step	3rd Step
CWA	Local President/ designee	CWA Staff Rep
Company	Management designee	Director/designee with primary LR responsibility

An attorney will not be used by either party at the mediation hearing. The number of employees who will suffer no loss in pay under 21.03 of the Agreement will be no more than 2. Should additional employees be necessary for the complete discovery of facts at the hearing, the parties will agree in advance to the number of additional employees who will attend the conference and suffer no loss in pay under 21.03.

4. The mediation hearing will normally be attended by the grievant, the Local President/designee, the grievant's supervisor and the Director/designee. Attendance at the mediation hearing will be limited to those people actually involved.

5. All written material that is presented to the mediator will be returned to the party presenting the material at the termination of the mediation hearing. The mediator may, however, retain one copy of the written grievance, to be used solely for purposes of statistical analysis.

6. Proceedings before the mediator will be informal in nature. The presentation of evidence is not limited to that which has been presented in the grievance proceedings; however, the issue mediated will be the same as the issue the parties have tried to resolve through the grievance process. The rules of evidence will not apply, and no record of the mediation hearing will be made.

7. The mediator will have the authority to meet separately with any person or persons, but will not have the authority to compel the resolution of a grievance.

8. The Company and Union spokesperson at the mediation hearing may accept the resolution proposed by the mediator and such settlement or any other settlement resulting from the conference will not be precedent-setting, unless both parties agree.

9. If no settlement is reached during the mediation hearing, the mediator will provide the parties with an immediate oral advisory opinion, including the grounds for his/her opinion, unless both parties agree that no opinion will be provided. The grievance is then subject to being scheduled for arbitration.

10. In the event that a grievance which has been mediated subsequently is arbitrated, no person serving as a mediator between these parties may serve as arbitrator. Nothing said or done by the mediator may be referred to at arbitration. Any settlement proposal made by either party at the mediation hearing will not be referred to at the arbitration hearing.

B. The parties will share equally the costs associated with mediations held at the 3rd Step. Costs associated with mediations at the 2nd Step are outlined in 21.01C2b5a.

ARTICLE 24

EMPLOYMENT SECURITY PARTNERSHIP

24.01 General Information.

A. Definition: The ***Employment*** Security PARTNERSHIP is intended to benefit our employee body because we acknowledge that employees represent our best competitive advantage. Employees and their jobs will continue to be affected by technological developments and structural changes, therefore CWA and BellSouth realize the need for

ongoing employee development, career preparation and career transition.

B. Eligibility: All regular full-time and regular part-time employees with at least 6 months of seniority will be eligible to participate in the Program.

C. Participation: Participation in all components of the Program are on the employee's own time with the exception of Orientation meetings and Career Counseling (as specified in 24.03 and 24.05).

D. Funding: The Program will be funded through an Employment Security PARTNERSHIP account. This account will be computed by multiplying term of contract (years) x $130 x the total number of regular full-time employees in the company as used in wage and benefits calculations for 1998 contract negotiations. The PARTNERSHIP Board of Directors will monitor Employment Security PARTNERSHIP funding levels and, from time to time, may recommend to the Company that it provide additional funds in order to maintain approved programs, training courses, and other PARTNERSHIP activities.

1. Costs to be charged to the Employment Security PARTNERSHIP account include:

   a. All training and associated costs for the PARTNERSHIP Program, including educational assistance and the PARTNERSHIP Job Bank.

   b. ***PARTNERSHIP Representatives'*** time and expenses in accordance with 9.02 involved in delivering orientation meetings or other services of this Program.

   c. All employees' scheduled time associated with participation in the orientation meetings, career counseling and assessment.

   d. All administrative costs of this Program.

   e. All temporary transfer costs as defined in 9.02 and relocation expenses as defined in 24.05D4d4.

f. All training costs and wages for employees while in training associated with 24.05D3a1.

g. All costs associated with the supplemental training (24.04A) and career counseling, as well as the costs for administration of subsequent job-specific training as described in 24.04A.

h. Other costs intended to enhance employment security.

i. Reasonable expenses incurred by ESP Board of Directors associated with their participation on the Board.

2. Credits to the Employment Security PARTNERSHIP account include:

a. Training and associated costs reimbursed by a department for required training successfully completed by participants selected to fill vacancies in that department.

b. Reimbursement by a department for work performed under the provisions of 24.05D3b.

3. If the Account is fully depleted prior to contract expiration, services will be discontinued.

E. Grievances: Provisions of Article 24 will not be subject to the grievance and arbitration procedure, except decisions in the filling of vacancies with Job Bank participants which will be subject to the grievance procedures up to and including arbitration within each BellSouth entity.

24.02 Program Administration.

A. Definition: The Program is jointly governed and administered by the Company and CWA.

B. Employment Security Board of Directors: The Board will consist of 5 Company and 5 CWA Representatives and may include up to two non-voting external advisors who will meet periodically and have responsibility for:

1. Providing direction and guidance for the Employment Security PARTNERSHIP Program.
2. Reviewing the progress of the Program through periodic status reports, quarterly report of the Employment Security Account expenditures. In addition, an annual report will be provided detailing the Program components made available to employees and the overall number of participants in the services.
3. Establishing amount available/limits for program participants.
4. Furnishing advice to the Company on personal or career development and job displacement training courses and curricula.
5. Reviewing and making recommendations regarding training delivery systems (Technical Schools, Colleges, home study programs, Computer Based Training, and Web Sites, etc.) available to be used by the Company.
6. Evaluating the effectiveness and progress of the Program.
7. Encouraging employees to participate in and successfully complete available training courses.

C. PARTNERSHIP Staff: The PARTNERSHIP Staff will co-administer the day-to-day operation of the PARTNERSHIP Program. Responsibilities include:

1. Tracking data, costs, and Program participation in order to provide reports to the Board of Directors.
2. Maintaining the PARTNERSHIP office (formerly Career Resource Center) which will house facilities for counseling, workshops, clerical support and a resource library. The office will be open to all participants for assistance and support in their career objectives. It will also function to coordinate and monitor throughout BellSouth all components of the ESP Program, including the Job Bank.

3. Ensuring the timely and effective delivery of the Program components.
4. Evaluating the delivery systems (inside and outside BellSouth) necessary to meet employee training needs.

D. PARTNERSHIP Representatives: Local PARTNERSHIP Representatives will exist for linkages and assistance in delivery of Program services throughout the region. Duties include:

1. Presenting Article 24 in joint Career Transitions Orientations (24.05C1).
2. Assistance in surveying employee training requirements and identifying training delivery options.
3. Conducting meetings to present Program components to employees.

24.03 Employee Development/Internal Opportunities.

A. Definition: The Employment Security PARTNERSHIP provides the information and support necessary for an employee to identify a path or direction for his/her career and to effectively pursue that path within or outside BellSouth. Through joint sponsorship of the PARTNERSHIP, CWA and BellSouth will ensure that personal and career development is made available to each employee so both our business and our employees can flourish.

B. Program Components: PARTNERSHIP consists of several components, each aimed at meeting special needs of participants. The components are:

1. A PARTNERSHIP Employee Orientation meeting, conducted jointly by the Union and Company, will be held on company time. During this meeting information will be provided on:

- Career Counseling and Assessment
- Internal Job/Career Development Plan

- Educational assistance

All services are available to employees who wish to pursue such development on their own time unless otherwise specified. An overview of the Career Transitions component will also be included.

2. Career Counseling and Assessment will be provided by professional career counselors associated with the Program. The counseling session could include internal and/or external focus. One counseling session per contract cycle will be offered on company time. ***However, this session may be scheduled on employee's own time at their request.*** Subsequent counseling would be available on the employee's own time. Additional counseling will be offered associated with Career Transitions (24.05C2).
3. Internal Job/Career Development Plan, which is personalized, may be jointly created by the employee, or Job Bank participant (24.05D) and a professional career counselor. The acquisition of skills for a job title may be pursued through this plan which will identify the skills required for targeted jobs.
   - Workshops, correspondence courses, home studies, customized courses, study guides, etc. associated with skills tests will be available to assist employees with their Internal Job/Career Development Plan.
4. Educational Assistance training under this Program will address vocational, personal, and general skills. Coursework that enhances employability (including courses that can be used inside or outside the company) will be approved under educational assistance.
   a. All such training will be taken at an accredited/approved institution.
      1) Prepay Plan: Tuition and fees for such coursework will be paid directly to the approved institution

(which is in compliance with our billing procedures) or

2) Reimbursement Plan: The employee will be reimbursed for payment of approved tuition and fees after successful course completion.

b. An employee may be required to reimburse the amount advanced for prepaid tuition if a course is not satisfactorily completed

c. A lump sum of $50.00 will be paid to an employee upon submitting evidence that he/she has satisfactorily completed a PARTNERSHIP-approved course. This sum is intended to defray expenses associated with pursuit of training.

d. Successful completion by an employee of any training or course pursuant to such Program will be taken into account when considering the employee for an upgrade or transfer.

5. Career Transitions services are designed for employees declared surplus or surplus-affected. Such employees are eligible to participate in Program services defined in 24.03 as well as 24.05.

24.04 Future Technological Change.

A. Old Work Environment to New Work Environment: An employee who is in an organization which has been identified by the Company as being affected by a future technological change which will have immediate and significant impact on an incumbent's job responsibilities will receive, on Company time, information on these technological changes as well as general information on the skills and training requirements of the new environment. An employee who does not desire to go to the new environment will be treated as outlined in 13.03C3.

1. In accordance with 12.02E, eligible incumbents will receive Company sponsored job-specific training.

2. Incumbents who successfully complete the job-specific training will be eligible for immediate transfer to the new environment.

3. If work exists in the "old" environment, incumbents who do not successfully complete training will be retained in title and be provided supplemental training, on Company time, for a maximum of 6 months or until the old work has been exhausted, whichever is less. Such supplemental training will be designed to help incumbents understand the subject matter of the training.

   Incumbents who are assigned the supplemental training will be afforded the opportunity to successfully complete the job-specific training within the 6 months period. Incumbents may retake the entire training or the appropriate modules that were not initially successfully completed.

   Incumbents who successfully complete the job-specific training during the 6 months period will become eligible for immediate transfer to the new work environment. Incumbents who do not successfully complete the job-specific training during this period will receive treatment at the appropriate time under Article 7.

4. If work in the "old" environment does not exist, incumbents who do not successfully complete training will be offered supplemental training, on Company time, to prepare them to repeat the training. Generally, such supplemental training will immediately follow the initial training and will be conducted under the auspices of the Employment Security PARTNERSHIP. This supplemental training will not extend beyond 3 weeks or one-half the duration of the initial training, whichever is less. At the completion of the supplemental training, such incumbents will be afforded the opportunity to retake the entire job-specific training or the appropriate modules that were not initially successfully completed.

Incumbents who successfully complete the job-specific training will be eligible for immediate transfer to the new work environment. Incumbents who do not successfully complete the second training will receive treatment at the appropriate time under Article 7.

5. Incumbents who do not successfully complete the initial training and who choose not to accept the supplemental training will receive treatment at the appropriate time under Article 7.
6. All costs associated with the supplemental training as well as all cost(s) for administration of the second training class will be charged to the Employment Security PARTNERSHIP Account as describe in 24.01D1g.

B. Announced Surplus Condition: Employees within an organization who have been identified by the Company (based on, but not limited to, input from the Technological Change Committee) as being part of an announced future surplus condition will be eligible to receive an overview, on company time, which will provide information on the following:

1. Career Counseling and Assessment (24.03B2)
2. Internal Job/Career Development Plan (24.03B3)
3. Educational Assistance (24.03B4)
4. Career Transitions (24.03B5 or 24.05C1, as appropriate)
5. General job skill needs of the company

24.05 Career Transitions/ External Opportunities.

A. Definition: The Career Transitions component of the Employment Security PARTNERSHIP provides additional services to employees affected by surplus displacement.

B. Eligibility: Employees eligible to participate in the services provided under Career Transitions (24.05) include regular full-time employees who, because of their seniority, will be affected by a formal declaration of surplus made by the company (as described in 7.01A).

C. Program Components: Career Transitions consists of several components, each aimed at meeting the needs of surplus and surplus-affected employees. The components are:

1. A Career Transitions Orientation provided jointly by the Union and Company will be held on company time. Information will be presented on Article 24 as follows:

   a. PARTNERSHIP program components (as described in 24.03B3, 4 and 5)

   b. Career Transitions Counseling and Assessment

   c. An overview of PARTNERSHIP Job Bank

   d. General job skill needs of the company

   Information will also be provided, as it applies to affected employees, on the provisions of Articles 7, 8, 12.02E and 13.03C.

2. A Career Transitions Counseling and Assessment session is available on a voluntary basis on company time by professional career counselors associated with the PARTNERSHIP Program. This counseling and assessment will provide advice and assistance in establishing a plan for career development.

3. Access to the PARTNERSHIP Job Bank: When a regular full-time surplus or surplus affected employee has been processed through Article 7 and is to be laid off, the employee may elect to take their termination allowance incrementally (in bi-weekly payments, based on the title held) by participating in the PARTNERSHIP Job Bank for a designated period of time as described in 24.05D below.

D. PARTNERSHIP Job Bank.

1. Definition: Job Bank participants are retained on the company payroll while receiving their termination allowance and accruing seniority. Seniority for the determination of Job Bank eligibility and subsequent termination pay will be as of the date the employee enters

the Job Bank. Vacation time will be taken, or the employee will be paid in lieu of his/her vacation, prior to entry into the Job Bank. Vacation time will not accrue as a result of employee's election to participate in the Job Bank.

2. Eligibility: Regular full-time employees scheduled to be laid off under the provisions of Article 7 may elect to participate in the PARTNERSHIP Job Bank and remain in the Job Bank until the completion of Career Transitions Counseling and Assessment plus the following:

CONDITION	WEEKS OF ELIGIBLIBILITY
• Regular full-time employees with at least 6 months of service but less than 5 years of service, who are to be laid off under the provisions of Article 7.	2 WEEKS
• Regular full-time employees with 5 or more years of service who are to be laid off under the provisions of Article 7. • ***Permanently medically restricted employee as identified in Article 8.06A.***	YEARS SVC. — WEEKS ELIG. 5-6 — 4 7 — 5 8 — 6 9 — 7 10 — 8 11 — 10 12 — 12 13 — 14 14 — 16 15 — 18 16 — 20 17 — 22 18 — 24 19 — 26 20 — 28 21 — 30 22 — 32 23+ — 34

3. Services for job opportunities available while in Job Bank include:

   a. Internal Job Placement: the Job Bank participant will be tested to identify abilities, skills, and interests to perform jobs in BellSouth as well as general occupations outside the corporation. The results of the assessment will be used in Career Transitions Counseling to establish an Internal Job/Career Development Plan (24.03B3) and/or external career plan. Upon creation of a career plan the following will be available:

      1) A Job Bank participant can receive up to a maximum of 6 weeks of training, on their own time, while still in the Job Bank for higher ***or lower*** rated jobs. Such training would assist in preparation for threshold requirements and would be included in his/her educational assistance allotment of $2,500.

   b. Temporary Job Placement: Job Bank participants may be voluntarily assigned available temporary work while in the Job Bank.

      1) The Job Bank participant may voluntarily identify, in priority order, the types of assignments and locations of his/her preference, and may be assigned to work based on his/her skills and assignment requests in order of seniority. The Career Transitions Counseling and the ***Internal*** Job/Career Development Plan are available to assist in identification of skills. ***Staffing will give p***reference to Job Bank employees whose exchange/WRA of reporting is within 35 miles of the work assignment.

      2) If a Job Bank participant is assigned to a temporary position the following will apply:

- Once an employee begins an assignment, he/she will continue in that assignment until it is completed (provided the employee can satisfactorily perform the job), or the employee is selected to fill a vacancy, or the employee enters a qualified training program, or participation in the Job Bank is terminated. Should such an assignment extend beyond an employee's normal eligibility, the Company at its option can suspend the clock for the balance of the assignment for a maximum of 90 days.
- Should the employee perform temporary work at a higher wage scale than was held when he/she entered the Program, the employee will be paid a differential while working in the assignment as described in 4.07I1. At the Company's option, the employee can remain in the assignment for the duration of Program eligibility but will not receive an acting title while performing the temporary work
- An employee who remains on the same temporary assignment after six months on the job may take up to 1 week of time off from the temporary job. This time will be counted toward Job Bank eligibility, and the employee will continue to be paid from his/her termination pay.
- Employees may be temporarily transferred on a voluntary basis, in order of seniority, to a location outside the exchange/WRA where they normally report, and will be paid travel and living expenses as provided for in the Agreement.

c. Outplacement Services, (ex: resume' assistance, workshops on topics such as job search skills and

training/career development opportunities, subsequent counseling, as needed.)

4. Benefits associated with participation in PARTNERSHIP Job Bank

   a. Continuation of benefits (as described in Article 19), with termination allowance received in bi-weekly payments

   b. Continued union membership

   c. Participants will be eligible to participate in Educational Assistance as described in 24.03B4 above. $2,500 for such training including tuition, required books, and required materials for coursework approved while in the Program will be available. The $2,500 will remain available up to 2 years beyond the date of termination of employment provided the employee completes their full Job Bank eligibility. Any such expenses for which reimbursement will be made must be approved prior to being incurred. This amount will not be deducted from termination pay at the end of the Job Bank eligibility.

   d. Priority consideration for equal or lower level vacancies within their home state in BellSouth Telecommunications.

      1) All requests will be canceled if an employee is selected to fill a regular full-time vacancy, leaves the Job Bank, or is laid off. Laid off employees may submit requests under the provisions of 7.02.

      2) Selections will be based on the normal selection procedures as described in the Agreement, except that Job Bank participants will be given priority consideration for existing equal or lower level vacancies in their home state in BellSouth Telecommunications after employees with mandatory return from leave rights and along with

employees to be considered under the provisions of 7.01C.

3) A Job Bank participant selected for a vacancy which has a report date later than the last day of Job Bank eligibility may elect to take a departmental or personal leave of absence from the last day of eligibility until the report date. In no event can the leave of absence exceed 90 days.

4) Relocation expenses for Job Bank participants selected to fill intra- or inter- company vacancies requiring relocation will be paid according to the provisions of 9.01B of the Agreement.

5. After the eligibility time of an employee has been exhausted, or if such employee elects to terminate participation in Job Bank, the employee will be laid off. A laid off employee who participated in the Career Transitions Counseling and Assessment component of the Program will continue to have access to the PARTNERSHIP office as long as the laid off employee maintains transfer requests as described in 7.02.

   The termination allowance from which the employee receives bi-weekly payments while in the Job Bank will be adjusted as follows:

   a. For each day in a work assignment (24.05D3b) or while in the Career Transitions Counseling and Assessment, nothing will be subtracted from the termination allowance.

   b. For each day in Job Bank in which the participant is not in Career Transitions Counseling and Assessment or on a work assignment, an amount equivalent to a full day's pay will be subtracted from the termination allowance.

   Any remaining balance will be paid to the employee at the time he/she exits the Job Bank.

ARTICLE 25
PAYROLL DUES DEDUCTION AND UNION SECURITY

25.01 Payroll Dues Deduction.

The Company agrees to make collection of Union dues or an amount equal thereto from any eligible employee through payroll deduction upon the order in writing signed by such employee and to pay over the amount thus deducted to the Union. The Company will continue to make such payroll deductions for employees who have properly executed dues deduction cards on file. Except as provided below, or as provided in the Memorandum of Understanding between the parties, or as otherwise provided by applicable law, all cards may only be revoked during the 10 day period preceding the expiration date of this Agreement and the same 10 day period each year during the life of this Agreement.

A. Cancellations by employees of such written authorization for payroll deductions must be in writing and the Company agrees to notify the Union forthwith of the receipt of any such written cancellations.

B. Such cancellation requests must be sent individually by certified mail to the Company Area Disbursement Accounting Manager with a copy to the Union, postmarked during one of the 10 day periods described in 25.01 above. The Company shall cease such deductions the month after the receipt by the Company of the certified notice.

C. The Union may, by written notice (over the signature of its Secretary) given to the Company, terminate, with respect to any employee, the obligation and right of the Company to make such deductions. The Company shall give notice of such termination to the employee.

D. Cancellation of such dues deductions will be made by the Company on the transfer or promotion of an employee to an

ineligible position effective the first payroll period following the transfer or promotion and will notify the Union of such cancellation.

E. Authorization cards which by their terms are revocable at will are not subject to the 10 day revocation periods referred to in 25.01 above.

25.02 Dues Requirements.

Each employee who is a member of the Union or who is obligated to tender to the Union amounts equal to periodic dues on the effective date of this Agreement, or who later becomes a member, and all employees entering into the bargaining unit on or after the effective date of this Agreement, shall, as a condition of employment, pay or tender to the Union amounts equal to the periodic dues applicable to members for the period from such effective date or, in the case of employees entering into the bargaining unit after the effective date on or after the thirtieth day of such entrance, whichever of these dates is later, until the termination of this Agreement. (For the purpose of this article, "employee" shall mean any person entering into the bargaining unit except an occasional employee.)

25.03 Effective Dates for Dues Collection.

Each employee who is a member of the bargaining unit on or before the effective date of this Agreement and who on the effective date of this Agreement was not required as a condition of employment to pay or tender to the Union amounts equal to the periodic dues applicable to members, shall, as a condition of employment, pay or tender to the Union amounts equal to the periodic dues applicable to members for the period beginning 30 days after the effective date of this Agreement until the termination of this Agreement.

25.04 Movement In and Out of Bargaining Unit.

The condition of employment specified above shall not apply during periods of formal separation from the bargaining unit by any such employee but shall reapply to such employee on the

thirtieth day following his/her return to the bargaining unit. The term "formal separation" includes transfers out of the bargaining unit, removal from the payroll of the Company, and leaves of absence of more than one month duration.

25.05 Application Under the Law.

Sections 25.02 and 25.03 shall apply only in those States where the law permits the Union to enter into this type of Union security agreement. If during the term of this contract the Union shall become duly authorized under the laws of any other State to enter into this type of Union security agreement, the effective date of this Article as to employees in such State shall be the date upon which the Company receives proper written evidence from the Union that it is fully qualified to enter into such an agreement in such State.

25.06 COPE Payroll Deduction.

The Company agrees to make collection of CWA-COPE-PAC payments of any bargaining unit employee through payroll deduction upon the order in writing, signed by such employee, and to pay over the amount thus deducted to the CWA-COPE-PAC.

25.07 Deduction Cost.

It is agreed that the Union will pay the Company the cost of making deductions.

25.08 Union Dues Deduction Agreement.

In addition to this section of the Agreement, the parties have concurrently executed a separate Union Dues Deduction Agreement.

ARTICLE 26
ABSENCES FOR UNION DUTIES

26.01 Excused Time for Union Duty.

Subject to limitations expressed below, employees who are elected or appointed to an office or committee in or for the Local, District or National Union and who are certified in writing to the Company by the Vice President or the Executive Board of the Union as having to be absent from their regular Company work for the proper performance of their lawful duties to the Union in connection with such office or committee shall be excused without pay for periods not exceeding, in the total, 120 work days in any calendar year provided that such absences shall not exceed 30 consecutive days in any 1 period. However, for Union officers as identified and limited by 17.01C the 120 work days may be increased to a maximum of 150 work days upon approval at the Company bargaining level. Except for unforeseen situations, a Local officer shall notify the immediate supervisor of the employee to be released when such absence is to begin and for what period the employee expects to be absent. The status of employees absent for such duties shall be the same, including seniority, as for other employees excused from Company duties for personal reasons not in excess of 30 consecutive days at any one period.

The excusal of employees from Company duty to perform Union duties shall not be followed to the extent of withdrawing adequate protection of telephone service in any department or locality.

26.02 Union Leave of Absence.

Employees whose Union duties require their absence from Company work for a period, or periods, in excess of those set out in 26.01 shall apply to the Company for a leave of absence without pay, and the Company shall grant such leave of absence for a reasonable period not to exceed one year. Leaves of absence granted pursuant to this Article shall be subject to the conditions hereinafter stated in 26.03.

A. Requests for leaves of absence shall be made in writing by the employee and the Vice President of the Union or his/her delegated representative, with the request being directed to the Executive Director of Labor Relations of the Company at least 30 days before such leave is to begin.

B. Requests for such leaves of absence shall be acted upon promptly by the Company.

26.03 Conditions of Leaves of Absence.

Leaves of absence granted under the terms of 26.02 are subject to these conditions.

A. The period of an employee's absence on such leave shall be included in determining such employee's seniority with the Company. However, for the purpose of determining the length of service upon which such employee's wage progression is based, such employee shall be given credit for only the first 30 days of the first leave of absence granted such employee. When the employee returns from leave, his/her wage progression, if determined in accordance with an automatic wage scale, shall be accelerated by reducing the normal intervals between increases by one-half until the employee shall have attained his/her position on his/her wage scale commensurate with his/her length of service had he/she not been on leave of absence.

B. During the period of such employee's leave of absence, such employee's qualified dependent, or dependents shall retain eligibility to Sickness-Death Benefits. The employee may continue coverage under the BellSouth Medical Assistance Plan when employed by CWA or when elected or appointed to a CWA office within a Local Union. The employee may continue his/her own coverage under the BellSouth Dental Assistance Plan and the BellSouth Vision Assistance Plan by individual payment of the full amount of appropriate payment.

C. Employees who return to Company duty at the expiration of such leaves of absence shall be placed on the payroll at the rate received when such absence was granted, adjusted for any

changes in wage level made during the period of such leave of absence. In the event such leave of absence has expired and such employee desires to, and is otherwise entitled to, resume employment with the Company, but at the time of such expiration such employee is unable to perform the required Company duties because of sickness, such employee shall nevertheless be re-employed, and in determining the eligibility of such employee to sickness payments the first day of such re-employment shall be considered as such employee's first day of absence because of sickness.

D. Such leave of absence for an employee shall be terminated at his/her request prior to the expiration of such leave of absence only in case the employee is able to perform on a full-time basis the Company duties required of such employee. The term "full-time basis" as used in the preceding sentence shall not be construed to deny to such employee incidental participation in Union matters without pay if excused by the Company for such purposes. An employee requesting to return from Union leave under this paragraph shall give his/her supervisor reasonable notice.

E. The termination of this Agreement by either party shall not affect the leave status or re-employment rights of an employee who is on leave of absence granted under 26.02.

F. Notwithstanding the provisions of 21.02, employees on such leaves of absence shall not be entitled to receive from the Company any pay or compensation for time consumed in meetings with Management, or necessarily consumed in traveling to and from such meetings.

26.04 Limitations of Union Leaves.

In the event the Company is of the opinion that the duties being performed by an employee are not within the intent of this Article, the Company shall notify the employee and the Union and allow the employee an opportunity to cease such duties.

ARTICLE 27
DISTRIBUTION OF AGREEMENT

27.01 Distribution to Employees.

The Company shall have this Agreement printed in a union shop and distributed to all of its present employees and shall hand a copy to all employees when they begin work with the Company.

ARTICLE 28
RESPONSIBLE UNION-COMPANY RELATIONSHIP

The Company and the Union recognize it is in the best interests of both parties, employees and the public that all dealings between them continue to be characterized by mutual responsibility and respect. To ensure this relationship continues and improves, both parties agree that their respective representatives at all levels will apply the terms of this Agreement in accord with its intent and meaning and consistent with the Union's status as exclusive bargaining representative of all employees in the unit.

Each party shall bring to the attention of all employees in the unit their purpose to conduct themselves in a spirit of responsibility and respect and of the measures they have agreed upon to ensure adherence to this purpose.

This Agreement recognizes the heritage of our responsible relationship which began in the 1960's and has been improved upon throughout the subsequent years. We recognize that the labor relationship builds upon our past but looks to the future as well.

The long-term success of the Company and the Union are interrelated and dependent upon our meeting the needs of our customers. The Union, through its membership, has a vital role in the overall success of the Company's operations. Consequently, each party shall participate in the open exchange of information to the fullest extent possible. The

Company must continually improve efficiency in order to ensure our ability to be competitive in the marketplace and to prosper. The Union must play an essential role in sharing in the achievement of these goals.

Organizational and technological innovations are necessary and inevitable. We believe that every employee has both the ability and responsibility to contribute to the goals of the organization - in return, the Company will treat every employee with dignity and respect.

Both parties have the responsibility to assure this improving relationship exists, is endorsed and communicated throughout all levels of the Company and the Union.

ARTICLE 29
APPLICATION, EXCLUSIONS AND AMENDMENTS

29.01 Application.

This Agreement applies to all regular and temporary employees of the Company within the bargaining unit, but applies to occasional employees only to the extent and with the limitations expressed in 29.02.

29.02 Occasional Employees.

The following provisions of this Agreement are not applicable to occasional employees: Articles 3, except 3.07; 4, except 4.01D, 4.01J, 4.01L, 4.02A, 4.02B, 4.03B, 4.04A, 4.04B, 4.04D, and 4.07; 5; 6; 7 (except separation of occasionals); 8; 9 (except 9.03); 10; 11; 12; 13; 14; 15; 16; 19; 25; and 26.

29.03 Amendments.

Any provisions of this Agreement may be amended, modified or supplemented at any time by mutual consent of the parties hereto, without in any way affecting any of the other provisions of this Agreement.

ARTICLE 30
NON-DISCRIMINATION

30.01 Company Responsibilities.

The Company agrees not to discriminate against, interfere with, restrain or coerce employees because of membership or lawful activity in the Union.

30.02 Union Responsibilities.

The Union agrees not to exert any coercion or intimidation on any employee because of non-membership in the Union or for the purpose of inducing membership therein.

30.03 Non-Discrimination Clause.

In a desire to restate their respective policies, neither the Company nor the Union shall unlawfully discriminate against any employee because of such employee's race, color, religion, sex, national origin or age, or because of such employee's handicap or status as a disabled veteran or a veteran of the Vietnam era.

30.04 Effect on Employment.

Affiliation or non-affiliation with any labor organization is a matter solely for the decision of the employees; the decision of an employee in this matter will not affect his/her employment or advancement with the Company.

ARTICLE 31
DURATION OF AGREEMENT

31.01 Life of Agreement.

This Agreement shall be effective as of August *5, 2001* and shall continue in full force and effect until its termination at 11:59 p.m. (eastern time), August *7, 2004*.

IN WITNESS WHEREOF, Communications Workers of America and BellSouth Telecommunications have caused this Agreement to be executed by their respective officers and agents thereunto duly authorized, all as of the day first above written.

COMMUNICATIONS WORKERS OF AMERICA

James E. Smith
Vice President

BELLSOUTH TELECOMMUNICATIONS, INC.

Michael L. Matthews
Executive Director
Labor Relations

ATTEST:

Beverly A. Hicks
Administrative Assistant
to Vice President

ATTEST:

Michael D. Campbell
Executive Director
Labor Relations

APPROVED:

Morton Bahr
President, Communications
Workers of America

TITLES AND WAGE SCALE ASSIGNMENTS

The following listing is intended to show current departmental usage of the various bargaining unit job titles. This listing is for the convenience of the reader and is not to be considered as binding on the Company as to changes which may be made in the use of these titles by the various departments from time to time.

The titles, wage scale assignments, symbols and numbers shown on the following pages of Appendix A, Part I are explained below as follows:

Column A - Wage Scale Applicable to Each Title.

Column B - Employee Title

Column C - Departments For Which Title Is Authorized And Definition of Symbols

A/1 Center(s)	A
Consumer Services	C
CPE (BCS)	E
Finance (includes Treasury)	F
Human Resources and Corporate Services	H
Interconnect (includes Marketing, Industry Services, AIN, ICS, ACAC)	T
Large Business (BBS)	M
Legal & Security	L
Network	N
Operator Services	O
Public (BSPC)	G
Regulatory & External Affairs	R
Small Business Services	B
Supply Chain Management	P

Departmental Usage of Titles
Wage Scale Table

(A)	(B)	(C)												
Wage Scale	Title	Department												
		A	F	E	M	P	H	R	L	B	C	O	G	N	T
16	Accounting Assistant		F												T
18	Accounting Specialist (1)		F												
28	Automotive Mechanic (3)						H								
16	Billing Verification Assistant													N	
32	Circuit Layout Assigner													N	
18	Claims Specialist						H		L						
40	Coin Telephone Collector												G		
18	Collections Representative									B	C				
21	Communications Assistant			E										N	
3, 19	Communications Specialist									B					
30	Communications Technician			E											
16	Compliance Assistant								L						
14	Computer Attendant (2)						H					O			T
16	Course Customization Assistant						H								
16	Customer Service Assistant													N	T
27	Customer Service Associate				M									N	
32	Digital Technician													N	
12	Dispatch Assistant			E										N	T
14	Drafting Assistant													N	
32	Electronic Technician														T
16	Engineering Assistant (1)				E									N	T
20	Facilities Assignment Specialist													N	
32	Facility Technician													N	
24	Facility Technician's Helper													N	
		A	F	E	M	P	H	R	L	B	C	O	G	N	T

(1) These titles are normally filled through promotions from within the department in which the vacancy exists.
(2) These titles are normally filled through promotions from Wage Scale 10 in the department in which the vacancy exists.
(3) Employees who were in these titles effective August 8, 1998, will remain in these titles as long as they perform these duties. No employees will be placed in these titles subsequent to August 9, 1998.
(4) Employees in these titles effective August 9, 1986, will remain in these titles as long as they perform these duties. No employees will be placed in these titles subsequent to August 10, 1986.

Departmental Usage of Titles
Wage Scale Table

(A)	(B)	(C)													
Wage Scale	Title	Department													
		A	F	E	M	P	H	R	L	B	C	O	G	N	T
16	Forecast Assistant		F					R							
24	Frame Attendant													N	
16	Graphics Assistant							R							
16	Independent Company Assistant							R							
16	Investigation Assistant										C				
20	Line Translations Specialist													N	
20	Maintenance Administrator														T
20	Maintenance Specialist													N	
25	Material Service Coordinator													N	T
10	Messenger (3)														
32	Multi-Media Technician													N	
16	Network Administration Assistant													N	T
18	Network Analysis Specialist													N	
14	Network Assistant													N	T
12	Network Attendant													N	
16	Network Translations Assistant														T
10	Office Assistant	A	F	*E*	*M*		H	R	L	B	C	O	G	N	T
2	Office Clerical Assistant		F	E			H	R	L	B	C	O		N	T
11	Operator											O			
30	Outside Plant Technician													N	
10	Processing Assistant		F							B	C				T
32	Processor Technician													N	
20	Provisioning Specialist													N	
36	Public Communications Consultant												G		
		A	F	E	M	P	H	R	L	B	C	O	G	N	T

(1) These titles are normally filled through promotions from within the department in which the vacancy exists.

(2) These titles are normally filled through promotions from Wage Scale 10 in the department in which the vacancy exists.

(3) Employees who were in these titles effective August 8, 1998, will remain in these titles as long as they perform these duties. No employees will be placed in these titles subsequent to August 9, 1998.

(4) Employees in these titles effective August 9, 1986, will remain in these titles as long as they perform these duties. No employees will be placed in these titles subsequent to August 10, 1986.

Departmental Usage of Titles
Wage Scale Table

(A)	(B)	(C) Department													
Wage Scale	Title	A	F	E	M	P	H	R	L	B	C	O	G	N	T
11	Public Communications Counting Processor												G		
12	Public Communications Operations Administrator												G		
24	Public Communications Technical Assistant												G		
30	Public Communications Technician												G		
45	Public Telephone Technician												G		
12	Repair Service Attendant (3, *except CPE)*			*E*									G	N	T
27	***Sales Associate***									***B***	***C***				
10	Sales Clerk (3, ***except Large Business)***				M										
14	Secretarial - Stenographer (4)			E	M		H	R						N	
10	Senior Office Assistant			E											
14	Service Assistant											O			T
36	Service Consultant			E	M										
23	Service Representative	*A*		E						B	C				T
30	Services Technician													N	
27	***Solutions Specialist***	*A*													
14	Special Assistant (2)		F	*E*	*M*	P	H	R	L	B	C	O		N	T
16	Special Services Assistant									B					
18	Special Services Representative								L						
		A	F	E	M	P	H	R	L	B	C	O	G	N	T

(1) These titles are normally filled through promotions from within the department in which the vacancy exists.

(2) These titles are normally filled through promotions from Wage Scale 10 in the department in which the vacancy exists.

(3) Employees who were in these titles effective August 8, 1998, will remain in these titles as long as they perform these duties. No employees will be placed in these titles subsequent to August 9, 1998.

(4) Employees in these titles effective August 9, 1986, will remain in these titles as long as they perform these duties. No employees will be placed in these titles subsequent to August 10, 1986.

Departmental Usage of Titles
Wage Scale Table

(A)	(B)	(C)													
Wage Scale	Title	Department													
		A	F	E	M	P	H	R	L	B	C	O	G	N	T
10	Stenographer				M										
10	Supplies Assistant														T
32	Switching Equipment Installation Technician													N	
32	Switching Equipment Technician													N	
32	Systems Specialist Technician			E										N	T
32	Systems Technician			E											
24	Technical Assistant													N	T
32	Technical Consultant			E											
32	Testing Technician													N	T
32	Toll Testing Technician (3)													N	
6	Wire Technician			E										N	
		A	F	E	M	P	H	R	L	B	C	O	G	N	T

(1) These titles are normally filled through promotions from within the department in which the vacancy exists.

(2) These titles are normally filled through promotions from Wage Scale 10 in the department in which the vacancy exists.

(3) Employees who were in these titles effective August 8, 1998, will remain in these titles as long as they perform these duties. No employees will be placed in these titles subsequent to August 9, 1998.

(4) Employees in these titles effective August 9, 1986, will remain in these titles as long as they perform these duties. No employees will be placed in these titles subsequent to August 10, 1986.

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
ALABAMA		Eutaw	C	Mobile#	C
Alabaster#	A	Evergreen	C	Montevallo	C
Albertville#	C	Fairhope	C	Montgomery#	C
Alexander City	C	Flomaton	C	Moulton	C
Anniston#	C	Florence	C	Munford	C
Athens	C	Ft. Deposit	C	Mt. Vernon	C
Attalla	C	Fort Mitchell	C	Ohatchee	C
Auburn	C	Ft. Payne	C	Opelika#	C
Bay Minette	C	Gadsden#	C	Parrish	C
Belle Fontaine	C	Gardendale	A	Phenix City#	C
Bessemer#	A	Goodwater	-	Piedmont	C
Birmingham#	A	Graysville	A	Pinson	A
Boaz	C	Greensboro	C	Prattville	C
Brewton	C	Guntersville	C	Red Bay	C
Bridgeport	C	Gurley	C	Rogersville	C
Calera	C	Hanceville	C	Russellville	C
Carbon Hill	C	Hartselle	C	Selma#	C
Centreville	C	Hazelgreen	C	Sheffield#	C
Chelsea	A	Holtville	C	Stevenson	C
Childersburg	C	Huntsville#	C	Sylacauga#	C
Citronelle	C	Hurtsboro	C	Talladega	C
Clanton	C	Jackson	C	Thomasville	C
Clayton	C	Jacksonville	C	Town Creek	C
Columbiana	C	Jasper#	C	Troy	C
Cordova	C	Killen	C	Tuscaloosa#	C
Courtland	C	LaFayette	C	Tuskegee	C
Cullman#	C	Leighton	C	Uniontown	C
Dadeville	C	Lexington	C	Vincent	C
Decatur#	C	Linden	C	Warrior	C
Demopolis	C	Livingston	C	West Blocton	C
Dora	C	Madison	C	Wetumpka	C
Dothan	C	Maplesville	C	York	C
Elbow Gap*	C	Marion	C		
Eufaula	C	McIntosh	C		

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
FLORIDA		Ft. Myers	-	Naples	C
Archer	C	Gainesville#	C	Newberry	C
Baldwin	C	Geneva	C	Newport*	C
Belle Glade	A	Graceville	C	New Smyrna Beach	C
Big Pine	A	Green Cove Springs	C	North Dade#	A
Boca Raton#	A	Gulf Breeze	C	North Key Largo	A
Boynton Beach#	A	Havana	C	Oak Hill	-
Bronson	C	Hawthorne	C	Old Town	-
Brooksville#	C	Hobe Sound	C	Orange Park#	B
Bunnell	C	Holley-Navarre	C	Orlando#	B
Cantonment	C	Hollywood#	A	Oviedo	C
Cedar Keys	-	Homestead#	A	Pace	C
Chiefland	C	Islamorado	A	Pahokee	C
Chipley	C	Jacksonville#	B	Palatka#	C
Cocoa#	C	Jacksonville Beach	B	Palm Coast	C
Cocoa Beach	C	Jay	C	Panama City#	C
Coral Springs#	A	Jensen Beach#	C	Penney Farms	-
Crestview*	C	Jupiter	A	Pensacola#	C
Cross City	C	Key Largo	A	Perrine#	A
Daytona Beach#	C	Key West	A	Pierson	C
DeBary	C	Keystone Heights	C	Pomona Park	-
DeLand	C	Lake City	C	Pompano Beach#	A
DeLeon Springs	C	Lakeland	C	Ponte Vedra Beach	C
Deerfield Beach	A	Lynn Haven	C	Port St. Lucie	C
Delray Beach#	A	Madison*	C	Pratt Whitney*	C
Dunnellon	C	Mandarin	B	St. Augustine#	B
East Orange	C	Marathon	A	St. Petersburg*	C
Eau Gallie	C	Maxville	-	Sanford#	C
Fernandina Beach	C	Melbourne#	C	Sarasota	C
Flagler Beach	C	Miami#	A	Sebastian	C
Fort George	-	Micanopy	C	Stuart	C
Fort Pierce#	C	Middleburg	C	Sugarloaf Key	A
Fort Walton Beach*	C	Milton	C	Sunny Hills	-
Ft. Lauderdale#	A	Munson	-	Tallahassee*	C

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
Tampa*	C	Buford	C	Gay	-
Titusville	C	Calhoun	C	Gibson	C
Trenton	C	Camilla	C	Grantville	-
Vernon	C	Carrollton#	C	Greensboro	C
Vero Beach#	C	Cartersville	C	Greenville	C
Weeki Wachee	C	Cave Spring	-	Griffin#	C
Welaka	C	Cedartown	C	Hamilton	C
West Palm Beach#	A	Chamblee#	A	Hampton	C
Yankeetown	-	Claxton	C	Harlem	C
Youngstown Ftn.	C	Clermont	C	Hazelhurst	C
Yulee	C	Cochran	C	Hephzibah	C
		Colquitt	C	Hogansville	C
GEORGIA		Columbus#	C	Jackson	C
Acworth	A	Concord	C	Jekyll Island	C
Adairsville	C	Conyers	C	Jesup	C
Albany#	C	Cordele	C	Johnson's Corner	-
Alpharetta	A	Covington	C	Jonesboro#	C
Americus	C	Cumming	C	Kingston	-
Appling	C	Cusseta	C	LaGrange#	C
Arlington	C	Dallas	C	Lake Park	C
Athens#	C	Dalton*	C	Lawrenceville#	A
Atlanta#	A	Douglasville#	C	Leary	-
Augusta#	C	Dublin#	C	Leesburg	C
Austell#	A	Duluth#	A	Lithonia	C
Baconton	-	Eastman	C	Loganville	C
Bainbridge	C	Eatonton	C	Louisville	C
Barnesville	C	Elberton	C	Lula	C
Baxley	C	Fairburn	C	Lumber City	-
Blackshear	C	Fayetteville	C	Lumpkin	C
Bogart-Statham	C	Flowery Branch	C	Luthersville	-
Bowdon	C	Forsyth	C	Lyons	C
Bremen	C	Fort Valley	C	Macon#	C
Brunswick#	C	Franklin	-	Madison	C
Buchanan	C	Gainesville#	C	Marietta#	A

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
McDonough	C	Sylvester	C	Bloomfield	-
Millen	C	Tallapoosa	C	Bluff Springs	-
Monticello	C	Temple	-	Bowling Green#	C
Newnan#	C	Thomasville	C	Bremen	-
Newton	-	Thomson	C	Burgin	-
Norcross	A	Tifton	C	Cadiz	C
Palmetto	C	Tucker#	A	Calhoun	C
Panola	C	Valdosta#	C	Campbellsburg	-
Pelham	C	Vidalia	C	Carlisle	C
Pine Mountain	-	Villa Rica	C	Carrollton	C
Pooler	-	Wadley	C	Cayce	-
Powder Springs	A	Warner Robins	C	Centertown	-
Richland	C	Warrenton	C	Central City	C
Rome#	C	Watkinsville	C	Chaplin	-
Rockmart	C	Waycross	C	Clay	-
Roopville	C	Waynesboro	C	Clinton	C
Roswell#	A	Winder*	C	Cloverport	C
Royston	C	Woodbury	C	Corbin	C
Rutledge	-	Woodstock	C	Cornishville	-
St. Simons	C	Wrens	C	Corydon	-
Sandersville-Tennille	C	Wrightsville	C	Crab Orchard	-
Sardis	-	Zebulon	C	Crofton	-
Savannah#	C	**KENTUCKY**		Cropper	-
Savannah Beach	-	Allen	C	Cynthiana	C
Senoia	C	Allensville	-	Danville#	C
Smithville	-	Aurora	-	Dawson Springs	C
Smyrna#	A	Bagdad	-	Dixon	-
Social Circle	C	Bardstown#	C	Drakesboro	-
Sparks	C	Beattyville	C	Earlington	-
Sparta	C	Beaver Dam	C	Eddyville	C
Stockbridge	C	Bedford	-	Edgoten	C
Stone Mountain	A	Benham-Lynch	C	Elkhorn City	C
Swainsboro	C	Benton	C	Elkton	C
				Eminence	C

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
Ensor	C	LaGrange	C	Olmstead	-
Fedscreek	C	Lawrenceburg	C	Owensboro#	C
Finchville	-	Lebanon Jct.	-	Owenton	C
Ford	-	Lexington*	C	Paducah#	C
Fordsville	C	Little Rock	-	Paintsville	C
Frankfort#	C	Livermore	C	Panther	-
Franklin	C	Louisa	C	Paris	C
Freeburn	C	Louisville#	A	Pembroke	-
Fredonia	-	Maceo	C	Perryville	-
Fulton	C	Mackville	-	Pikeville#	C
Georgetown	C	Madisonville#	C	Pilot View	-
Ghent	-	Marion	C	Pineville	C
Gilbertsville	C	Martin	C	Pleasant Ridge	-
Golden Pond	-	Mayfield	C	Pleasureville	-
Gracey	-	Maysville	C	Port Royal	-
Greenville	C	McDaniels	C	Prestonsburg	C
Guthrie	C	McDowell	C	Princeton	C
Habit	C	Middlesboro	C	Providence	C
Hanson	-	Millersburg	-	Richardsville	C
Hardinsburg	C	Milton	-	Richmond#	C
Harlan	C	Mooresville	-	Robards	-
Harrodsburg	C	Morganfield	C	Rose Terrace	B
Hartford	C	Morgantown	C	Russellville	C
Hawesville	C	Mortons Gap	-	Sacramento	-
Hebbardsville	-	Mt. Eden	-	Sadieville	-
Henderson#	C	Mt. Sterling	C	St. Charles	-
Hickman	C	Murray	C	Salvisa	-
Hopkinsville#	C	Nebo	-	Sebree	-
Inez	C	Neon	C	Sharon Grove	-
Island	-	New Castle	C	Shawhan	-
Jackson	C	New Haven	-	Shelbyville	C
Junction City	-	New Liberty	-	Simpsonville	-
Kirksville	-	No. Middletown	-	Slaughters	-
LaFayette	-	Nortonville	-	Smithfield	-

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
Sorgho	C	Amelia	C	Donaldsonville	C
South Williamson	C	Amite	C	Doyline	-
Springfield	C	Angie	C	Dry Prong	C
Stamping Ground	-	Arcadia	C	Dubach	-
Stanford	-	Baldwin	C	Dulac	C
Stanley	-	Bastrop	C	Duson	C
Stanton	C	Baton Rouge#	C	Edgard	-
Stone	C	Benton	-	Epps	-
Sturgis	C	Bernice	C	Erath	-
Sulphur	-	Blanchard	C	Eunice	C
Symsonia	-	Bogalusa#	C	Farmerville	C
Taylorsville	C	Boyce	C	Ferriday	C
Trenton	C	Broussard	C	Florien	-
Utica	-	Bunkie	C	Folsom	-
Virgie	C	Buras	A	Fort Necessity	-
Waco	-	Bush	-	Franklin	C
Waddy	-	Calhoun	-	Franklinton	C
Wallins Creek	-	Carencro	C	Georgetown	-
Water Valley	-	Castor	-	Gibsland	C
Waverly	-	Centerville	-	Gibson	C
Wayland	C	Chackbay	-	Grambling	-
West Louisville	C	Clinton	C	Grand Cane	-
West Point	B	Colfax	C	Greenwood	C
Whitesburg	C	Columbia	C	Gueydan	C
Whitesville	C	Convent	-	Hammond#	C
Williamsburg	C	Converse	-	Harrisonburg	-
Willisburg	-	Coushatta	C	Haughton	C
Winchester#	C	Covington#	C	Haynesville	C
Woodburn	-	Crowley#	C	Homer	C
		Crowville	-	Hornbeck	-
LOUISIANA		Delacroix	-	Houma#	C
Abbeville	C	Delhi	C	Independence	C
Albany	C	Denham Springs	C	Jackson	C
Alexandria#	C	DeRidder	C	Jeanerette	C

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
Jennings	C	Melville	C	Raceland	C
Jesuit Bend	A	Mer Rouge	-	Rayne	C
Jonesboro	C	Merryville	-	Rayville	C
Jonesville	C	Minden	C	Robeline	C
Keatchie	-	Monroe#	C	Rougon	C
Keithville	C	Montegut	C	Ruston#	C
Kenner#	A	Monterey	-	Saline	-
Kentwood	C	Montgomery	-	Shreveport#	C
Krotz Springs	-	Mooringsport	-	Sicily Island	-
Labadieville	-	Morgan City#	C	Slidell#	C
Lacombe	-	Morganza	-	Springfield	-
Lafayette#	C	Mt. Hermon	-	St. Bernard	A
Lafitte	A	Napoleonville	C	St. Francisville	C
Lake Arthur	C	Natchitoches	C	St. Gabriel	C
Lake Catherine	-	Newellton	C	St. Joseph	C
Lake Charles#	C	New Iberia#	C	St. Landry	-
Lake Providence	C	New Orleans#	A	St. Martinville	C
LaPlace	C	New Roads	C	Sterlington	C
Lawtell	C	Norco	C	Sulphur	C
LeCompte	-	Oakdale	C	Sweet Lake	-
Leesville#	C	Oak Grove	C	Tallulah	C
Leonville	-	Oil City	-	Thibodaux#	C
Lisbon	-	Opelousas#	C	Tunica	-
Livingston	-	Paradis	-	Vacherie	C
Lockport	C	Patterson	C	Venice	-
Logansport	C	Pearl River	-	Vidalia	C
Loreauville	-	Pierre Part	C	Vinton	-
Luling	A	Pine	-	Washington	C
Lutcher	C	Plaquemine	C	Waterproof	-
Madisonville	-	Pointe a la Hache	-	Weeks Island	-
Mandeville	C	Pollock	-	White Castle	-
Mansfield	C	Ponchatoula	C	Wilson	-
Many	C	Port Barre	C	Winnfield	C
Marksville	C	Port Sulphur	A	Winnsboro	C

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
Youngsville	C	Coffeeville	-	Hernando	C
Yscloskey	-	Coldwater	C	Hickory	-
Zachary	C	Collins	C	Hollandale	C
Zwolle	C	Columbia	C	Holly Springs	C
		Columbus#	C	Houston	C
		Columbus A.F.B.	C	Hurley	C
MISSISSIPPI		Como	-	Indianola	C
Aberdeen	C	Corinth	C	Inverness	-
Amory	C	Crenshaw	-	Itta Bena	-
Ashland	-	Crystal Springs	C	Iuka	C
Baldwyn	C	DeKalb	C	Jackson#	C
Batesville	C	Drew	C	Jonestown	-
Bay St. Louis	C	Duckhill	-	Kilmichael	-
Beaumont	-	Duncan	-	Kosciusko	C
Belmont	C	Durant	C	Lake	-
Belzoni	C	Edwards	-	Laurel#	C
Benoit	-	Ellisville	C	Leland	C
Biloxi#	C	Enterprise	-	Lexington	C
Blue Mountain	-	Ethel	-	Liberty	C
Bolton	-	Eupora	C	Louisville	C
Booneville	C	Fayette	C	Lucedale	C
Brandon	C	Flora	-	Lula	-
Brookhaven#	C	Forest	C	Lumberton	C
Buckatunna	-	Friars Point	-	Maben	-
Burnsville	-	Gloster	C	Macon	C
Caledonia	-	Goodman	-	Madison	C
Canton	C	Greenville#	C	Magee	C
Carrollton	-	Greenwood#	C	Magnolia	C
Carthage	C	Grenada	C	Marks	C
Centreville	C	Gulfport#	C	McComb#	C
Charleston	C	Gunnison	-	McCool	-
Clarksdale	C	Hattiesburg#	C	McLain	-
Cleveland	C	Hazlehurst	C	Mendenhall	C
Clinton#	C	Heidelberg	C	Meridian#	C

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
Mize	C	Rolling Fork	C	Waynesboro	C
Monticello	C	Rosedale	C	West	-
Moorehead	-	Roxie	-	West Point	C
Morton	C	Ruleville	C	Wesson	-
Moss Point	C	Saltillo	C	Wiggins	C
Mt. Olive	C	Sardis	C	Winona	C
Natchez#	C	Scooba	-	Woodville	C
Naval Air Station	C	Seminary	-	Yazoo City	C
Nettleton	C	Senatobia	C		
New Albany	C	Shannon	-	**NORTH CAROLINA**	
Newton	C	Shaw	-	Acme	C
Oakland	-	Shelby	-	Anderson	C
Obadiah	C	Shubuta	-	Apex	C
Ocean Springs	C	Shuqualak	-	Arden	C
Okolona	C	Silver Creek	-	Arcadia-Midway	-
Osyka	C	Starkville	C	Asheville#	C
Oxford#	C	Sumner	C	Atkinson	C
Pace	-	Sumrall	C	Belmont	C
Pascagoula#	C	Taylorsville	C	Bessemer City	C
Pass Christian	C	Tchula	-	Black Mountain	C
Pearlington	-	Terry	-	Blowing Rock	C
Pelahatchie	-	Toomsuba	-	Bolton	-
Philadelphia	C	Tunica	C	Boone	C
Picayune	C	Tupelo#	C	Burgaw	C
Pickens	-	Tutwiler	-	Burlington#	C
Pontotoc	C	Tylertown	C	Canton	C
Poplarville	C	Union	C	Caroleen	C
Port Gibson	C	Utica	-	Carolina Beach	C
Purvis	C	Vaiden	-	Cary	C
Quitman	C	Van-Cleave	-	Castle Hayne	C
Raleigh	C	Verona	-	Chapel Hill	C
Raymond	C	Vicksburg#	C	Charlotte#	A
Richton	C	Walnut	C	Cherryville	C
Ripley	C	Water Valley	C	Claremont	C

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
Cleveland	C	Lowell	C	Waynesville	C
Clyde	C	Lumberton#	C	Wendell	C
Concord*	C	Maggie Valley	C	Wilmington#	C
Davidson	C	Maiden	C	Winston-Salem#	C
Denver	C	Marion*	C	Wrightsville Beach	C
Ellenboro	C	Milton	-	Zebulon	C
Enka	C	Monroe*	C		
Fairmont	C	Monticello	C	**SOUTH CAROLINA**	
Fairview	C	Morganton	C	Aiken#	C
Forest City	C	Mt. Holley	C	Allendale	C
Gastonia#	C	Mt. Olive	C	Anderson#	C
Gatewood	C	Newland	C	Bamberg	-
Gibson	-	Newton	C	Barnwell	C
Goldsboro#	C	Pembroke	C	Batesburg	C
Grantham	C	Raleigh#	A	Bath	C
Greensboro#	C	Reidsville	C	Beech Island	C
Grover	C	Rockingham	C	Belton	C
Hamlet	C	Rowland	C	Bennettsville	C
Hendersonville#	C	Rutherfordton	C	Blacksburg	C
Hickory*	C	Sailsbury	C	Blackville	-
Huntersville	C	Saxapahaw	C	Blenheim	-
Julian	C	Scotts Hill	C	Blue Ridge	C
Kimesville	-	Selma	C	Camden	C
Kings Mountain	C	Shelby	C	Central	-
Knightdale	C	Southport	C	Chapin-Little Mtn.	C
Lake Lure	C	Spruce Pine	C	Charleston#	C
Lattimore	C	Stanley	C	Cheraw	C
Laurinburg	C	Statesville#	C	Clemson	C
Lawndale	C	Stony Point	C	Clinton	C
Leicester	C	Summerfield	C	Clio	-
Lenoir#	C	Swannanoa	C	Clover	C
Lincolnton#	C	Taylorsville	C	Columbia#	B
Locust	C	Troutman	C	Cowpens	C
Long Beach	C	Vale	C	Darlington	C

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
Denmark	C	Newberry	C	Benton	C
Dillon	C	New Ellenton	C	Bethel Springs	-
Easley	C	Nichols	-	Big Sandy	C
Eastover	C	North Augusta	C	Blanche	-
Edgefield	C	Orangeburg#	C	Bolivar	C
Edisto Beach	C	Pacolet	-	Brownsville	C
Florence#	C	Pelzer-Williamston	C	Bulls Gap	C
Folly Beach	-	Pendleton	C	Camden	C
Fountain Inn	C	Pickens	C	Carthage	C
Gaffney	C	Piedmont	C	Cedar Grove	-
Graniteville	C	Prosperity	-	Centerville	C
Greenville#	C	St. George	C	Charleston	C
Greenwood*	C	Salem	-	Charlotte	-
Greer	C	Seneca	C	Chattanooga#	C
Hartsville	C	Sharon	-	Clarksville#	C
Hickory Grove	-	Six Mile	C	Cleveland#	C
Hilton Head	C	Society Hill	-	Clinton	C
Honea Path	C	Spartanburg#	C	Collierville	A
Isle of Palms-Sullivan's Island	C	Springfield-Salley	-	Columbia#	C
		Summerville	C	Copper Basin	C
Joanna	-	Sumter*	C	Covington	C
Johnston	C	Timmonsville	C	Cross Plains-Orlinda	-
Jonesville	C	Travelers Rest	C		
Lake View	-	Union	C	Culleoka	-
Lake Wylie	C	Walhalla	C	Cumberland City	-
Latta	-	Westminster	C	Cumberland Gap	C
Lexington	C	Whitmire	C	Cunningham	-
Liberty	C	York	C	Dandridge	C
Lyman	C	**TENNESSEE**		Dayton	C
Marion	C	Adams-Cedar Hill	-	Decatur	C
McColl	-	Arlington	A	Dickson#	C
Mt. Pleasant	C	Ashland City	C	Dover	C
Mullins	C	Athens#	C	Dyer	-
Myrtle Beach	C	Bells	-	Dyersburg	C

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
Eagleville	-	Kenton	C	Norris	C
Elkton	-	Kingston	C	Oak Ridge#	C
Etowah	C	Knoxville#	C	Old Hickory	C
Fairview	C	LaFollette	C	Oliver Springs	C
Fayetteville	C	Lake City	C	Palmyra	-
Flintville	C	Lawrenceburg	C	Paris	C
Franklin#	C	Lebanon	C	Petersburg	-
Fredonia	-	Lenoir City	C	Pleasant View	C
Gallatin#	C	Lewisburg	C	Portland	C
Gatlinburg	C	Lexington	C	Pulaski	C
Gibson	-	Loudon	C	Ridgely	-
Gleason	-	Lyles	C	Ripley	C
Goodlettsville	A	Lynchburg	-	Rockwood	C
Grand Junction	-	Lynnville	-	Rogersville	C
Greenback	C	Madisonville	C	Sango	-
Greenbrier	C	Manchester	C	Santa Fe	-
Greenfield	C	Maryville#	C	Savannah	C
Halls	C	Mascot-Strawberry	C	Selmer	C
Hampshire	-	Plains		Sevierville#	C
Harriman	C	Maynardville	C	Sewanee	C
Hartsville	C	McEwen	-	Shelbyville	C
Henderson	C	McKenzie	C	Smyrna	C
Hendersonville	C	Medina	-	Sneedville	C
Henning	-	Memphis#	A	Soddy-Daisy	C
Hohenwald	C	Middleton	-	Somerville	C
Hornbeak	C	Milan	C	South Pittsburg	C
Humboldt	C	Morristown#	C	Spring City	C
Huntingdon	C	Moscow	-	Springfield	C
Huntland	-	Mt. Pleasant	C	Spring Hill	-
Jackson#	C	Murfreesboro#	C	Summertown	C
Jasper	C	Nashville#	A	Surgoinsville	-
Jefferson City	C	Newbern	C	Sweetwater	C
Jellico	C	Newport	C	Tiptonville	C
Johnson City	C	Normandy	-	Trenton	C

EXCHANGES BY STATES AND ZONE CLASSIFICATIONS

EXCHANGE	ZONE	EXCHANGE	ZONE	EXCHANGE	ZONE
Triune	-	Wartrace	-	White Pine	C
Troy	C	Watertown	-	Whiteville	-
Tullahoma#	C	Waverly	C	Whitwell	C
Union City	C	White Bluff	C	Williamsport	-
Vanleer	-	White House	C	Winchester	C

* Headquarters Locations (Other than Company exchanges).

Large exchanges not subject to the provisions of Paragraph 13.02B3b.

FAMILY OF SKILLS

TITLE	WAGE SCALE	SKILL GROUP
Service Consultant*	36	1
Customer Service Associate*	27	1
Sales Associate	***27***	***1***
Service Representative	23	1
Communications Specialist	19	1
Collections Representative	18	1
Material Service Coordinator	25	2
Circuit Layout Assigner*	32	3
Facility Technician*	32	3
Digital Technician*	32	3
Systems Technician*	32	3
Communications Technician*	30	3
Outside Plant Technician*	30	3
Services Technician*	30	3
Facility Technician's Helper	24	3
Provisioning Specialist	***20***	3
Multi-Media Technician	32	4
Switching Equipment Installation Technician*	32	5
Switching Equipment Technician-Other*	32	5
Testing Technician*	32	5
Toll Testing Technician*	32	5
Frame Attendant*	24	5
Electronic Technician*	32	6
Processor Technician*	32	6
Switching Equipment Technician-ESS*	32	6
Frame Attendant	24	6
Technical Assistant	24	6
Line Translations Specialist	20	6

TITLE	WAGE SCALE	SKILL GROUP
Technical Assistant*	24	7
Facilities Assignment Specialist	20	7
Maintenance Administrator	20	7
Sales Associate*	***27***	***8***
Service Representative	23	8
Communications Specialist	19	8
Collections Representative	18	8
Service Representative*	23	10
Communications Assistant*	21	10
Communications Specialist*	19	10
Collections Representative*	18	10
Customer Services Assistant	16	10
Special Services Assistant	16	10
Processing Assistant	10	10
Facilities Assignment Specialist*	20	11
Maintenance Administrator*	20	11
Maintenance Specialist*	20	11
Provisioning Specialist*	***20***	11
Billing Verification Assistant	16	11
Customer Services Assistant	16	11
Dispatch Assistant	12	11
Repair Service Attendant	12	11
Accounting Specialist*	18	12
Claims Specialist*	18	12
Special Services Representative*	18	12
Accounting Assistant	16	12
Office Assistant	10	12

TITLE	WAGE SCALE	SKILL GROUP
Line Translations Specialist*	20	13
Network Analysis Specialist*	18	13
Engineering Assistant	16	13
Forecast Assistant	16	13
Network Administration Assistant	16	13
Network Translations Assistant	16	13
Drafting Assistant	14	13
Network Assistant	14	13
Office Assistant	10	13
Service Assistant*	14	14
Operator	11	14
Processor Technician*	32	15
Systems Specialist Technician*	32	15
Computer Attendant	14	15

Employees in Wage Scales 2, 4, 5, 6, 7, 10, 11, 12, 14, and 16 may be first grouped with the most junior people in the organizational unit in their Wage Scale, then with the most junior people in the organizational unit in Wage Scales below them.

* Only these titles may bump in this skill group.

FAMILY OF SKILLS
CPE

TITLE	WAGE SCALE	SKILL GROUP
Technical Consultant	32	20
Systems Technician	32	20
Systems Technician Specialist	32	20
Communications Technician	30	20
Wire Technician	6	20
Engineering Assistant	16	21
Repair Service ***Attendant***	12	21
Dispatching ***Assistant***	12	21
Service Consultant	36	22
Service Representative	23	22
Communications Assistant	21	22
Secretarial – Stenographer	14	22
Special ***Assistant***	14	22
Senior Office Assistant	10	22
Office Assistant	***10***	***22***
Office ***Clerical*** Assistant	2	22

FAMILY OF SKILLS
LARGE BUSINESS SERVICES

TITLE	WAGE SCALE	SKILL GROUP
Service Consultant	36	16
Customer Service Associate	27	16
Forecast Assistant	16	18
Customer Service Associate	27	19
Special ***Assistant***	14	19
Stenographer	10	19
Sales Clerk	10	19
Office Assistant	10	19

Employees below Wage Scale 18 may be first grouped with the most junior people in their wage scale, then with the most junior people in wage scales below them.

Employees below Wage Scale 16 may be grouped with the most junior people in their wage scale, then with the most junior people in wage scales below them.

* Only these titles may bump in this Skill Group.

FAMILY OF SKILLS
PUBLIC

TITLE	WAGE SCALE	SKILL GROUP
Public Communications Consultant*	36	23
Public Communications Technician*	30	24
Public Telephone Technician*	45	24
Coin Telephone Collector*	40	24
Public Communications Technical Assistant*	24	24
Public Communications Operations Administrator	12	24
Repair Service Attendant	12	24
Public Communications Counting Processor	11	24
Office Assistant	10	25

Employees below Wage Scale 16 may be grouped with the most junior people in their wage scale then with the most junior people in wage scales below them.

* Only these titles may bump in this Skill Group.

BELLSOUTH TELECOMMUNICATIONS, INC
WAGE SCALE 1
TITLES

Weekly Wage Rates	
Wage Length of Service	Start / Top No Progression
08/05/01	504.00
02/03/02	511.50
08/04/02	521.50
02/02/03	534.50
08/03/03	546.50
02/01/04	560.00

Pension Band - 111

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 2
TITLES

OFFICE CLERICAL ASSISTANT

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
				Weekly Wage Rates					
Zone A / Wage Area I									
08/05/01	326.00	350.00	375.50	403.00	432.00	464.00	497.50	534.00	573.00
02/03/02	331.00	355.00	381.00	409.00	438.50	470.50	505.00	542.00	581.50
08/04/02	337.50	362.00	388.50	417.00	447.50	480.00	515.00	552.50	593.00
02/02/03	346.00	371.50	398.50	427.50	458.50	492.00	528.00	566.50	608.00
08/03/03	354.00	380.00	407.50	437.00	469.00	503.00	540.00	579.50	621.50
02/01/04	363.00	389.50	418.00	448.00	481.00	516.00	553.50	594.00	637.00
Zone B / Wage Area II									
08/05/01	293.50	318.50	346.00	375.50	408.00	443.00	481.00	522.00	567.00
02/03/02	298.00	323.50	351.50	381.50	414.00	449.50	488.00	530.00	575.50
08/04/02	304.00	330.00	358.50	389.00	422.50	458.50	498.00	540.50	587.00
02/02/03	311.50	338.00	367.00	398.50	433.00	470.00	510.50	554.00	601.50
08/03/03	318.50	346.00	375.50	407.50	442.50	480.50	521.50	566.50	615.00
02/01/04	326.50	354.50	385.00	418.00	453.50	492.50	535.00	580.50	630.50
Zone C									
08/05/01	266.50	292.50	320.50	352.00	386.00	423.50	464.50	509.50	559.00
02/03/02	270.50	297.00	325.50	357.00	392.00	430.00	471.50	517.50	567.50
08/04/02	276.00	303.00	332.00	364.50	400.00	438.50	481.00	528.00	579.00
02/02/03	283.00	310.50	340.50	373.50	410.00	449.50	493.00	541.00	593.50
08/03/03	289.50	317.50	348.50	382.00	419.00	460.00	504.50	553.50	607.00
02/01/04	296.50	325.50	357.00	391.50	429.50	471.00	517.00	567.00	622.00

Pension Band — Zone A / Wage Area I - 102 — Zone B / Wage Area II - 102 — Zone C - 102

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 3
TITLES

COMMUNICATIONS SPECIALIST

Weekly Wage Rates	
Wage Length of Service	Start / Top No Progression
08/05/01	631.50
02/03/02	631.50
08/04/02	631.50
02/02/03	631.50
08/03/03	631.50
02/01/04	631.50

Pension Band - 111 -

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 4 TITLES

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
	Weekly Wage Rates								
Zone A / Wage Area I									
08/05/01	343.50	368.50	395.50	424.00	455.00	488.50	524.00	562.00	603.00
02/03/02	348.50	374.00	401.00	430.50	462.00	495.50	531.50	570.50	612.00
08/04/02	355.50	381.50	409.00	439.00	471.00	505.50	542.00	581.50	624.00
02/02/03	364.50	391.00	419.50	450.00	483.00	518.00	555.50	596.00	639.50
08/03/03	372.50	399.50	429.00	460.00	493.50	529.50	568.00	609.50	654.00
02/01/04	382.00	410.00	439.50	471.50	506.00	543.00	582.50	625.00	670.50
Zone B / Wage Area II									
08/05/01	310.00	336.50	365.00	396.00	430.00	466.50	506.00	549.00	596.00
02/03/02	314.50	341.50	370.50	402.00	436.00	473.50	513.50	557.50	605.00
08/04/02	321.00	348.50	378.00	410.00	445.00	483.00	524.00	568.50	617.00
02/02/03	329.00	357.00	387.50	420.50	456.00	495.00	537.00	583.00	632.50
08/03/03	336.50	365.00	396.00	430.00	466.50	506.00	549.00	596.00	646.50
02/01/04	345.00	374.50	406.00	440.50	478.00	518.50	563.00	610.50	662.50
Zone C									
08/05/01	281.00	308.00	338.00	370.50	406.00	445.50	488.50	535.50	587.00
02/03/02	285.00	312.50	342.50	376.00	412.00	452.00	495.50	543.50	596.00
08/04/02	290.50	318.50	349.50	383.00	420.50	461.00	505.50	554.50	608.00
02/02/03	298.00	327.00	358.50	393.00	431.00	472.50	518.00	568.00	623.00
08/03/03	304.50	334.00	366.00	401.50	440.50	483.00	529.50	581.00	637.00
02/01/04	312.00	342.00	375.50	411.50	451.50	495.00	543.00	595.50	653.00

Pension Band — Zone A / Wage Area I - 104 — Zone B / Wage Area II - 103 — Zone C - 103

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 5
TITLES

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
				Weekly Wage Rates					
Zone A / Wage Area I									
08/05/01	347.50	372.50	400.00	429.00	460.00	493.50	529.50	568.00	609.00
02/03/02	352.50	378.00	405.50	435.00	466.50	500.50	537.00	576.00	618.00
08/04/02	359.50	385.50	413.50	444.00	476.00	510.50	548.00	587.50	630.50
02/02/03	368.50	395.50	424.00	455.00	488.00	523.50	561.50	602.50	646.50
08/03/03	377.00	404.50	434.00	465.50	499.00	535.50	574.50	616.00	661.00
02/01/04	386.50	414.50	444.50	477.00	511.50	549.00	589.00	631.50	677.50
Zone B / Wage Area II									
08/05/01	312.50	339.00	367.50	398.50	432.50	469.00	509.00	552.00	598.50
02/03/02	317.00	344.00	373.00	404.50	439.00	476.00	516.50	560.00	607.50
08/04/02	323.50	351.00	380.50	412.50	447.50	485.50	526.50	571.00	619.50
02/02/03	331.50	359.50	390.00	423.00	459.00	497.50	540.00	585.50	635.00
08/03/03	339.00	367.50	399.00	432.50	469.00	509.00	552.00	599.00	649.50
02/01/04	347.50	377.00	409.00	443.50	481.00	521.50	565.50	613.50	665.50
Zone C									
08/05/01	283.50	311.00	341.00	374.00	410.00	449.50	493.00	540.50	593.00
02/03/02	288.00	316.00	346.50	379.50	416.50	456.50	500.50	549.00	602.00
08/04/02	294.00	322.50	353.50	387.50	425.00	466.00	511.00	560.00	614.00
02/02/03	301.50	330.50	362.50	397.50	435.50	477.50	523.50	574.00	629.50
08/03/03	308.50	338.00	370.50	406.50	445.50	488.50	535.50	587.00	643.50
02/01/04	316.00	346.50	380.00	416.50	456.50	500.50	548.50	601.50	659.50

Pension Band Zone A / Wage Area I - 104 Zone B / Wage Area II - 104 Zone C - 103

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 6 TITLES

WIRE TECHNICIAN

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
				Weekly Wage Rates					
Zone A / Wage Area I									
08/05/01	351.00	376.50	404.00	433.50	465.00	499.00	535.00	574.00	616.00
02/03/02	356.50	382.50	410.00	440.00	472.00	506.50	543.00	582.50	625.00
08/04/02	363.50	390.00	418.50	448.50	481.50	516.50	554.00	594.50	637.50
02/02/03	372.50	399.50	428.50	460.00	493.50	529.50	568.00	609.00	653.50
08/03/03	381.00	408.50	438.50	470.50	504.50	541.00	580.50	622.50	668.00
02/01/04	390.50	419.00	449.50	482.00	517.00	554.50	595.00	638.00	684.50
Zone B / Wage Area II									
08/05/01	315.50	342.50	372.00	404.00	439.00	476.50	517.50	562.00	610.50
02/03/02	320.00	347.50	377.50	410.00	445.00	483.50	525.00	570.50	619.50
08/04/02	326.50	354.50	385.00	418.50	454.50	493.50	536.00	582.00	632.00
02/02/03	334.50	363.50	394.50	428.50	465.50	505.50	549.50	596.50	648.00
08/03/03	342.00	371.50	403.50	438.00	476.00	517.00	561.50	610.00	662.50
02/01/04	350.50	380.50	413.50	449.00	488.00	530.00	575.50	625.00	679.00
Zone C									
08/05/01	287.00	314.50	344.50	377.50	413.50	453.00	496.50	544.00	596.00
02/03/02	291.50	319.50	350.00	383.50	420.00	460.00	504.00	552.00	605.00
08/04/02	297.50	326.00	357.00	391.00	428.50	469.50	514.00	563.00	617.00
02/02/03	305.00	334.00	366.00	401.00	439.00	481.00	527.00	577.50	632.50
08/03/03	312.00	341.50	374.50	410.00	449.00	492.00	539.00	590.00	646.50
02/01/04	320.00	350.50	384.00	420.50	460.50	504.50	552.50	605.00	662.50

Pension Band — Zone A / Wage Area I - 104 — Zone B / Wage Area II - 104 — Zone C - 103

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 7
TITLES

Weekly Wage Rates

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
Zone A / Wage Area I									
08/05/01	361.00	387.50	415.50	445.50	478.00	513.00	550.00	590.00	633.00
02/03/02	366.50	393.00	421.50	452.50	485.50	520.50	558.50	599.00	642.50
08/04/02	374.00	401.00	430.50	461.50	495.00	531.00	569.50	611.00	655.50
02/02/03	383.50	411.50	441.00	473.50	507.50	544.50	584.00	626.50	672.00
08/03/03	392.00	420.50	451.00	484.00	519.00	556.50	597.00	640.50	687.00
02/01/04	402.00	431.00	462.50	496.00	532.00	570.50	612.00	656.50	704.00
Zone B / Wage Area II									
08/05/01	325.00	352.50	382.50	415.00	450.50	489.00	530.50	575.50	624.50
02/03/02	330.00	358.00	388.50	421.50	457.50	496.50	538.50	584.50	634.00
08/04/02	336.50	365.00	396.00	430.00	466.50	506.00	549.00	596.00	646.50
02/02/03	345.00	374.50	406.00	440.50	478.00	518.50	563.00	610.50	662.50
08/03/03	353.00	383.00	415.50	451.00	489.00	530.50	575.50	624.50	677.50
02/01/04	362.00	392.50	426.00	462.00	501.50	544.00	590.00	640.00	694.50
Zone C									
08/05/01	294.00	322.50	354.50	389.00	427.00	468.50	514.50	565.00	620.00
02/03/02	298.50	327.50	359.50	395.00	433.50	476.00	522.50	573.50	629.50
08/04/02	304.50	334.50	367.00	403.00	442.00	485.50	533.00	585.00	642.00
02/02/03	312.00	342.50	376.00	412.50	453.00	497.50	546.00	599.50	658.00
08/03/03	319.00	350.00	384.50	422.00	463.50	508.50	558.50	613.00	673.00
02/01/04	327.00	359.00	394.00	432.50	475.00	521.50	572.50	628.50	690.00

Pension Band Zone A / Wage Area I - 105 Zone B / Wage Area II - 105 Zone C - 104

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 10 TITLES

MESSENGER
OFFICE ASSISTANT
PROCESSING ASSISTANT
SALES CLERK
SENIOR OFFICE ASSISTANT
SUPPLIES ASSISTANT

Weekly Wage Rates

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
Zone A / Wage Area I									
08/05/01	405.50	431.00	458.00	487.00	517.50	550.00	584.50	621.50	660.50
02/03/02	411.50	437.50	465.00	494.00	525.50	558.50	593.50	631.00	670.50
08/04/02	419.50	446.00	474.00	504.00	535.50	569.50	605.50	643.50	684.00
02/02/03	430.00	457.00	486.00	516.50	549.00	583.50	620.50	659.50	701.00
08/03/03	439.50	467.00	496.50	528.00	561.50	597.00	634.50	674.50	717.00
02/01/04	450.50	479.00	509.00	541.50	575.50	611.50	650.50	691.50	735.00
Zone B / Wage Area II									
08/05/01	364.50	391.50	420.50	451.50	485.00	521.00	559.50	601.00	645.50
02/03/02	370.00	397.50	427.00	458.50	492.50	528.50	568.00	610.00	655.00
08/04/02	377.50	405.50	435.50	467.50	502.00	539.50	579.00	622.00	668.00
02/02/03	387.00	415.50	446.50	479.50	514.50	552.50	593.50	637.50	684.50
08/03/03	395.50	425.00	456.00	490.00	526.00	565.00	607.00	652.00	700.00
02/01/04	405.50	435.50	467.50	502.50	539.50	579.50	622.00	668.00	717.50
Zone C									
08/05/01	328.00	357.00	388.00	422.00	459.00	499.50	543.00	590.50	642.50
02/03/02	333.00	362.00	394.00	428.50	466.00	507.00	551.00	599.50	652.00
08/04/02	339.50	369.50	401.50	437.00	475.00	517.00	562.00	611.50	665.00
02/02/03	348.00	378.50	411.50	448.00	487.00	529.50	576.00	626.50	681.50
08/03/03	356.00	387.00	421.00	458.00	498.00	542.00	589.00	641.00	697.00
02/01/04	365.00	397.00	431.50	469.50	510.50	555.50	604.00	657.00	714.50

Pension Band Zone A / Wage Area I - 106 Zone B / Wage Area II - 106 Zone C - 105

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 11
TITLES

OPERATOR
PUBLIC COMMUNICATIONS COUNTING PROCESSOR (BSPC)

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
				Weekly Wage Rates					
Zone A / Wage Area I									
08/05/01	353.00	382.50	414.00	448.50	486.00	526.50	570.00	617.50	669.00
02/03/02	358.50	388.50	420.50	455.50	493.50	534.50	579.00	627.00	679.00
08/04/02	365.50	396.00	429.00	464.50	503.00	545.00	590.50	639.50	692.50
02/02/03	374.50	405.50	439.50	476.00	515.50	558.50	605.00	655.50	710.00
08/03/03	383.00	415.00	449.50	487.00	527.50	571.00	618.50	670.00	726.00
02/01/04	392.50	425.00	460.50	499.00	540.50	585.50	634.00	687.00	744.00
Zone B / Wage Area II									
08/05/01	318.00	348.50	382.00	419.00	459.00	503.50	551.50	605.00	663.00
02/03/02	323.00	354.00	388.00	425.50	466.00	511.00	560.00	614.00	673.00
08/04/02	329.50	361.00	396.00	434.00	475.50	521.50	571.50	626.50	686.50
02/02/03	337.50	370.00	405.50	444.50	487.50	534.00	585.50	642.00	703.50
08/03/03	345.00	378.00	414.50	454.50	498.00	546.00	598.50	656.50	719.50
02/01/04	353.50	387.50	425.00	466.00	510.50	560.00	613.50	672.50	737.50
Zone C									
08/05/01	286.00	317.50	352.00	391.00	433.50	481.00	534.00	592.50	657.50
02/03/02	290.50	322.50	357.50	397.00	440.50	488.50	542.00	601.50	667.50
08/04/02	296.50	329.00	365.00	405.00	449.50	498.50	553.00	614.00	681.00
02/02/03	304.00	337.50	374.00	415.00	460.50	511.00	567.00	629.00	698.00
08/03/03	311.00	345.00	383.00	424.50	471.00	522.50	579.50	643.00	713.50
02/01/04	319.00	354.00	392.50	435.50	483.00	536.00	594.50	659.50	731.50

Pension Band Zone A / Wage Area I - 107 Zone B / Wage Area II - 106 Zone C - 106

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 12
TITLES

DISPATCH ASSISTANT
NETWORK ATTENDANT
PUBLIC COMMUNICATIONS OPERATIONS ADMINISTRATOR
REPAIR SERVICE ATTENDANT

Weekly Wage Rates

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
Zone A / Wage Area I									
08/05/01	424.50	451.00	479.50	509.50	541.50	575.50	611.50	650.00	690.50
02/03/02	431.00	458.00	486.50	517.00	549.50	584.00	620.50	659.50	701.00
08/04/02	439.50	467.00	496.50	527.50	560.50	595.50	633.00	673.00	715.00
02/02/03	450.50	479.00	509.00	540.50	574.50	610.50	649.00	689.50	733.00
08/03/03	460.50	489.50	520.00	553.00	587.50	624.50	663.50	705.00	749.50
02/01/04	472.00	501.50	533.00	566.50	602.00	640.00	680.00	722.50	768.00
Zone B / Wage Area II									
08/05/01	382.00	411.00	442.00	475.50	511.00	550.00	591.50	636.00	684.00
02/03/02	387.50	417.00	448.50	482.50	519.00	558.00	600.00	645.50	694.50
08/04/02	395.50	425.50	457.50	492.00	529.50	569.50	612.50	658.50	708.50
02/02/03	405.50	436.00	469.00	504.50	542.50	583.50	627.50	675.00	726.00
08/03/03	414.50	446.00	479.50	516.00	555.00	596.50	642.00	690.50	742.50
02/01/04	425.00	457.00	491.50	529.00	568.50	611.50	658.00	707.50	761.00
Zone C									
08/05/01	344.50	375.00	408.00	443.50	483.00	525.00	571.50	622.00	676.50
02/03/02	349.50	380.50	414.00	450.00	490.00	533.00	580.00	631.00	686.50
08/04/02	356.50	388.00	422.00	459.00	499.50	543.50	591.50	643.50	700.00
02/02/03	365.50	397.50	432.50	470.50	512.00	557.00	606.00	659.50	717.50
08/03/03	373.50	406.50	442.00	481.00	523.50	569.50	619.50	674.00	733.50
02/01/04	383.00	416.50	453.50	493.50	536.50	584.00	635.50	691.00	752.00

Pension Band Zone A / Wage Area I - 107 Zone B / Wage Area II - 107 Zone C - 107

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 14
TITLES

COMPUTER ATTENDANT
DRAFTING ASSISTANT
NETWORK ASSISTANT
SECRETARIAL-STENOGRAPHER
SERVICE ASSISTANT
SPECIAL ASSISTANT

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
				Weekly Wage Rates					
Zone A / Wage Area I									
08/05/01	459.00	483.00	508.50	535.50	563.50	593.50	624.50	657.50	692.00
02/03/02	466.00	490.50	516.50	543.50	572.00	602.50	634.00	667.50	702.50
08/04/02	475.50	500.50	527.00	554.50	583.50	614.50	646.50	680.50	716.50
02/02/03	487.50	513.00	540.00	568.50	598.50	630.00	663.00	698.00	734.50
08/03/03	498.50	524.50	552.50	581.50	612.00	644.00	678.00	713.50	751.00
02/01/04	511.00	538.00	566.00	596.00	627.50	660.50	695.00	731.50	770.00
Zone B / Wage Area II									
08/05/01	413.50	440.50	469.00	499.50	532.00	566.50	603.00	642.50	684.00
02/03/02	419.50	447.00	476.00	507.00	540.00	575.00	612.50	652.00	694.50
08/04/02	428.00	456.00	485.50	517.00	550.50	586.50	624.50	665.00	708.50
02/02/03	438.50	467.00	497.50	530.00	564.00	601.00	640.00	681.50	726.00
08/03/03	448.50	477.50	508.50	542.00	577.00	614.50	654.50	697.00	742.50
02/01/04	459.50	489.50	521.50	555.00	591.50	630.00	671.00	714.50	761.00
Zone C									
08/05/01	372.00	401.00	432.00	466.00	502.00	541.50	583.50	629.00	678.00
02/03/02	377.50	407.00	438.50	473.00	509.50	549.50	592.00	638.50	688.00
08/04/02	385.00	415.00	447.50	482.50	520.00	560.50	604.00	651.00	702.00
02/02/03	394.50	425.50	458.50	494.00	533.00	574.50	619.00	667.50	719.50
08/03/03	403.50	435.00	469.00	505.50	545.00	587.00	633.00	682.50	735.50
02/01/04	413.50	445.50	480.50	518.00	558.50	602.00	649.00	699.50	754.00

Pension Band — Zone A / Wage Area I - 108 — Zone B / Wage Area II - 107 — Zone C - 107

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 16 TITLES

ACCOUNTING ASSISTANT
BILLING VERIFICATION ASSISTANT
COMPLIANCE ASSISTANT
COURSE CUSTOMIZATION ASSISTANT
CUSTOMER SERVICE ASSISTANT
ENGINEERING ASSISTANT
FORECAST ASSISTANT
GRAPHICS ASSISTANT
INDEPENDENT COMPANY ASSISTANT
INVESTIGATION ASSISTANT
NETWORK ADMINISTRATION ASSISTANT
NETWORK TRANSLATIONS ASSISTANT
SPECIAL SERVICES ASSISTANT

	Weekly Wage Rates								
Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
Zone A / Wage Area I									
08/05/01	471.50	496.50	523.00	550.50	580.00	610.50	643.00	677.00	713.00
02/03/02	478.50	504.00	530.50	558.50	588.50	619.50	652.50	687.00	723.50
08/04/02	488.00	514.00	541.00	570.00	600.00	632.00	665.50	701.00	738.00
02/02/03	500.00	526.50	554.50	584.00	615.00	647.50	682.00	718.50	756.50
08/03/03	511.50	538.50	567.00	597.50	629.00	662.50	697.50	734.50	773.50
02/01/04	524.50	552.50	581.50	612.50	645.00	679.00	715.00	753.00	793.00
Zone B / Wage Area II									
08/05/01	423.50	451.00	480.50	511.50	545.00	580.50	618.50	658.50	701.50
02/03/02	430.00	458.00	488.00	519.50	553.50	589.50	627.50	668.50	712.00
08/04/02	438.50	467.00	497.50	530.00	564.00	601.00	640.00	681.50	726.00
02/02/03	449.50	478.50	510.00	543.00	578.50	616.00	656.00	698.50	744.00
08/03/03	459.50	489.50	521.00	555.00	591.00	629.50	670.50	714.00	760.50
02/01/04	471.00	501.50	534.00	569.00	606.00	645.50	687.50	732.00	779.50
Zone C									
08/05/01	381.50	411.50	443.50	478.00	515.50	555.50	599.00	645.50	696.00
02/03/02	387.00	417.00	450.00	485.00	523.00	564.00	608.00	655.50	706.50
08/04/02	394.50	425.50	458.50	494.50	533.00	575.00	620.00	668.00	720.50
02/02/03	404.50	436.00	470.00	507.00	546.50	589.50	635.50	685.00	738.50
08/03/03	413.50	446.00	480.50	518.00	558.50	602.50	649.50	700.50	755.00
02/01/04	424.00	457.00	493.00	531.50	573.00	617.50	666.00	718.00	774.00

Pension Band — Zone A / Wage Area I - 108 — Zone B / Wage Area II - 108 — Zone C - 108

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 18 TITLES

ACCOUNTING SPECIALIST
CLAIMS SPECIALIST
COLLECTIONS REPRESENTATIVE
NETWORK ANALYSIS SPECIALIST
SPECIAL SERVICES REPRESENTATIVE

	Weekly Wage Rates								
Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
Zone A / Wage Area I									
08/05/01	477.00	503.00	530.50	559.50	590.00	622.00	656.00	692.00	729.50
02/03/02	484.00	510.50	538.50	567.50	598.50	631.50	666.00	702.00	740.50
08/04/02	493.50	520.50	549.00	579.00	610.50	644.00	679.00	716.50	755.50
02/02/03	506.00	533.50	563.00	593.50	626.00	660.00	696.50	734.50	774.50
08/03/03	517.50	546.00	575.50	607.00	640.00	675.00	712.00	751.00	792.00
02/01/04	530.50	559.50	590.00	622.50	656.50	692.00	730.00	770.00	812.00
Zone B / Wage Area II									
08/05/01	429.50	458.00	488.50	521.50	556.00	593.00	633.00	675.00	720.00
02/03/02	436.00	465.00	496.00	529.00	564.50	602.00	642.50	685.50	731.00
08/04/02	444.50	474.00	506.00	539.50	575.50	614.00	655.00	699.00	745.50
02/02/03	455.50	486.00	518.50	553.00	590.00	629.50	671.50	716.00	764.00
08/03/03	465.50	496.50	530.00	565.00	603.00	643.00	686.00	732.00	781.00
02/01/04	477.00	509.00	543.00	579.00	618.00	659.00	703.50	750.50	800.50
Zone C									
08/05/01	386.50	417.50	451.00	487.00	526.00	568.50	614.00	663.50	716.50
02/03/02	392.50	424.00	458.00	494.50	534.00	577.00	623.00	673.00	727.00
08/04/02	400.50	432.50	467.00	504.50	545.00	588.50	635.50	686.50	741.50
02/02/03	410.50	443.50	479.00	517.00	558.50	603.50	651.50	703.50	760.00
08/03/03	419.50	453.00	489.50	528.50	571.00	616.50	666.00	719.50	777.00
02/01/04	430.00	464.50	501.50	542.00	585.00	632.00	682.50	737.50	796.50

Pension Band — Zone A / Wage Area I - 109 — Zone B / Wage Area II - 109 — Zone C - 109

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 19
TITLES

COMMUNICATIONS SPECIALIST

Wage Length of Service	Weekly Wage Rates Start / Top No Progression
08/05/01	791.50
02/03/02	803.50
08/04/02	819.50
02/02/03	840.00
08/03/03	859.00
02/01/04	880.50

Pension Band - III -

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 20 TITLES

FACILITIES ASSIGNMENT SPECIALIST
LINE TRANSLATIONS SPECIALIST

MAINTENANCE ADMINISTRATOR
MAINTENANCE SPECIALIST
PROVISIONING SPECIALIST

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
				Weekly Wage Rates					
Zone A / Wage Area I									
08/05/01	483.00	511.00	540.50	571.50	604.50	639.50	676.50	715.50	757.00
02/03/02	490.00	518.50	548.50	580.00	613.50	649.00	686.50	726.50	768.50
08/04/02	500.00	529.00	559.50	592.00	626.00	662.50	700.50	741.00	784.00
02/02/03	512.50	542.00	573.50	606.50	641.50	679.00	718.00	759.50	803.50
08/03/03	524.00	554.50	586.50	620.00	656.00	694.00	734.00	776.50	821.50
02/01/04	537.00	568.00	601.00	635.50	672.50	711.50	752.50	796.00	842.00
Zone B / Wage Area II									
08/05/01	434.50	464.00	496.00	529.50	565.50	604.50	645.50	689.50	736.50
02/03/02	441.00	471.00	503.00	537.50	574.00	613.50	655.00	700.00	747.50
08/04/02	450.00	480.50	513.50	548.50	586.00	625.50	668.50	714.00	762.50
02/02/03	461.50	493.00	526.50	562.50	600.50	641.50	685.00	731.50	781.50
08/03/03	472.00	504.00	538.50	575.00	614.00	656.00	700.50	748.00	799.00
02/01/04	484.00	517.00	552.00	589.50	629.50	672.50	718.00	767.00	819.00
Zone C									
08/05/01	390.50	422.50	457.00	494.50	535.00	579.00	626.00	677.50	733.00
02/03/02	396.50	429.00	464.00	502.00	543.00	587.50	635.50	687.50	744.00
08/04/02	404.50	437.50	473.50	512.00	554.00	599.50	648.50	701.50	759.00
02/02/03	414.50	448.50	485.00	525.00	568.00	614.50	664.50	719.00	778.00
08/03/03	424.00	458.50	496.00	537.00	581.00	628.50	679.50	735.50	795.50
02/01/04	434.50	470.00	508.50	550.00	595.50	644.00	696.50	754.00	815.50

Pension Band Zone A / Wage Area I - 110 Zone B / Wage Area II - 110 Zone C - 110

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 21
TITLES

COMMUNICATIONS ASSISTANT

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
				Weekly Wage Rates					
Zone A / Wage Area I									
08/05/01	488.00	515.50	544.50	575.50	608.00	642.00	678.50	716.50	757.00
02/03/02	495.50	523.50	553.00	584.00	617.00	652.00	688.50	727.50	768.50
08/04/02	505.50	534.00	564.00	596.00	629.50	665.00	702.50	742.00	784.00
02/02/03	518.00	547.00	578.00	610.50	645.00	681.50	720.00	760.50	803.50
08/03/03	529.50	559.50	591.00	624.50	659.50	697.00	736.00	777.50	821.50
02/01/04	542.50	573.00	605.50	639.50	676.00	714.00	754.50	797.00	842.00
Zone B / Wage Area II									
08/05/01	439.50	469.50	501.50	535.50	572.00	611.00	652.50	697.00	744.50
02/03/02	446.00	476.50	509.00	543.50	580.50	620.00	662.00	707.50	755.50
08/04/02	455.00	486.00	519.00	554.50	592.00	632.50	675.50	721.50	770.50
02/02/03	466.50	498.50	532.00	568.50	607.00	648.50	692.50	739.50	790.00
08/03/03	477.00	509.50	544.00	581.00	621.00	663.00	708.50	756.50	808.00
02/01/04	489.00	522.50	558.00	596.00	636.50	679.50	726.00	775.00	828.00
Zone C									
08/05/01	394.50	427.00	462.00	499.50	540.50	585.00	633.00	685.00	741.00
02/03/02	400.50	433.50	469.00	507.00	549.00	594.00	642.50	695.00	752.00
08/04/02	408.50	442.00	478.00	517.50	559.50	605.50	655.00	709.00	767.00
02/02/03	418.50	453.00	490.00	530.00	573.50	620.50	671.50	726.50	786.00
08/03/03	428.00	463.00	501.00	542.00	586.50	634.50	686.50	742.50	803.50
02/01/04	438.50	474.50	513.50	555.50	601.00	650.00	703.50	761.00	823.50

Pension Band — Zone A / Wage Area I - 110 — Zone B / Wage Area II - 110 — Zone C - 110

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 22
TITLES

Weekly Wage Rates											
Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month	End of 54th Month	End of 60th Month
Zone A / Wage Area I											
08/05/01	493.00	516.00	540.00	565.00	591.50	619.00	647.50	678.00	709.50	742.50	777.00
02/03/02	500.50	524.00	548.00	573.50	600.50	628.00	657.50	688.00	720.00	753.50	788.50
08/04/02	510.50	534.50	559.00	585.00	612.50	641.00	670.50	702.00	734.50	768.50	804.50
02/02/03	523.50	548.00	573.50	600.00	628.00	657.00	687.50	719.50	753.00	788.00	824.50
08/03/03	535.50	560.50	586.50	613.50	642.00	672.00	703.00	735.50	770.00	805.50	843.00
02/01/04	549.00	574.50	601.00	629.00	658.00	688.50	720.50	754.00	789.00	825.50	864.00
Zone B / Wage Area II											
08/05/01	443.50	468.00	494.50	522.00	551.00	581.50	614.00	648.00	684.00	722.50	762.50
02/03/02	450.00	475.00	501.50	529.50	559.00	590.00	623.00	658.00	694.50	733.00	774.00
08/04/02	459.00	484.50	511.50	540.00	570.00	602.00	635.50	671.00	708.50	748.00	789.50
02/02/03	470.50	496.50	524.50	553.50	584.50	617.00	651.50	687.50	726.00	766.50	809.00
08/03/03	481.00	508.00	536.00	566.00	597.50	630.50	666.00	703.00	742.00	783.50	827.00
02/01/04	493.00	520.50	549.50	580.00	612.50	646.50	682.50	720.50	760.50	803.00	847.50
Zone C											
08/05/01	400.00	426.00	454.00	484.00	515.50	549.50	585.50	624.00	665.00	708.50	755.00
02/03/02	406.00	432.50	461.00	491.50	523.50	558.00	594.50	633.50	675.00	719.50	766.50
08/04/02	414.00	441.00	470.00	501.00	534.00	569.00	606.50	646.00	688.50	734.00	782.00
02/02/03	424.50	452.50	482.00	513.50	547.50	583.50	621.50	662.50	706.00	752.00	801.50
08/03/03	434.00	462.50	493.00	525.00	559.50	596.50	635.50	677.00	721.50	769.00	819.50
02/01/04	445.00	474.00	505.50	538.50	574.00	611.50	651.50	694.00	740.00	788.50	840.00

Pension Band Zone A / Wage Area I - 111 Zone B / Wage Area II - 111 Zone C - 111

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 23
TITLES

SERVICE REPRESENTATIVE

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
				Weekly Wage Rates					
Zone A / Wage Area I									
08/05/01	510.50	537.50	566.00	595.50	627.00	660.50	695.00	732.00	770.50
02/03/02	518.00	545.50	574.00	604.50	636.50	670.00	705.50	743.00	782.00
08/04/02	528.50	556.50	586.00	616.50	649.00	683.50	719.50	757.50	797.50
02/02/03	541.50	570.00	600.00	632.00	665.50	700.50	737.50	776.50	817.50
08/03/03	553.50	583.00	613.50	646.00	680.00	716.00	754.00	794.00	836.00
02/01/04	567.50	597.50	629.00	662.50	697.50	734.50	773.00	814.00	857.00
Zone B / Wage Area II									
08/05/01	459.00	489.00	521.00	555.00	591.50	630.00	671.50	715.00	762.00
02/03/02	466.00	496.50	529.00	563.50	600.50	639.50	681.50	726.00	773.50
08/04/02	475.50	506.50	539.50	575.00	612.50	652.50	695.00	740.50	789.00
02/02/03	487.50	519.50	553.00	589.50	628.00	669.00	712.50	759.00	808.50
08/03/03	498.50	531.00	565.50	602.50	642.00	684.00	728.50	776.00	826.50
02/01/04	511.00	544.50	580.00	617.50	658.00	701.00	746.50	795.00	847.00
Zone C									
08/05/01	413.50	446.00	481.00	519.00	559.50	603.50	651.00	702.00	757.00
02/03/02	419.50	452.50	488.00	526.50	568.00	612.50	660.50	712.50	768.50
08/04/02	428.00	461.50	498.00	537.00	579.50	625.00	674.00	727.00	784.00
02/02/03	438.50	473.00	510.00	550.50	593.50	640.50	690.50	745.00	803.50
08/03/03	448.50	483.50	522.00	563.00	607.00	654.50	706.00	761.50	821.50
02/01/04	459.50	495.50	534.50	576.50	622.00	671.00	723.50	780.50	842.00

Pension Band Zone A / Wage Area I - 111 Zone B / Wage Area II - 111 Zone C - 111

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 24
TITLES

FACILITY TECHNICIAN'S HELPER
FRAME ATTENDANT

PUBLIC COMMUNICATIONS TECHNICAL ASSISTANT
TECHNICAL ASSISTANT

Weekly Wage Rates

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month	End of 54th Month	End of 60th Month
Zone A / Wage Area I											
08/05/01	512.50	536.00	560.50	586.00	613.00	641.00	670.00	701.00	733.00	766.50	801.50
02/03/02	520.00	544.00	568.50	594.50	622.00	650.50	680.00	711.50	744.00	778.00	813.50
08/04/02	530.50	555.00	580.00	606.50	634.50	663.50	694.00	725.50	759.00	793.50	830.00
02/02/03	544.00	569.00	595.00	622.00	650.50	680.50	711.50	744.00	778.00	814.00	851.00
08/03/03	556.00	581.50	608.00	636.00	665.00	695.50	727.50	760.50	795.50	832.00	870.00
02/01/04	570.00	596.00	623.50	652.00	682.00	713.00	745.50	780.00	815.50	853.00	892.00
Zone B / Wage Area II											
08/05/01	461.50	486.50	513.50	541.50	571.00	602.50	635.00	670.00	706.50	745.00	786.00
02/03/02	468.50	494.00	521.00	549.50	579.50	611.50	645.00	680.00	717.50	756.50	798.00
08/04/02	478.00	504.00	531.50	561.00	591.50	624.00	658.00	694.00	732.00	772.00	814.00
02/02/03	490.00	517.00	545.00	575.00	606.50	639.50	674.50	711.50	750.00	791.00	834.50
08/03/03	501.00	528.50	557.50	588.00	620.00	654.00	689.50	727.50	767.00	809.00	853.50
02/01/04	513.50	541.50	571.50	602.50	635.50	670.50	707.00	745.50	786.50	829.50	875.00
Zone C											
08/05/01	415.00	442.00	470.50	501.00	533.50	568.50	605.50	644.50	686.50	731.00	778.50
02/03/02	421.00	448.50	477.50	508.50	541.50	576.50	614.00	654.00	696.50	742.00	790.00
08/04/02	429.50	457.50	487.00	519.00	552.50	588.50	626.50	667.50	710.50	757.00	806.00
02/02/03	440.00	468.50	499.00	531.50	566.00	603.00	642.00	684.00	728.00	775.50	826.00
08/03/03	450.00	479.00	510.50	543.50	579.00	616.50	656.50	699.00	744.50	793.00	844.50
02/01/04	461.50	491.50	523.50	557.50	593.50	632.00	673.00	716.50	763.00	813.00	865.50

Pension Band Zone A / Wage Area I - 112 Zone B / Wage Area II - 112 Zone C - 112

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 25
TITLES

MATERIAL SERVICE COORDINATOR

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month	End of 54th Month	End of 60th Month
					Weekly Wage Rates						
Zone A / Wage Area I											
08/05/01	516.00	540.00	565.50	592.00	619.50	648.50	679.00	710.50	744.00	778.50	815.00
02/03/02	523.50	548.00	573.50	600.50	628.50	658.00	689.00	721.00	754.50	790.00	827.00
08/04/02	534.00	559.00	585.00	612.50	641.00	671.00	702.50	735.50	770.00	806.00	843.50
02/02/03	547.50	573.00	600.00	628.00	657.50	688.00	720.00	754.00	789.00	826.00	864.50
08/03/03	560.00	586.00	613.50	642.00	672.00	703.50	736.50	771.00	807.00	844.50	884.00
02/01/04	574.00	601.00	629.00	658.00	689.00	721.00	755.00	790.00	827.00	865.50	906.00
Zone B / Wage Area II											
08/05/01	464.50	490.50	518.50	547.50	578.50	611.50	646.00	682.50	721.00	761.50	804.50
02/03/02	471.50	498.00	526.00	556.00	587.50	620.50	655.50	692.50	731.50	773.00	816.50
08/04/02	481.00	508.00	537.00	567.00	599.00	633.00	668.50	706.50	746.50	788.50	833.00
02/02/03	493.00	521.00	550.50	581.50	614.00	649.00	685.50	724.00	765.00	808.50	854.00
08/03/03	504.00	532.50	562.50	594.50	628.00	663.50	701.00	740.50	782.00	826.50	873.00
02/01/04	516.50	545.50	576.50	609.00	643.50	680.00	718.50	759.00	802.00	847.00	895.00
Zone C											
08/05/01	417.50	445.50	475.50	507.50	541.50	578.00	617.00	658.00	702.50	749.50	800.00
02/03/02	424.00	452.50	483.00	515.50	550.00	587.00	626.00	668.00	713.00	761.00	812.00
08/04/02	432.50	461.50	492.50	525.50	561.00	598.50	638.50	681.50	727.00	776.00	828.00
02/02/03	443.50	473.00	505.00	539.00	575.00	613.50	654.50	698.50	745.00	795.00	848.50
08/03/03	453.50	484.00	516.50	551.00	588.00	627.00	669.50	714.00	762.00	813.00	867.50
02/01/04	465.00	496.00	529.50	565.00	602.50	643.00	686.00	732.00	781.00	833.00	889.00

Pension Band Zone A / Wage Area I - 113 Zone B / Wage Area II - 113 Zone C - 113

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 26
TITLES

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month	End of 54th Month	End of 60th Month
	Weekly Wage Rates										
Zone A / Wage Area I											
08/05/01	517.00	541.00	566.50	593.00	620.50	649.50	680.00	712.00	745.00	780.00	816.50
02/03/02	525.00	549.50	575.00	602.00	630.00	659.50	690.50	722.50	756.50	791.50	828.50
08/04/02	535.50	560.50	586.50	614.00	642.50	672.50	704.00	737.00	771.50	807.50	845.00
02/02/03	549.00	574.50	601.50	629.50	659.00	689.50	721.50	755.50	790.50	827.50	866.00
08/03/03	561.50	587.50	615.00	643.50	673.50	705.00	738.00	772.50	808.50	846.00	885.50
02/01/04	575.50	602.50	630.50	660.00	690.50	722.50	756.50	791.50	828.50	867.00	907.50
Zone B / Wage Area II											
08/05/01	465.50	492.00	519.50	549.00	580.00	612.50	647.00	683.50	722.00	763.00	806.00
02/03/02	472.50	499.00	527.50	557.00	588.50	621.50	657.00	694.00	733.00	774.50	818.00
08/04/02	482.00	509.00	538.00	568.50	600.50	634.00	670.00	708.00	747.50	790.00	834.50
02/02/03	494.00	522.00	551.50	582.50	615.50	650.00	687.00	725.50	766.50	810.00	855.50
08/03/03	505.00	533.50	563.50	595.50	629.00	664.50	702.00	741.50	783.50	828.00	874.50
02/01/04	517.50	546.50	577.50	610.00	644.50	681.00	719.50	760.50	803.00	848.50	896.50
Zone C											
08/05/01	418.50	446.00	475.00	506.50	539.50	575.00	612.50	653.00	695.50	741.50	790.00
02/03/02	425.00	453.00	482.50	514.00	548.00	584.00	622.00	663.00	706.50	752.50	802.00
08/04/02	433.50	462.00	492.00	524.50	559.00	595.50	634.50	676.00	720.50	767.50	818.00
02/02/03	444.50	473.50	504.50	537.50	573.00	610.50	650.50	693.00	738.50	787.00	838.50
08/03/03	454.50	484.50	516.00	550.00	586.00	624.50	665.00	709.00	755.50	805.00	857.50
02/01/04	466.00	496.50	529.00	563.50	600.50	640.00	682.00	726.50	774.00	825.00	879.00

Pension Band Zone A / Wage Area I - 113 Zone B / Wage Area II - 113 Zone C - 112

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 27
TITLES

CUSTOMER SERVICE ASSOCIATE
SALES ASSOCIATE

SOLUTIONS SPECIALIST

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month
				Weekly Wage Rates					
Zone A / Wage Area I									
08/05/01	530.00	557.50	586.00	616.00	648.00	681.50	716.50	753.00	792.00
02/03/02	538.00	565.50	595.00	625.50	657.50	691.50	727.00	764.50	804.00
08/04/02	549.00	577.00	607.00	638.00	671.00	705.50	741.50	780.00	820.00
02/02/03	562.50	591.50	622.00	654.00	687.50	723.00	760.00	799.50	840.50
08/03/03	575.00	604.50	636.00	668.50	703.00	739.00	777.50	817.50	859.50
02/01/04	589.50	620.00	652.00	685.50	720.50	758.00	797.00	838.00	881.00
Zone B / Wage Area II									
08/05/01	476.50	507.00	539.00	573.50	610.00	649.00	690.00	734.00	781.00
02/03/02	483.50	514.50	547.00	582.00	619.00	658.50	700.50	745.00	792.50
08/04/02	493.00	524.50	558.00	593.50	631.50	671.50	714.50	760.00	808.50
02/02/03	505.50	537.50	572.00	608.50	647.00	688.50	732.00	779.00	828.50
08/03/03	517.00	550.00	585.00	622.00	661.50	704.00	748.50	796.50	847.00
02/01/04	530.00	563.50	599.50	637.50	678.50	721.50	767.50	816.00	868.00
Zone C									
08/05/01	430.00	463.00	498.50	536.50	577.50	621.50	669.00	720.50	775.50
02/03/02	436.50	470.00	506.00	544.50	586.00	631.00	679.00	731.00	787.00
08/04/02	445.00	479.00	515.50	555.00	597.50	643.50	692.50	745.50	802.50
02/02/03	456.00	491.00	528.50	569.00	612.50	659.50	709.50	764.00	822.50
08/03/03	466.50	502.00	540.50	582.00	626.50	674.00	726.00	781.50	841.00
02/01/04	478.00	514.50	554.00	596.50	642.00	691.00	744.00	801.00	862.00

Pension Band — Zone A / Wage Area I - *113* — Zone B / Wage Area II - *113* — Zone C - *113*

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 28
TITLES

AUTOMOTIVE MECHANIC

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month	End of 54th Month	End of 60th Month
					Weekly Wage Rates						
Zone A / Wage Area I											
08/05/01	570.00	596.50	624.50	654.00	684.50	716.50	750.00	785.00	822.00	860.00	900.50
02/03/02	578.50	605.50	634.00	663.50	694.50	727.00	761.00	797.00	834.00	873.00	914.00
08/04/02	590.00	617.50	646.50	677.00	708.50	741.50	776.50	813.00	851.00	891.00	932.50
02/02/03	605.00	633.50	663.00	694.00	726.50	760.50	796.00	833.50	872.50	913.00	956.00
08/03/03	618.50	647.50	678.00	709.50	743.00	777.50	814.00	852.00	892.00	934.00	977.50
02/01/04	634.00	663.50	695.00	727.50	761.50	797.00	834.50	873.50	914.50	957.00	1002.00
Zone B / Wage Area II											
08/05/01	513.00	542.00	573.00	605.50	639.50	676.00	714.00	754.50	797.50	842.50	890.50
02/03/02	520.50	550.00	581.50	614.00	649.00	686.00	725.00	766.00	809.50	855.50	904.00
08/04/02	531.00	561.00	593.00	626.50	662.00	699.50	739.50	781.50	825.50	872.50	922.00
02/02/03	544.50	575.50	608.00	642.50	679.00	717.50	758.00	801.00	846.50	894.50	945.00
08/03/03	557.00	588.50	622.00	657.00	694.50	733.50	775.50	819.00	865.50	914.50	966.50
02/01/04	571.00	603.50	637.50	673.50	711.50	752.00	794.50	839.50	887.00	937.50	990.50
Zone C											
08/05/01	462.00	492.50	525.00	559.50	596.50	636.00	677.50	722.50	770.00	821.00	875.00
02/03/02	469.00	500.00	533.00	568.00	605.50	645.50	688.00	733.00	781.50	833.00	888.00
08/04/02	478.50	510.00	543.50	579.50	617.50	658.50	702.00	748.00	797.50	850.00	906.00
02/02/03	490.50	523.00	557.50	594.00	633.00	675.00	719.50	766.50	817.00	871.00	928.50
08/03/03	501.50	534.50	570.00	607.50	647.50	690.00	735.50	784.00	835.50	891.00	949.50
02/01/04	514.00	548.00	584.00	622.50	663.50	707.00	754.00	803.50	856.50	913.00	973.00

Pension Band Zone A / Wage Area I - 117 Zone B / Wage Area II - 117 Zone C - 116

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 30
TITLES

COMMUNICATIONS TECHNICIAN
OUTSIDE PLANT TECHNICIAN

PUBLIC COMMUNICATIONS TECHNICIAN
SERVICES TECHNICIAN

Weekly Wage Rates

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month	End of 54th Month	End of 60th Month
Zone A / Wage Area I											
08/05/01	572.00	599.00	627.00	656.00	687.00	719.00	752.50	787.50	824.50	863.00	903.50
02/03/02	580.50	607.50	636.00	666.00	697.00	729.50	763.50	799.50	837.00	876.00	917.00
08/04/02	592.00	619.50	648.50	679.00	711.00	744.00	779.00	815.50	853.50	893.50	935.50
02/02/03	607.00	635.50	665.00	696.50	729.00	763.00	798.50	836.00	875.00	916.00	959.00
08/03/03	620.50	649.50	680.00	712.00	745.00	780.00	816.50	854.50	895.00	936.50	980.50
02/01/04	636.00	666.00	697.00	729.50	763.50	799.50	837.00	876.00	917.00	960.00	1005.00
Zone B / Wage Area II											
08/05/01	514.50	543.00	573.50	605.00	639.00	674.50	712.00	751.50	793.50	837.50	884.00
02/03/02	522.00	551.00	582.00	614.00	648.50	684.50	722.50	763.00	805.50	850.00	897.50
08/04/02	532.50	562.00	593.50	626.50	661.50	698.00	737.00	778.00	821.50	867.00	915.50
02/02/03	546.00	576.50	608.50	642.50	678.00	716.00	755.50	797.50	842.00	889.00	938.50
08/03/03	558.50	589.50	622.50	657.00	693.50	732.00	772.50	815.50	861.00	909.00	959.50
02/01/04	572.50	604.50	638.00	673.50	711.00	750.50	792.00	836.00	882.50	931.50	983.50
Zone C											
08/05/01	464.00	494.50	527.00	561.50	598.00	637.50	679.00	723.50	771.00	821.50	875.50
02/03/02	471.00	502.00	534.50	570.00	607.00	647.00	689.50	734.50	782.50	834.00	888.50
08/04/02	480.50	512.00	545.50	581.50	619.50	660.00	703.00	749.50	798.50	850.50	906.50
02/02/03	492.50	525.00	559.00	596.00	635.00	676.50	720.50	768.00	818.50	872.00	929.00
08/03/03	503.50	536.50	571.50	609.00	649.00	691.50	737.00	785.00	836.50	891.50	950.00
02/01/04	516.00	550.00	586.00	624.50	665.50	709.00	755.50	805.00	858.00	914.00	974.00

Pension Band Zone A / Wage Area I - 117 Zone B / Wage Area II - 116 Zone C - 116

BELLSOUTH TELECOMMUNICATIONS, INC. – WAGE SCALE 32 TITLES

CIRCUIT LAYOUT ASSIGNER
DIGITAL TECHNICIAN
ELECTRONIC TECHNICIAN
FACILITY TECHNICIAN
MULTI-MEDIA TECHNICIAN
PROCESSOR TECHNICIAN
SWITCHING EQUIPMENT INSTALLATION TECH
SWITCHING EQUIPMENT TECHNICIAN
SYSTEMS SPECIALIST TECHNICIAN
SYSTEMS TECHNICIAN
TECHNICAL CONSULTANT
TESTING TECHNICIAN
TOLL TESTING TECHNICIAN

	Weekly Wage Rates										
Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month	End of 54th Month	End of 60th Month
Zone A / Wage Area I											
08/05/01	634.50	660.00	687.00	714.50	743.50	773.50	805.00	837.50	871.50	907.00	943.50
02/03/02	644.00	670.00	697.00	725.50	754.50	785.50	817.00	850.00	884.50	920.50	957.50
08/04/02	657.00	683.50	711.00	740.00	770.00	801.00	833.50	867.00	902.00	938.50	976.50
02/02/03	673.50	700.50	729.00	758.50	789.00	821.00	854.50	889.00	924.50	962.00	1001.00
08/03/03	688.50	716.50	745.50	775.50	807.00	839.50	873.50	908.50	945.50	983.50	1023.50
02/01/04	705.50	734.00	764.00	794.50	827.00	860.50	895.00	931.50	969.00	1008.00	1049.00
Zone B / Wage Area II											
08/05/01	571.00	599.00	628.50	659.00	691.50	725.00	760.50	798.00	837.00	878.00	921.00
02/03/02	579.50	608.00	637.50	669.00	701.50	736.00	772.00	810.00	849.50	891.50	935.00
08/04/02	591.00	620.00	650.50	682.00	715.50	750.50	787.50	826.00	866.50	909.00	953.50
02/02/03	606.00	635.50	667.00	699.50	733.50	769.50	807.50	847.00	888.50	932.00	977.50
08/03/03	619.50	650.00	681.50	715.00	750.00	787.00	825.50	866.00	908.50	953.00	999.50
02/01/04	635.00	666.00	698.50	733.00	769.00	806.50	846.00	887.50	931.00	976.50	1024.50
Zone C											
08/05/01	513.50	544.00	576.00	610.50	646.50	684.50	725.50	768.00	813.50	862.00	913.00
02/03/02	521.00	552.00	584.50	619.00	656.00	695.00	736.00	779.50	825.50	874.50	926.50
08/04/02	531.50	563.00	596.50	631.50	669.00	708.50	750.50	795.00	842.50	892.00	945.00
02/02/03	545.00	577.50	611.50	647.50	686.00	726.50	769.50	815.00	863.50	914.50	968.50
08/03/03	557.50	590.50	625.50	662.50	701.50	743.00	787.00	833.50	883.00	935.00	990.50
02/01/04	571.50	605.50	641.00	679.00	719.50	762.00	807.00	854.50	905.00	959.00	1015.50

Pension Band Zone A / Wage Area I - 119 Zone B / Wage Area II - 118 Zone C - 118

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 36
TITLES

PUBLIC COMMUNICATIONS CONSULTANT — SERVICE CONSULTANT

Weekly Wage Rates

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month	End of 54th Month	End of 60th Month
Zone A / Wage Area I											
08/05/01	662.00	693.00	725.50	759.00	794.50	831.50	870.50	911.50	954.00	998.50	1045.00
02/03/02	672.00	703.50	736.00	770.50	806.50	844.00	883.50	925.00	968.00	1013.00	1060.50
08/04/02	685.50	717.50	751.00	786.00	822.50	861.00	901.00	943.00	987.00	1033.50	1081.50
02/02/03	702.50	735.50	769.50	805.50	843.00	882.50	923.50	966.50	1012.00	1059.00	1108.50
08/03/03	718.50	752.00	787.00	824.00	862.00	902.50	944.50	988.50	1034.50	1083.00	1133.50
02/01/04	736.50	771.00	807.00	844.50	884.00	925.00	968.50	1013.50	1060.50	1110.00	1162.00
Zone B / Wage Area II											
08/05/01	596.00	630.00	665.50	703.50	743.00	785.50	830.00	877.00	927.00	979.50	1035.00
02/03/02	605.00	639.50	675.50	714.00	754.50	797.00	842.50	890.00	940.50	994.00	1050.50
08/04/02	617.00	652.00	689.00	728.00	769.50	813.00	859.00	908.00	959.50	1014.00	1071.50
02/02/03	632.50	668.50	706.50	746.50	789.00	833.50	881.00	931.00	983.50	1039.50	1098.50
08/03/03	646.50	683.00	722.00	763.00	806.50	852.00	900.50	951.50	1005.50	1062.50	1123.00
02/01/04	662.50	700.00	740.00	782.00	826.50	873.00	923.00	975.00	1030.50	1089.00	1151.00
Zone C											
08/05/01	536.00	571.50	609.50	650.50	693.50	740.00	789.00	841.50	897.50	957.50	1021.00
02/03/02	544.00	580.00	619.00	660.00	704.00	751.00	801.00	854.00	911.00	972.00	1036.50
08/04/02	555.00	592.00	631.50	673.50	718.00	766.00	817.00	871.00	929.00	991.00	1057.00
02/02/03	569.00	607.00	647.00	690.50	736.00	785.00	837.50	893.00	952.50	1016.00	1083.50
08/03/03	582.00	620.50	662.00	706.00	753.00	803.00	856.50	913.50	974.00	1039.00	1108.00
02/01/04	596.50	636.00	678.50	723.50	771.50	823.00	877.50	936.00	998.50	1064.50	1135.50

Pension Band — Zone A / Wage Area I - 123 — Zone B / Wage Area II - 123 — Zone C - 123

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 40
TITLES

COIN TELEPHONE COLLECTOR

	Weekly Wage Rates										
Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month	End of 54th Month	End of 60th Month
Zone A / Wage Area I											
08/05/01	493.00	519.50	547.00	576.50	607.00	639.50	674.00	710.00	748.00	788.00	830.00
02/03/02	500.50	527.50	555.50	585.00	616.50	649.50	684.00	720.50	759.00	799.50	842.50
08/04/02	510.50	538.00	566.50	597.00	629.00	662.50	698.00	735.00	774.50	816.00	859.50
02/02/03	523.50	551.50	581.00	612.00	644.50	679.00	715.50	753.50	794.00	836.50	881.00
08/03/03	535.50	564.00	594.00	626.00	659.50	694.50	731.50	771.00	812.00	855.50	901.00
02/01/04	549.00	578.50	609.00	641.50	676.00	712.00	750.00	790.00	832.50	876.50	923.50
Zone B / Wage Area II											
08/05/01	443.50	471.00	500.50	531.50	565.00	600.00	637.50	677.50	719.50	764.50	812.00
02/03/02	450.00	478.00	508.00	539.50	573.00	609.00	647.00	687.00	730.00	775.50	824.00
08/04/02	459.00	487.50	518.00	550.50	584.50	621.00	660.00	701.00	744.50	791.00	840.50
02/02/03	470.50	500.00	531.00	564.00	599.50	636.50	676.50	718.50	763.50	811.00	861.50
08/03/03	481.00	511.00	543.00	577.00	612.50	651.00	691.50	734.50	780.50	829.50	881.00
02/01/04	493.00	524.00	556.50	591.00	628.00	667.00	709.00	753.00	800.00	850.00	903.00
Zone C											
08/05/01	400.00	429.00	460.00	493.50	529.00	567.50	608.50	652.50	699.50	750.00	804.50
02/03/02	406.00	435.50	467.00	500.50	537.00	576.00	617.50	662.00	710.00	761.50	816.50
08/04/02	414.00	444.00	476.00	510.50	547.50	587.00	630.00	675.50	724.50	776.50	833.00
02/02/03	424.50	455.00	488.00	523.50	561.50	602.00	645.50	692.50	742.50	796.50	854.00
08/03/03	434.00	465.50	499.00	535.00	574.00	615.50	660.00	708.00	759.00	814.00	873.00
02/01/04	445.00	477.00	511.50	549.00	588.50	631.00	677.00	725.50	778.50	834.50	895.00

Pension Band Zone A / Wage Area I - 114 Zone B / Wage Area II - 113 Zone C - 113

BELLSOUTH TELECOMMUNICATIONS, INC.
WAGE SCALE 45
TITLES

PUBLIC TELEPHONE TECHNICIAN

Wage Length of Service	Start	End of 6th Month	End of 12th Month	End of 18th Month	End of 24th Month	End of 30th Month	End of 36th Month	End of 42nd Month	End of 48th Month	End of 54th Month	End of 60th Month
					Weekly Wage Rates						
Zone A / Wage Area I											
08/05/01	508.50	535.50	563.50	593.00	624.50	657.50	692.00	728.50	767.00	807.50	850.00
02/03/02	516.00	543.00	572.00	602.00	634.00	667.50	702.50	739.50	778.50	819.50	863.00
08/04/02	526.50	554.50	583.50	614.50	646.50	681.00	717.00	754.50	794.50	836.50	880.50
02/02/03	539.50	568.00	598.00	629.50	663.00	698.00	734.50	773.50	814.00	857.00	902.50
08/03/03	551.50	580.50	611.50	643.50	677.50	713.50	751.00	791.00	832.50	876.50	923.00
02/01/04	565.50	595.50	627.00	660.00	694.50	731.50	770.00	810.50	853.50	898.50	946.00
Zone B / Wage Area II											
08/05/01	465.00	493.00	522.50	554.00	587.00	622.00	659.50	699.00	741.00	785.50	832.50
02/03/02	472.00	500.50	530.50	562.00	596.00	631.50	669.50	709.50	752.00	797.00	845.00
08/04/02	481.50	510.50	541.00	573.50	608.00	644.00	683.00	724.00	767.00	813.00	862.00
02/02/03	493.50	523.00	554.50	587.50	623.00	660.50	700.00	742.00	786.50	833.50	883.50
08/03/03	504.50	535.00	567.00	601.00	637.00	675.00	715.50	758.50	804.00	852.50	903.50
02/01/04	517.00	548.00	581.00	616.00	652.50	692.00	733.50	777.50	824.00	873.50	926.00
Zone C											
08/05/01	447.00	474.50	503.00	534.00	566.50	601.00	637.50	676.50	718.00	761.50	808.00
02/03/02	453.50	481.00	510.50	541.50	574.50	610.00	647.00	686.50	728.50	773.00	820.00
08/04/02	462.50	490.50	520.50	552.50	586.00	622.00	660.00	700.50	743.00	788.50	836.50
02/02/03	474.00	503.00	533.50	566.50	601.00	637.50	676.50	718.00	761.50	808.00	857.50
08/03/03	484.50	514.00	545.50	579.00	614.50	652.00	691.50	734.00	779.00	826.50	877.00
02/01/04	496.50	527.00	559.00	593.50	629.50	668.00	709.00	752.50	798.50	847.00	899.00

Pension Band Zone A / Wage Area I - 115 Zone B / Wage Area II - 114 Zone C - 113

MONTHLY PENSION BENEFIT PER YEAR OF SERVICE
For Pension Effective Dates On or After:

Band*	On or After July 1, 2001	On or After July 1, 2002	On or After July 1, 2003	On or After July 1, 2004
101	25.91	27.21	28.57	29.71
102	27.04	28.39	29.81	31.00
103	28.13	29.54	31.02	32.26
104	29.19	30.65	32.18	33.47
105	30.30	31.82	33.41	34.75
106	31.41	32.98	34.63	36.02
107	32.51	34.14	35.85	37.28
108	33.59	35.27	37.03	38.51
109	34.70	36.44	38.26	39.79
110	35.78	37.57	39.45	41.03
111	36.88	38.72	40.66	42.29
112	37.95	39.85	41.84	43.51
113	39.07	41.02	43.07	44.79
114	40.14	42.15	44.26	46.03
115	41.24	43.30	45.47	47.29
116	42.36	44.48	46.70	48.57
117	43.42	45.59	47.87	49.78
118	44.53	46.76	49.10	51.06
119	45.62	47.90	50.30	52.31
120	46.74	49.08	51.53	53.59
121	47.81	50.20	52.71	54.82
122	48.90	51.35	53.92	56.08
123	50.01	52.51	55.14	57.35
124	51.09	53.64	56.32	58.57
129	56.57	59.40	62.37	64.86

*NOTE: See appropriate Wage Scale for Pension Band Assignment.

MONTHLY PENSION BENEFIT PER YEAR OF SERVICE

Wage Scale	Zone A / Work Area I Pension Effective Date on or After				Zone B / Work Area II Pension Effective Date on or After				Zone C Pension Effective Date on or After			
	7/1/01	7/1/02	7/1/03	7/1/04	7/1/01	7/1/02	7/1/03	7/1/04	7/1/01	7/1/02	7/1/03	7/1/04
1	36.88	38.72	40.66	42.29	36.88	38.72	40.66	42.29	36.88	38.72	40.66	42.29
2	27.04	28.39	29.81	31.00	27.04	28.39	29.81	31.00	27.04	28.39	29.81	31.00
3	36.88	38.72	40.66	42.29	36.88	38.72	40.66	42.29	36.88	38.72	40.66	42.29
4	29.19	30.65	32.18	33.47	28.13	29.54	31.02	32.26	28.13	29.54	31.02	32.26
5	29.19	30.65	32.18	33.47	29.19	30.65	32.18	33.47	28.13	29.54	31.02	32.26
6	29.19	30.65	32.18	33.47	29.19	30.65	32.18	33.47	28.13	29.54	31.02	32.26
7	30.30	31.82	33.41	34.75	30.30	31.82	33.41	34.75	29.19	30.65	32.18	33.47
10	31.41	32.98	34.63	36.02	31.41	32.98	34.63	36.02	30.30	31.82	33.41	34.75
11	32.51	34.14	35.85	37.28	31.41	32.98	34.63	36.02	31.41	32.98	34.63	36.02
12	32.51	34.14	35.85	37.28	32.51	34.14	35.85	37.28	32.51	34.14	35.85	37.28
14	33.59	35.27	37.03	38.51	32.51	34.14	35.85	37.28	32.51	34.14	35.85	37.28
15	32.51	34.14	35.85	37.28	32.51	34.14	35.85	37.28	32.51	34.14	35.85	37.28
16	33.59	35.27	37.03	38.51	33.59	35.27	37.03	38.51	33.59	35.27	37.03	38.51
18	34.70	36.44	38.26	39.79	34.70	36.44	38.26	39.79	34.70	36.44	38.26	39.79
19	36.88	38.72	40.66	42.29	36.88	38.72	40.66	42.29	36.88	38.72	40.66	42.29
20	35.78	37.57	39.45	41.03	35.78	37.57	39.45	41.03	35.78	37.57	39.45	41.03
21	35.78	37.57	39.45	41.03	35.78	37.57	39.45	41.03	35.78	37.57	39.45	41.03
22	36.88	38.72	40.66	42.29	36.88	38.72	40.66	42.29	36.88	38.72	40.66	42.29
23	36.88	38.72	40.66	42.29	36.88	38.72	40.66	42.29	36.88	38.72	40.66	42.29

MONTHLY PENSION BENEFIT PER YEAR OF SERVICE

Wage Scale	Zone A / Work Area I Pension Effective Date on or After				Zone B / Work Area II Pension Effective Date on or After				Zone C Pension Effective Date on or After			
	7/1/01	7/1/02	7/1/03	7/1/04	7/1/01	7/1/02	7/1/03	7/1/04	7/1/01	7/1/02	7/1/03	7/1/04
24	37.95	39.85	41.84	43.51	37.95	39.85	41.84	43.51	37.95	39.85	41.84	43.51
25	39.07	41.02	43.07	44.79	39.07	41.02	43.07	44.79	39.07	41.02	43.07	44.79
26	39.07	41.02	43.07	44.79	39.07	41.02	43.07	44.79	37.95	39.85	41.84	43.51
27[1]	39.07	41.02	43.07	44.79	39.07	41.02	43.07	44.79	39.07	41.02	43.07	44.79
28	43.42	45.59	47.87	49.78	43.42	45.59	47.87	49.78	42.36	44.48	46.70	48.57
30	43.42	45.59	47.87	49.78	42.36	44.48	46.70	48.57	42.36	44.48	46.70	48.57
32	45.62	47.90	50.30	52.31	44.53	46.76	49.10	51.06	44.53	46.76	49.10	51.06
33	37.95	39.85	41.84	43.51	37.95	39.85	41.84	43.51	37.95	39.85	41.84	43.51
35	39.07	41.02	43.07	44.79	39.07	41.02	43.07	44.79	39.07	41.02	43.07	44.79
36	50.01	52.51	55.14	57.35	50.01	52.51	55.14	57.35	50.01	52.51	55.14	57.35
40	40.14	42.15	44.26	46.03	39.07	41.02	43.07	44.79	39.07	41.02	43.07	44.79
45	41.24	43.30	45.47	47.29	40.14	42.15	44.26	46.03	39.07	41.02	43.07	44.79

[1]Wage Scale 27 was $37.95 on 7/1/01 and was subsequently upgraded effective 8/5/01 to $39.07. This reflects a Pension Band upgrade from 112 to 113.

BELLSOUTH PENSION PLAN

Instructions to calculate a monthly pension benefit

Cash Balance Account portion

1. ***All employees hired on or after January 1, 1999 will begin with a $0 opening balance.***
2. ***Annual Pension Band Credits***
   - ***An annual credit shall be made to the cash balance account that is equal to 60 times the applicable pension band at the end of each plan year. This credit amount will be prorated for terminations prior to the end of the calendar year.***
3. ***Interest Credits***
   - ***The cash balance account shall earn interest at the 30-year Treasury rate (the published rate in November of the preceding year) and will be credited to the accounts at the end of each calendar year. This credit will be prorated for terminations prior to the end of the calendar year.***

Pre-99 Benefit portion

1. ***The accrued benefit will be based on:***
   - ***Pension band at the time of retirement; times***
   - ***Service at December 31, 1998.***

   Also, the accrued benefit will be:
   - ***Increased with age-based enhancements based on age at retirement***
   - ***Decreased with early retirement reductions based on age and service at retirement.***

Optional Forms of Payment

- *For service pension retirements, the BSPP will permit a lump-sum payment equivalent to the total annuity benefit accrued as a result of service through and including December 31, 1998. The lump sum will be calculated using GATT assumptions and immediate age factors, and the lump sum amount cannot be less than any preceding December 31 lump sum amount, beginning with the lump sum calculated on December 31, 1999.*
- *For deferred vested pensioners, the prior service annuity benefit will be paid under the options available prior to December 31, 1998.*
- *For service pension retirements, participants may be paid their cash balance account as a lump sum.*
- *For deferred vested pensioners who terminate during the period January 1, 2002 through and including December 31, 2003, participants will not be paid their cash balance account as a lump sum.*
- *For deferred vested pensioners who terminate on and after January 1, 2004, cash balance accounts may be paid as a lump sum to all participants upon termination of employment, regardless of their pension commencement date.*

INCENTIVE AWARD PLAN

The Incentive Award plan is intended to encourage and ***reward*** the contribution of eligible represented employees to the Company's service and financial performance by providing incentive compensation.

1. To be eligible for an Incentive Award, an employee must ***be an active, regular, full-time or part-time bargaining unit employee as of December 31 of the award year, and have worked in the bargaining unit for three full months during the award year.***
2. The standard award will be in accordance with the economic proposal, and will be calculated on the same basis as ***the Director/Senior Director level's*** management incentive award for ***2001, 2002,*** and ***2003. For CPE, the calculation will be on the same basis as the employee's immediate supervisor.***
3. The Company will review the objectives used in the determination of the award with the Union at the Executive Level.
4. Eligible employees, who retire, ***die or leave the Company under a Company declared surplus plan*** during the award year, will receive a prorated payment ***based on*** the year to date actual award results and year to date ***eligible*** earnings.
5. ***Employees who voluntarily leave the Company and are subsequently reemployed will be treated as a new hire for the award calculation. Previous service will not be considered for the award calculation.***
6. ***Temporary employees and service/earnings as a temporary employee are not included in this award.***
7. The award is subject to state and local taxes, federal income tax and Social Security tax at the time of payment. Deductions for union dues will be made from Award payments as authorized by the employee and the Union. Personal allotments such as Savings Bonds and United Way, and savings account deductions such as Credit Union or BellSouth Savings and Security Plan will not be made.

CALL SAMPLING
(Except Large Business, CPE and A/1 Centers)

Sampling of service, used in the spirit of trust and respect, is a valuable tool to enhance customer service. To assure courteous treatment, accurate information and superior service, customer calls may be monitored to assist in the training, development and evaluation of employees, the identification of customer needs and to evaluate products and service.

Individual Call Sampling

Individual call sampling will not be used to harass an individual or group of employees, nor will it be used to create an atmosphere of pressure in the work environment. In departments where such sampling is conducted, trained Company management observers will perform it. When individual call sampling, defined as sampling which targets or is directed at a specific employee, takes place, employees will be given prior notification the day sampling occurs. Each employee will have the option of side-by-side or remote call sampling. All remote, individual call sampling will be taken from within the general work area, defined as the same building, of the employee being observed and a light turned on when individual, remote call sampling is being conducted.

Feedback of all calls sampled will be provided to the employee by the end of the day in which the calls were observed, unless prevented by employee initiated absence. Such feedback should be constructive, with emphasis on the positive aspects of the employee's performance. Feedback may be conducted away from the employee's workstation. Any time the feedback discussion is expected to include information which may require extensive dialog between the observer and the employee, arrangements should be made to conduct the feedback away from the employee's workstation. In addition, employees may request that feedback be given in a remote location.

Process Call Sampling

Process call sampling, defined as any sampling other than individual call sampling, may be done from remote locations. Since process call sampling is not employee specific, the notification and remote/side-by-side option associated with individual call sampling will not be provided. Employees will not be evaluated or appraised on process call samplings.

Results of process call samples will normally only be provided at the work unit level except for gross customer abuse, fraud, and violation of secrecy of communications. Employees may request individual feedback, if available, by advising their supervisor. The Company shall remove any details which would allow identification of individual employees from official observing reports.

Employees will not be disciplined as a result of process call sampling on the 1st occurrence. If, within 18 months, subsequent incidents of gross customer abuse, fraud, or violation of secrecy of communications are observed and the employee can be identified, it will be formally documented and action taken if warranted.

The Company will continue to comply with any applicable laws regarding service monitoring or observation.

General

Personal calls made on either telephones provided for personal use of employees or at employees' workstations will not be subject to supervisory observing. This is not to be construed as influencing present or future practices as to the making of such calls from employees' workstations. Speaker phones will be prohibited. Test calls will be for diagnostic purposes only.

This agreement does not restrict the Union's right of representation, including the processing of grievances and engaging in arbitration.

CONTINUOUS BARGAINING COMMITTEE

The parties agree to ***maintain the*** Continuous Bargaining Committee for the ***duration of this agreement.*** This committee will build on the structure and joint problem solving methods used in ***prior sessions.*** It will meet as needed, by mutual agreement.

The committee will be comprised of six regular members, three Company and three Union, chaired by the respective collective bargaining agents. If mutually agreed, both the Company and the Union may select up to an additional three members in order to best resolve the issues at hand. The Continuous Bargaining Committee may discuss any topic that is a subject of collective bargaining. The parties agree, however, that modifications to the Working Agreement will require the normal method of implementing the changes through Memoranda of Agreement or through ratification. By way of example, such topics could include:

- Issues identified but not resolved during previous formal contract negotiations
- Issues that need to be addressed before the next scheduled contract negotiations
- Proposals from employee participative groups that require negotiation of an agreement
- Establishment of joint task forces, as needed, to develop mutual solutions

The parties affirm that the Continuous Bargaining Committee will conduct its meetings to solve problems and will promote continual improvement in collective bargaining.

FAST TRACK PROGRAM

TO: ***Beverly A. Hicks***
Administrative Assistant

The Company and the Union recognize the need to prepare for future skill needs in order to maintain our competitive edge in the marketplace. Through a ***fast track*** program, future as well as current skill needs can be developed with a combination of on the job training and related classroom instruction in which employees learn the practical and theoretical aspects of a highly skilled craft.

The program will be developed for both internal and external candidates and will be governed by a joint oversight committee.

Recognizing the need for trials to ensure a successful program, the parties agree to ***jointly develop parameters prior to implementation***.

The Company and the Union agree that the ***fast track*** program will not be used as means to fill normal vacancies within any Department. Internal candidates will be selected through current contract selection procedures and their participation in the program is viewed by both the Company and the Union as a key component in the success of this program.

Terms and conditions of this program are to be jointly agreed to by both parties before implementation.

Michael L. Matthews
Executive Director
Labor Relations

JOB REVIEW COMMITTEE

It is hereby agreed that the Joint Job Review Committee will be continued during the term of the ***2001*** Working Agreement. The purpose of this committee is to examine jobs identified by the parties to determine their appropriate placement within or outside the bargaining unit.

JOINT STAFFING SYSTEM REVIEW COMMITTEE

A Joint Staffing System Review Committee, answering to the Operations Board, will operate until December 31, 2002. This Committee will function to:

- ***Provide an orderly and efficient transition to an updated staffing system, including design of employee education/communications;***
- ***Monitor the ongoing operation of the system;***
- ***Address system concerns raised by the clients of the system. Individual placement decisions will still be subject to the grievance procedure, but the system issues and questions on the administration of the system will be referred to this group for resolution; and***
- ***Analyze overall results of the system and recommend enhancements as appropriate.***

MEMORANDUM OF AGREEMENT
INCENTIVE AND JOINT TRIAL COMPENSATION PLANS

Recognizing the need to gain experience with innovative incentive/compensation plans, it is agreed that during the life of the ***2001*** Working Agreement, new incentive and compensation plans may be developed and trialed by the Company with the Union's participation in development and implementation. At the Bargaining level of the Company, periodic meetings will be held with the Union to review progress of the trials. The parties recognize that any permanent changes in incentive/compensation plans must be bargained and agreed to by the Company and the Union.

Examples of Trial Compensation Plans to be explored include, but are not limited to, the following areas:

- Employee Tool Ownership
- Group Incentives
- Group Awards
- Department Head Award

In all trial locations, no employee shall suffer any loss of pay while participating in a trial. Furthermore, employees will not be disciplined solely because of failure to meet the objectives of the trial.

For The Union

Beverly A. Hicks
Administrative Assistant
CWA/District 3

For The Company

Michael L. Matthews
Executive Director
Labor Relations

MARKETING

The Company and the Union recognize that our mutual success is determined by our position in ***an increasingly competitive*** marketplace. The parties understand the need for the Company to be a market leader in today's competitive environment. ***We agree to join with each other to grow revenues while providing the highest quality of customer service and*** to promote and support Company product and service offerings to the fullest extent possible.

A. In no event will any employee's sales results be used to adversely affect consideration given that employee for possible transfer or promotion to jobs in which selling is not fundamentally involved.

B. Grievances arising under the provisions of this Appendix will be subject to the full grievance and arbitration procedure set forth in the Agreement.

C. It is recognized that sales results may vary according to sales ability, training, and opportunity, therefore, results secured by employees who do not have selling as a fundamental part of their job duties, will not affect their conditions of employment.

MEMORANDUM OF AGREEMENT
OPERATIONS BOARD

Due to the competitive and rapidly changing business environment in which BellSouth Telecommunications and BellSouth Corporation operate, the parties recognize the continuing need for jointly addressing matters of mutual importance and providing timely responses at the highest levels. Accordingly, the parties do hereby agree to the continuation of the ***Operations Board*** for the purpose of ***establishing joint committees,*** providing direction, guidance and coordination in such areas as joint trials and ***other*** issues addressed in the Job Review Committee, Technology Change Committee, Continuous Bargaining Committee, Occupational Safety and Health Committee, Joint Health Care Cost Containment Committee, Operator Services Committee, Service Representative Forums, ***Network/Utilities Committee*** and others as appropriate. The parties agree to the following parameters concerning the functioning of the ***Board***:

1. The ***Board*** will be comprised of 6 members from the Union and 6 members from the Companies. Company membership will consist of representatives from the Human Resources organizations of BellSouth Telecommunications and BellSouth Corporation, as well as representatives from the Network and Customer ***Markets*** Units. Appointments of specific individuals to serve on the ***Board*** will be made by the Union and Companies respectively.
2. The ***Board*** will meet at least quarterly, but may be convened more frequently at the initiative of either party if mutually agreeable. Reasonable expenses incurred by Union ***Board*** members will be reimbursed by the Companies. Furthermore, active employees serving on the ***Board*** will suffer no loss of regular pay for time spent attending ***Board*** meetings.

3. The parties may request additional members to attend quarterly meetings as necessary. Additional Union members' expenses and wages will be paid as agreed to by the ***Board*** on an individual basis.

4. As appropriate and when mutually agreed to, the ***Board*** may establish ongoing joint subcommittees, ad hoc committees, etc., for the purpose of addressing areas of concern that may warrant joint action in specific areas such as safety, quality, technology change, etc., or within a particular organization or locality as deemed necessary. The ***Board***'s exercise of direction, guidance and coordination of these subcommittees will include, but is not limited to, the following:

Define a charter, including:

- subcommittee purpose and objective
- membership composition
- frequency of meetings
- handling of time and expenses
- ***expiration date of committee, with right to extend as necessary***

OPERATOR SERVICES

CONSUMER SERVICES

Dear ***Ms. Hicks***:

The Company recognizes the desirability of ongoing joint dialogue in Operator Services and ***Consumer*** Services organizations.

It is, therefore, in the best interest of both the Company and the Union that forums function under the direction of the ***Operations Board***.

Michael L. Matthews
Executive Director
Labor Relations

OVERTIME FOR CALL CENTERS
(Consumer Services, Operator Services, and Small Business)

The Company and the Union agree that it is in the best interests of the parties to commit to certain provisions that will improve the overtime situation. Therefore, the Company and the Union agree to the following in order to address the issues of forced overtime.

- When overtime is necessary, volunteers will be solicited prior to forcing overtime.
- Service conditions may, at times, necessitate involuntary overtime assignments.
- By January 1, 1999, no employee will be required to work more than 2 consecutive 6th days without his/her consent.
- Employees will not be forced to work more than 49 hours in a work week.
- Employees will provide written notification to the Company regarding their preferences for overtime assignments.
- Each employee will complete and present to his/her supervisor a form, designated by the Company, indicating whether he/she desires to work the following types of overtime assignments:

    1. Connecting overtime
    2. Non-scheduled, non-connecting overtime (call-outs)
    3. 6th day (up to 2 consecutive weeks)
    4. 6th day (more than 2 consecutive weeks)
    5. No voluntary overtime

- Overtime will be assigned on the following basis until overtime requirements are satisfied:

    1. Connecting overtime will first be offered to on-duty employees (or those present but not yet on duty) who have expressed a desire for connecting overtime in inverse order of appearance on the overtime report.

    2. Employees not on duty who have expressed a preference for non-scheduled, non-connecting overtime will be offered the assignment in inverse order of appearance on the overtime report.

    3. On-duty employees will be assigned connecting overtime in inverse order of seniority regardless of preference.

    4. Off-duty employees will be assigned non-scheduled, non-connecting overtime in inverse order of seniority regardless of preference.

Preferences will remain in effect until changed by the employee. Employees will have the right to change their preference forms once per week.

OVERTIME TRIALS

During ***2001*** bargaining, the Company and the Union discussed numerous issues related to overtime. Both parties agree that it is in their best interest to improve the administration of overtime. Accordingly, the Company and the Union agree to nurture innovative grassroots efforts that encourage simplification and easier administration of overtime. Prior to any trial being implemented, the parties at the Executive Level must agree on the trial parameters. Furthermore, agreement on such trials must be reached between the Local President and the Operations Manager prior to implementation.

During the trials, the pay provisions of the Working Agreement will not be altered. Recommendations resulting from such trials will be discussed by the ***Operations Board***.

SERVICE REQUIREMENTS

Dear ***Ms. Hicks***:

During ***2001*** bargaining, the CWA expressed concern ***that*** some managers ***continue to*** use the term "service requirements" in administering various sections of the Working Agreement. The CWA felt that some managers were too restrictive in scheduling and granting time off and were incorrectly using service requirements as the reason. The Company and the CWA also discussed the need to continue to provide our customers with excellent service and are fully aware that good customer service is an important competitive advantage to our Company.

The Company recognizes the need for our managers to exercise "service requirements" in a spirit of good faith. While service to our customers is more important than ever, we ***must*** carefully consider the needs of our employees and the economical operation of the business before invoking "service requirements".

Michael L. Matthews
Executive Director
Labor Relations

SIMPLIFIED CONTRACT LANGUAGE

The Company and the Union agree that many provisions of the current Working Agreement are confusing and difficult to interpret. Therefore, we agree that during the life of this Agreement we will initiate an effort to simplify the language in such a manner as not to change the intent and meaning of any provision. Any recommended changes will be submitted to the ***Continuous*** Bargaining Committee for consideration.

TELECOMMUTING

The Company and the Union recognize the challenge that each employee faces as workplace demands, career objectives, family needs and personal goals compete for time and attention. Telecommuting is a possible resource to help meet those challenges ***as well as addressing environmental concerns. In addition, telecommuting affords the Company the opportunity to demonstrate to its current and potential customers the benefits of adopting new and evolving technologies, including remote worker applications.***

Telecommuting is an alternative work arrangement that may provide increased flexibility where work content does not require that a particular job function be done totally at a specific job site. ***The criteria for telecommuting will be developed by the Company and the Union at the Executive Level prior to implementation.***

The selections of employees who volunteer for telecommuting opportunities will be by seniority if all criteria qualifications are equal and the necessary qualifications of the individuals are equal. Employees or the Company may opt out of a telecommuting work arrangement after 30 days or immediately in emergency situations.

UNIFORM PROGRAM

The Company and the Union recognize the importance of our employees presenting a professional image to our customers and the general public. In order to assure consistency in dress and present a professional image, the Company and the Union agree to the following uniform policy.

Employees in the following titles are covered by these provisions of the program:

Coin Telephone Collector
Digital Technician
Facility Technician
Facility Technician's Helper
Material Service Coordinator
Outside Plant Technician
Public Communications Technician
Public Telephone Technician
Services Technician
Switching Equipment Installation Technician
Switching Equipment Technician
Wire Technician
All Customer Visible Employees in CPE except Service Consultants

- ***Employees*** in these titles new to the program will be provided an initial vendor credit of ***$420.00*** to purchase uniforms from an approved catalog.
- ***Employees*** in these titles will receive ***a*** vendor cost increase adjustment credit ***as necessary.***
- ***An*** annual credit ***of $183.75 will be provided to program participants.***

Employees in the following titles are covered by these provisions of the program:

Electronic Technician
Testing Technician

- ***Employees*** in these titles new to the program will be provided an initial vendor credit of ***$420.00*** to purchase uniforms from an approved catalog.
- ***Employees*** in these titles will receive ***a*** vendor cost increase adjustment credit ***as necessary***.
- An annual credit of ***$163.70*** will be provided to program participants.

For all titles in the ***p***rogram, unused balances may be carried over from one year to the next.

Additional uniform items may be purchased from the catalog at discounted prices at the employee's expense.

Employees in the above titles will wear the approved uniforms while on Company business. Individual exceptions to the Company's uniform policy may be allowed on a daily case-by-case basis with prior supervisory approval.

The Company ***shall*** provide shorts as an option for employee selection, ***except for CPE***. Both the Company and the Union recognize that Company safety rules and obligations will not be lessened in any degree to accommodate employee wearing of the shorts.

The Company and the Union understand that the Union logo will be placed on the opposite chest from the Company logo and be the same size as the Company logo. ***An approved CWA logo will be placed on the uniform shirt and outerwear by the vendor.*** Clothing needing replacement as a result of work related damage will be the responsibility of the Company. Additionally, both parties understand that employees will not suffer any financial risk due to a change in vendor or increases in clothing costs.

The Company and the Union ***are*** committed to work***ing*** together on the Uniform Program and to discuss***ing*** problems of mutual concern. ***Introduction of the Uniform Program for CPE will take place prior to the end of the 2nd Quarter, 2002.***

NETWORK ADDENDUM

Network Services Incentive Compensation Plan
Diesel Maintenance / Air Dryer Maintenance
Overtime for Network Operations
Wire Work

Public Only
Flexible Excused Work Day (FEWD)
Public Communications and Services Technicians

Data Customer Support Centers (DCSC) Only
Optional Holidays
Flexible Excused Time
Time Off Not Scheduled under 5.07F

NETWORK SERVICES INCENTIVE COMPENSATION PLAN

The Network Services Incentive Plan is intended to recognize and reward the contribution of Network Services employees to the financial performance and operational efficiency of the Company.

1. ***The plan is designed and can be implemented for employees within the Network Services organization, based on individual or team results.***
2. ***Incentives within the plan may be designed and/or paid on a monthly, quarterly, semi-annual or annual basis.***
3. ***Measures that will be used for the incentive(s) may include, but are not limited to, the following types:***
    - ***Productivity***
    - ***Quality***
    - ***Financial***
4. ***The incentive compensation is subject to state and local taxes, federal income and social security taxes in effect at the time of payment. Personal allotments will not be made. Deductions for Union dues will be made from incentive payments, as authorized by the employee and the Union.***

During the development of an incentive plan, the Company will meet with the Union at the Executive Level and provide the Union with an opportunity to have input concerning the terms of the plan. The Company reserves the right to amend, modify or discontinue any incentive plan with 30 days advance notification to the Union at the Executive Level.

The Union may only grieve, or otherwise challenge, general disputes that arise over the Company's enforcement of the terms of an incentive plan. A general dispute is one that involves a plan enforcement issue that commonly affects all employees (as opposed to individual employees) who participate in the same incentive plan. General disputes may not be brought over differences that may exist in the treatment of employees who participate in different incentive plans.

General disputes will be grieved at the Executive Level. Grievances that are not resolved at the Executive Level may be appealed by the Union to full arbitration.

DIESEL MAINTENANCE
AIR DRYER MAINTENANCE

During 1992 Bargaining, the Company and the Union discussed the contracting out of diesel maintenance and air dryer maintenance work in the Network organization. The Union stated that this work was performed by bargaining unit employees prior to being contracted out, and that it should again be brought into the bargaining unit.

The Company agrees to discontinue the contracting out of this work, and will begin performing it with bargaining unit employees. The Union recognizes that this will occur over a reasonable transition period.

It is acknowledged that the type of work agreed to is routine maintenance (including preventive maintenance), as opposed to major repair and/or overhaul of the equipment and machinery. Any major repair or overhaul will continue to be contracted out.

OVERTIME FOR NETWORK OPERATIONS

The Company and the Union agree that it is in the best interests of the parties to commit to certain provisions that will improve the overtime situation. Therefore, the Company and the Union agree to the following in order to address the issues of forced overtime.

- ***When overtime is necessary, volunteers will be solicited prior to forcing overtime.***
- ***Network Operations employees will be assigned no more than 10 hours of overtime in a calendar week during 3 months in a calendar year or no more than 12 hours in a calendar week during 9 months in a calendar year. The level of assigned overtime for each month shall be at the sole discretion of the Company. Months with equal levels of assigned overtime need not be contiguous.***
- ***Service conditions may, at times, necessitate involuntary overtime assignments per the contract.***
- ***No employee will be required to work more than 2 consecutive 6th days without his/her consent.***
- ***The Company and the Union agree to utilize Local Governance Partnerships to address and resolve overtime issues at the local level.***

WIRE WORK

Dear ***Ms. Hicks***:

During 1998 Bargaining, the parties agreed to move certain "wire work" functions that were performed by BellSouth Telecommunications ("BST") WS 30 Services Technicians to the Utility Operations bargaining unit. The specific wire work that is the subject of this agreement is described in Appendix B to the Utility Operations Working Agreement.

As a further condition to moving the wire work, the parties agree that:

- No Services Technician will be surplused or laid off during the duration of the ***2001*** Working Agreement as a direct result of the transfer of wire work to the Utility Operations bargaining unit.
- In the event that work performed for BST by the Utility Operations bargaining unit is assumed by another company, the affected wire work will be retained by BST, and will be reassigned to BST Services Technicians.
- No BST Services Technicians will be transferred due to a force imbalance that occurs as a direct result of moving the wire work to the Utility Operations bargaining unit.

Michael L. Matthews
Executive Director
Labor Relations

FLEXIBLE EXCUSED WORK DAY (FEWD)

Public Only

Employee may designate and schedule two Excused Work Days to be used flexibly.

The EWD may be divided into increments with a minimum of one hour for any increment.

An increment may be taken at any time during the vacation schedule period, up to and including the actual scheduled EWD, provided his supervisor is notified before the beginning of the tour and not more than 25% of the work group has already been granted time off. In the event more than 25% of the work group is scheduled off, then the time may be granted consistent with the needs of the business.

- Such time should not be taken on Mondays, except for emergencies, unless the needs of the business will allow otherwise.

The time may be taken based on the employee's personal need to take the time.

If there is unused time available on the day of the so-scheduled EWD, the employee must take the remaining time on the scheduled day. The flexible EWD may be rescheduled to any remaining available time at the request of the employee provided no portion of the flexible EWD time has been used.

PUBLIC COMMUNICATIONS AND SERVICES TECHNICIANS

The Company and Union agree that for the life of this agreement the letter dated November 9, 1995 regarding Services Technicians in the Network organization and Public Communications Technicians will remain in effect. The two titles will continue to be treated as if they performed essentially the same type work for bumping, as well as driving ESIPP offers.

OPTIONAL HOLIDAYS
DCSC Only

Optional Holidays:

Any day other than those specified in "1" above such as, but not limited to, Washington's Birthday, Good Friday, Veteran's Day, Martin Luther King's Birthday, employee's birthday, religious holidays or days of remembrance etc. may be selected as an optional holiday. Where some other holiday has special local significance (such as Mardi Gras Day at New Orleans, LA), that day may be substituted for one of the four optional holidays, if locally desired. In addition, the company may designate one other day in each calendar year for employees in a work group or in any larger group, provided the employees in such groups would not be scheduled to work.

A. Employees shall designate 4 optional days (if the Company has designated none) as being their additional holidays. An Optional Holiday may be scheduled in a week with a specified holiday. Employees who have not made such designation by December 31st shall observe Washington's Birthday (third Monday in February), Good Friday, Veteran's Day (November 11) and the employee's birthday as appropriate.

B. Employees hired or recalled from layoffs before April 1 may designate 4 optional holidays; those hired after April 1 but prior to July 1 may designate 3 optional holidays; those hired after July 1 but prior to September 30 may designate 2 optional holidays. Those hired after September 30 but prior to November 15 may designate one optional holiday. Except for an optional holiday(s) that has been designated by the Company, those hired or recalled from layoffs after November 15 are not eligible for optional holidays in the current calendar year.

C. Employees who are transferred into a work group where an optional holiday(s) has been designated, and who have previously used all of their optional holidays will be excused and paid for the determined day(s).

D. Employees who are transferred into a work group where an optional holiday(s) has been designated, and who have remaining optional holidays will be required to use one or two of their remaining optional holidays as the determined day(s).

E. Employees who leave the service of the Company, either pension eligible who retire and/or Section 7.01C, and who have a remaining Company designated optional holiday shall have the option to take the day off or be granted pay in lieu of such Company designated optional holiday as he was otherwise entitled to receive during the remainder of the current calendar year.

TIME
DCSC Only

Flexible Excused Time.

A. The Company and the Union recognize that it is in the best interest of the employees to have the ability to take time off for short intervals because of personal reasons.

B. Eligibility. Each Temporary or Regular employee who has at least 6 months of seniority on January 1 of any given year shall be eligible for 4 days (30 hours for 7.5 hour employees/32 hours for 8 hour employees) with pay and 1 day without pay during such year. This time shall be taken in increments of no less than 1 hour at any time during the calendar year provided the supervisor is notified as described in 5.07C.

C. Part-time employees, regardless of classification, shall be eligible for Flexible Excused Time on a prorata basis, based upon the ratio of any such part-time employee's equivalent work week to the normal work week of a comparable full-time employee.

D. Flexible Excused Time is not cumulative and may not be carried over by an employee from one calendar year to another except as provided in ***below***.

E. Flexible Excused Time (FET) will not be included on the vacation schedule. Flexible Excused Time may be used retroactively to erase incidental absences by notifying the supervisor within 7 days from the date of absence to be erased.

Carry Over of FET Days

7 1/2 or 8 hour blocks of Flexible Excused Time may be carried over and taken any time during the next calendar year. Any Flexible Excused Time less than a 7 1/2 or 8 hour block of time will not be carried over. Days will be selected on the vacation schedule by January 31st.

TIME OFF NOT SCHEDULED
DCSC Only

Subject to the needs of the business, time-off not scheduled under 5.07B may be selected by an employee on the basis of seniority.

CUSTOMER MARKETS ADDENDUM

Customer Markets Incentive Plans
Account Management Center Compensation Plan
Consumer Services Centers
Team Leader - Customer Markets
Easy Time - Consumer Services
A/1 Center Agreement

Large Business
Temporary Employees Vacation and Flexible Excused Time
Optional Holidays
Flexible Excused Time
Time-Off Not Scheduled Under 5.07F

CPE Only
Cities in Wage Area I
Work Report Area
Compensatory Time
Contracting of Work in the CPE Marketplace
Drug Testing
Employee Development
Equalization of Premium Pay Work Opportunity
Grievance Procedure
Hiring Bonus
Optional Holidays
Stand-By Technician
Temporary Transfers
Time-Off Not Scheduled Under 5.07F
Travel Expense
Wages – Starting Rates

CUSTOMER MARKETS
INCENTIVE PLANS

The Company may implement incentive plans linked to sales, service, productivity and/or other business related standards set by lines of business or business units. The payments may be paid monthly, quarterly, semi-annually or annually. The incentive compensation is subject to state and local taxes, federal income and social security taxes in effect at the time of payment. Personal allotments will not be made. Deductions for Union dues will be made from incentive payments as authorized by the employee and the Union.

During the development of an incentive plan, the Company will meet with the Union at the Executive Level and provide the Union with an opportunity to have input concerning the terms of the plan. The Company reserves the right to amend, modify or discontinue any incentive plan with 30 days advance notification to the Union at the Executive Level.

The Union may only grieve, or otherwise challenge, general disputes that arise over the Company's enforcement of the terms of an incentive plan. A general dispute is one that involves a plan enforcement issue that commonly affects all employees (as opposed to individual employees) who participate in the same incentive plan. General disputes may not be brought over differences that may exist in the treatment of employees who participate in different incentive plans.

General disputes will be grieved at the Executive Level. Grievances that are not resolved at the Executive Level may be appealed by the Union to full arbitration.

ACCOUNT MANAGEMENT CENTER
COMPENSATION PLAN

The Account Management Center (AMC) Compensation Plan (hereafter referred to as "The Plan") has been developed as a standard compensation plan for the AMC organization. It is a tool designed to drive correct behaviors by linking corporate objectives to personal performance.

I. Plan Objectives

A. Build strong relationships with customers to retain and grow revenues through:

Customer Retention
Incremental Revenue Growth
Improved Quality and Productivity

B. Reward sales employees competitively based on:

Sales Performance
Customer Retention
Efficiency and Productivity
Quality Improvement

II. Eligibility

The Plan is designed solely for Communications Specialists within the AMC organization.

III. Compensation Structure

This compensation plan is designed to migrate from an 80/20 to a 70/30 weighted plan during the term of this contract through increases in the incentive portion of a seller's total wage package.

A. Incentive Payments

Incentives are paid based on actual attainment of each objective at the end of a month or quarter. The objectives will be assigned by management.

Incentives may be paid, but not limited to, one or more of the following components:

1. *Sales Performance*
2. *Customer Retention*
3. *Productivity*
4. *Efficiency*
5. *Quality*

B. Frequency of Payments

Incentives will be paid on a monthly or quarterly basis depending upon the components. Incentive payments earned will be paid by the end of the month following the month and/or quarter in which incentive was earned.

C. Bonus Plan

Cash bonus plans may be developed by the Company to address specific business needs. Any such bonus plan will be shared with the Union prior to implementation. The Company has the right to amend, change or discontinue bonus plans with prior notice to CWA at the Executive Level.

D. Payment Process

Communications Specialists will be hired at Wage Scale 19 and paid at that rate until initial training is completed and they are assigned responsibility for a sales module or sales territory. At the time of module/territory assignment, the Specialist will be moved to Wage Scale 3.

A minimum percentage of the leveraged portion of Wage Scale 3 will be paid in a "ramped" or graduated process as follows:

First Month on WS 3	-	*100%*
Second Month on WS 3	-	*75%*
Third Month on WS 3	-	*25%*
Fourth Month on WS 3	-	*0%*

IV. Program Tracking

Results will be accumulated from the first day worked in the month to the last day worked in the month.

V. Administrative Provisions

The Company reserves the right to establish and revise procedures and policies, to add or delete product and service offerings, and to change product values in accordance with business needs. Before establishing or revising procedures and policies the Company will meet with the Union at the Executive Level to communicate changes prior to implementation. Any Plan change or revision that puts the base amount and/or target amount in jeopardy will first be negotiated with the Union at the Executive Level.

Management will have the responsibility to adjust objectives to ensure equitable treatment of all parties. Management will also notify plan participants prior to implementation of changes or revisions to the Plan.

The Plan will be administered by the Compensation and Tracking Group within the AMC's sales support organization.

A. Review and Adjustments

Achievement reviews will be conducted quarterly by the AMC's AVP-Sales. The AVP-Sales and Vice President/General Manager will review an individual's objective assignment for each Plan participant below 75% year-to-date attainment and above 150% year-to-date attainment. The Compensation and Tracking Group may modify objectives as business needs dictate.

B. Transfers/Promotions/Change in Status

In the event that an employee transfers or is promoted to another position, the participant will be eligible to receive any incentives based on achievement of objectives up to the date of such transfer, promotion or change of status. Such incentives shall be calculated and paid when other participating Plan members are paid.

C. Windfall/Downfall

A windfall/downfall is an unusual situation resulting in an event or opportunity over which a Plan participant has no direct control and which was not -- or could not have been -- anticipated. This situation could result in an objective change. The Company reserves the right to adjust any portion of the Plan to bring compensation in line with reasonable objective attainment.

D. Benefits

Incentive payments are to be included in the calculation of Company benefits.

E. Appeals Process

An appeal is a request for an exception to the current incentive policy. A request for an exception should be submitted to the AVP-Sales for review and the Vice President/General Manager for concurrence prior to forwarding to the Compensation and Tracking administrative staff.

F. Grievance Procedures

The Plan structure and components shall not be subject to the grievance procedure.

G. Overpayment Adjustments

Plan objectives that carry year-to-date (YTD) objectives may sometimes result in overpayments. In such situations, the Company will adjust future incentive payments to offset overpayment. However, the Company will not require the employee to pay back any overpayment from their basic wage while they are covered by an incentive plan. If the employee moves to a position that is not covered by an incentive plan, or is separated from the Company, they will be liable for any repayment.

If the incentive is based on inaccurate or fraudulent sales results, the employee will be required to repay the entire

unearned incentive amount regardless of whether or not the employee is still a participant in the Plan.

CONSUMER SERVICES CENTERS

In Consumer Services sales, service, and collection offices, core hour tours for Monday-Friday will fall between 6:00 a.m. and 7:30 p.m. Offices within the same gate will, over a period of four weeks, have an equivalent percentage of core hour tours according to available headcount. The hours of operation for offices of similar size (10% headcount variance) on the same gate will vary from each other no more than one hour at beginning or end. No office will be scheduled to open later than 8:30 a.m.

When Consumer Services operates in a 24-hour environment, the above procedures will not apply to the offices designated as the 24-hour offices. ***Should Consumer Services decide to operate a late night center(s), the above restrictions on hours of operation would not apply to those centers.*** Should Consumer Services change from the current sales/service/collection gates format, the Company and Union will meet at the ***Executive*** Level to determine if there is a need to re-bargain these procedures.

TEAM LEADER

Customer Markets

The Company recognizes the need to improve and leverage knowledge of our highly skilled employees. The introduction of a Team Leader position in Customer Markets will address this need and may be used to fill this existing gap.

Team Leaders will have, but not be limited to, the following responsibilities:

- ***Handling questions from peers, with primary support for their individual teams and secondary support for other employees in the work group or work unit***
- ***Take Overs***
- ***Escalations***
- ***Handling inter / intra departmental calls***
- ***Team Meetings***
- ***Training***
- ***"Peer" Coaching / Development (non-evaluative)***
- ***Performing normal duties of employee's position when not performing Team Leader assignments***

Note: ***Team Leaders will NOT have responsibility for evaluative observations, creating entries in personnel records or disciplinary actions.***

Selection of Team Leaders will be based on the following criteria:

- ***Senior qualified, rotated within the team between qualified employees***
- ***Meets / Exceeds all performance objectives***
- ***Satisfactory attendance***
- ***No other disciplinary action***
- ***Satisfactory completion of Team Leader Training Class***

- ***Satisfactory competency ratings on:***
  - ***-- Communication skills***
  - ***-- Customer contact skills***
  - ***-- Problem solving skills***
  - ***-- Interpersonal skills***
  - ***-- Technical skills***
  - ***-- Use of multiple on-line systems such as: DOE, SONGS, ORBIT, RIGHT-TOUCH and others***

The position will receive a differential of 7% above their basic daily wage rate for providing team level support. Team Leaders will assume their team's objectives -not an individual objective- for the duration of their assignment. Assignments will be for a minimum of 30 days not to exceed 12 months.

EASY TIME

CONSUMER SERVICES

This agreement between the Communications Workers of America (CWA) and BellSouth Telecommunications (BST) outlines the understanding reached by the parties in regard to the implementation of Easy Time (ET).

This agreement allows the ET plan to cover all Service Representatives, Sales Associates, Collection Representatives, Solutions Specialists and Office Assistants in Consumer.

Purpose of Easy Time: ***Provide employees with greater flexibility and control of time off needed as a result of personal and/or family obligations.***

Guidelines:

- ***Fifteen-minute increments of time, up to two full vacation days, are available to employees for personal and/or family obligations.***
- ***An increment may be taken at any time during the vacation schedule period, provided not more than 25% of the work group has already been granted time off. In the event more than 25% of the work group is scheduled off, then the time may be granted consistent with the needs of the business.***
- ***Employee will advise supervisor or in-charge personnel that ET is needed. No justification is required.***
- ***Holidays and Mondays are not available for ET use.***
- ***ET can be used after the fact, but the employee MUST notify the supervisor or in-charge personnel during the first session of the scheduled tour and the 25% rule will still apply.***
- ***ET is not an option available for use for the employee's personal illness.***
- ***Employees will be required to identify the scheduled vacation day from which ET will be deducted. Once a whole day is broken***

with ET, that day must be used in its entirety before another day is broken.

- ***ET cannot be denied (except for the limits of the 25% rule) and no reason has to be given by the employee for ET. Other time off could be denied due to service requirements, while ET was granted. If other time off is unavailable, the request can be changed to ET and may be granted subject to the 25% rule.***

<u>OMISSION:</u> The parties have attempted to include all issues associated with the Easy Time (ET) program. To the extent a situation arises that was not contemplated by the parties, it is agreed to initiate discussion at the Executive Level in an effort to resolve such matters.

<u>DURATION:</u> Easy Time will continue for the life of the 2001 Working Agreement.

A/1 CENTER AGREEMENT

BST employees (except for supervisors and professional employees as defined in the National Labor Relations Act as amended, and employees regularly performing confidential labor relations duties) working in BST's A/1 Center (Solutions) in Jacksonville, Florida will be governed by the terms and conditions of the ***2001*** Working Agreement between the Communications Workers of America and BellSouth Telecommunications, except as noted below. This Appendix will apply to any further A/1 Centers that BST may open during the term of the Working Agreement.

ARTICLE 1

- For purposes of force adjustment, the Solutions Group will be considered an organizational unit.

ARTICLE 3

Scheduling

- Where employees work common hours as a group, a statement stating the hours may be posted for the work group ***or work unit.***
- When employees do not work common hours within the group ***or work unit,*** the Company shall assign tours allowing for employee preference in order of seniority.
  - Lunch or meal periods which are changed by the Company are not considered as a shift of tours under 3.03***G,*** but these changes should be used only when absolutely necessary to meet the needs of the business.
  - The Company may initiate a change in schedule as needed. Not more than 4 weeks prior to the schedule effective date, the new schedule should be posted.

Example:

Schedule	Number of Tours
7:30 AM to 11:30 AM - 12:30 PM to 4:00 PM	1
8:00 AM to 12:00 Noon - 1:00 PM to 4:30 PM	2
8:30 AM to 1:00 PM - 2:00 PM to 5:00 PM	3

- Employees unavailable for contact should be given the same schedule currently assigned.

- Choice of Tours.

  Employees shall have the opportunity to exercise their seniority in preference for choice of tours, not less frequently than every 13 weeks. Employees returning from leaves of absence, layoff, employees entering the work group or work ***unit,*** or coming in by transfer or employees who have their seniority bridged (entitling them to additional seniority), shall be granted choice of tours in accordance with their seniority at the next revision of the schedule. If the basic schedule is changed in less than 13 weeks, employees shall be given the opportunity to exercise their seniority for preference of tours on the new schedule.

- Scheduling Tours.

  A. Insofar as business needs permit, the Company shall assign tours in accordance with the preference of employees in the order of their seniority. ***Training tours for Service Representatives and Solutions Specialists will normally not exceed 8 weeks, but may last up to 12 weeks with discussion with the Local President.*** Tours will be scheduled and assigned in accordance with ***3.04***.

It is not the intent of this article or any other provision in this Agreement to require the Company to revise a posted work schedule so as to assign an employee entering the work group ***or work unit*** the tours to which his/her seniority would otherwise entitle him/her.

B. Tours may fall on any day of the week necessary to meet needs of the business, except that the tours which make up the normal work week may not be spread over more than 6 days of the calendar week.

1. Scheduled time is comprised of tours. The scheduled time for any work day shall not exceed the length of a normal tour.

2. In the event it becomes necessary to schedule an employee to work more than 5 tours in a calendar week, the sixth and seventh day shall be considered as premium days on the weekly work schedule.

C. No employee will be scheduled to work more than 13 consecutive days nor be required to work 6 days per week for more than two consecutive weeks without his/her consent ,except where acute business conditions develop caused by unanticipated business needs, fire, flood, storm, or other natural disaster.

D. Insofar as business needs will permit, a minimum time interval of 12 hours shall elapse between the scheduled ending time of one tour and the scheduled starting time of the next, except when a tour is assigned to an employee with less than the minimum interval between tours because of that employee exercising his/her seniority for the choice of tours.

E. Employees shall be either scheduled and excused or scheduled to work on authorized holidays.

1. Insofar as business needs permit, employees shall be excused on authorized holidays.

2. Insofar as business needs permit, holiday assignments shall be rotated among the employees within a particular work group ***or work unit*** in accordance with 3.02 and 3.04.

F. Changes from officially posted weekly work schedules may be made, provided such changes do not result in a full-time employee being scheduled for less than a normal week and further provided such changes do not result in the payment by the Company of additional overtime, premium or penalty hours during the week involved, to provide for changes in hours, work days, or off days in accordance with the following:

1. At the instance of the Company.
2. At the written request of employees.
   a. Such requested changes shall be made when no replacement of the employee's schedule is required and when the services of the employee making the request may be profitably used during the hours to which he/she wishes to change.
   b. When a replacement of the employee's schedule is required, the change shall be made provided an agreeable shift can be made in the schedule of another employee and provided such other employee agrees to work the shifted tour at the regular rate.
   c. If the Company contacts an employee in connection with a shift of his/her tour and the employee agrees to the shift, the shift shall not be considered to be made at the request of the employee.

G. Flexible Scheduling Concepts.

1. The concepts listed in this section are designed to provide a variety of flexible schedules. The provisions listed in this section apply to all of the concepts, except as specified in 3.03 I, J, and K. It is mutually agreed that neither party will

support efforts to derive incidental or indirect benefits not specifically addressed in the various flexible concepts.

2. Eligibility:

   The flexible concepts may be applied to regular or temporary employees. It is recognized that these concepts may not be applicable for all work groups ***or work units***. Where utilized, the concept(s) will normally be offered to all eligible employees in the work group, work ***unit*** or administrative work unit which for the purpose of these concepts is defined as one or more supervisory groups of employees in the same title and department who have a common place of reporting and who perform essentially the same type of work. However, there may be situations justifying departure from this rule.

3. Implementation:

   Prior to implementation of a flexible concept, agreement must be reached between the local Union President and the Director of the involved work group or work ***unit*** concerning specific guidelines which fall within the general parameters for the pertinent concept. These agreements must be concurred in by the CWA State Representative and the Director - Human Resources prior to implementation. Each party reserves the right to discontinue use of a concept with at least 30 days written notice. Disputes arising from implementation or discontinuance not resolved at the local or State Level will be referred to the Executive Level.

4. Scheduling Tours:

   Tours will be scheduled in accordance with the provisions of Article 3 and will incorporate any specific tour requirements necessary for a certain concept. It is recognized that certain conditions, such as attendance in schools, may necessitate the temporary reverting to a normal work schedule. It is not

intended that the 30-day notification rule apply in these cases, nor would this be considered a change in schedule.

5. Absences:

   Excused absences (HP, MP, UAP, IP, etc.) would be paid at the appropriate number of hours for the scheduled day. Full weeks of IB absence and leaves of absence would be calculated based on a normal 5-day schedule.

6. Overtime:

   The overtime provisions outlined in Article 4 apply for overtime worked in excess of the scheduled tour.

7. Differentials:

   No evening or night differentials will be applicable for a person on flexible scheduling concepts unless some or all of the hours he/she works would have fallen within the differential period of 7:00 p.m. to 7:00 a.m. had the person not been on a flexible scheduling concept.

H. Four-Day Work Week - Provision allowing the scheduling of a normal work week over 4 days.

1. Tour Hours:

   For employees normally scheduled 37 1/2 hours per week, the maximum tour length will be 9 1/2 hours and the minimum tour length will be 9 hours. The length of a session will not exceed 5 3/4 hours with one 15-minute relief period assigned or allowed as near to the mid-point of each session as practicable.

2. Holiday Week:

   During a week with a specified holiday or Company Designated Optional Holiday, the employee will be scheduled 7 1/2 on the holiday. For the remainder of the hours, the Local President and Director may mutually agree to allow the option of reverting to a normal 5-day schedule or scheduling the remaining hours over a 3-day period for any or all employees on a 4-day week.

3. Time Off:

One week segments of vacation will be scheduled and paid at 37 1/2 hours per week. Vacation days taken in less than a full week segment and optional holidays will be based upon the length of the scheduled day and will be subtracted from the total hours of annual time-off entitlement (see chart below). Where there are insufficient hours remaining in any one category (vacation or optional holiday) to equate to a full tour, employees may combine hours from any of the three categories up to the length of a full tour. It is not intended that an employee would be forced to report to work in cases where less than a session remains after the exhaustion of vacation/optional holiday hours; however, if he/she wishes to take the entire session or tour off, he/she would be required to take non-paid time for the remaining hours of the session/tour.

37.5 Work Week Employees	Vacation Hours	Paid EWD Hours	Unpaid EWD Hours	Paid Optional Holiday Hours	Total Hours
1 Week Vacation	37.5	30	7.5	30	105
2 Weeks Vacation	75	30	7.5	30	142.5
3 Weeks Vacation	112.5	30	7.5	30	180
4 Weeks Vacation	150	30	7.5	30	217.5
5 Weeks Vacation	187.5	30	7.5	30	255

I. Flexible Time Scheduling - Provisions allowing flexibility in starting or ending times for tours.

1. Eligibility:

Occasional employees are excluded.

2. Implementation:

   This concept does not require concurrence at the State Level.

3. Tour Hours:

   Certain hours will be designated as core hours during the full range of hours which employees in a work group or work ***unit*** may be required to cover. At least 60% of the group's normal work day should be covered by the core hours. Each employee will be required to be at work during the core hours; however, he/she may vary his/her beginning and ending times within the full range of hours, in compliance with scheduling guidelines. Once basic tours are chosen, employees will be considered to be working these stated scheduled hours, even if they are on flextime.

4. Overtime:

   Call-outs which precede and connect to the basic schedule, and connecting overtime which is required prior to the start time of the basic schedule will be calculated based on the basic schedule, not on the flexible start time which an employee may have chosen. Connecting overtime following the completion of the employee's tour will be calculated based on the hours actually worked, not on the scheduled hours.

5. Reverting to a basic schedule:

   Employees on Flexible Time Scheduling may be required to revert to a basic schedule on a specified holiday.

J. Flexible Length Tour Scheduling - Provision which allows the number of hours which presently constitute a normal work week to be scheduled in various length tours over either 4 or 5 days.

   1. Tour Hours:

      There must be a minimum of 1 hour's difference between the shortest and longest tour for the week. No scheduled

tour may exceed 10 hours nor be less than 1/2 the length of a normal tour under a 5-day schedule. A tour must be comprised of two sessions with a minimum length of 2 hours and a maximum of 5 hours. Relief periods will be allowed as near the mid-point of the session as practicable. For tours of 6.5 hours or less, one 30-minute relief will be allowed as near the mid-point of the session as practicable.

2. Time Off:

   The provisions of 3.0313 will also apply to Flexible Length Tour Scheduling.

3. Holiday Week:

   During a week with a specified holiday or Company Designated Optional Holiday, all employees will revert to a normal 7 1/2 tour length for that day.

K. 30-30-30 Concept - Provisions allowing the normal work day to be broken into four parts, separated by three 30-minute breaks.

1. Eligibility:

   30-30-30 will normally be applied to employees working a four-day work week; however, where mutually agreed, the concept may be applied to 5-day work week employees. Where implemented, 30-30-30 will be offered to all members of the affected group unless otherwise agreed upon by the Local President and Director. Employees will be allowed to choose individually whether they wish to be placed on 30-30-30 or a traditional schedule.

2. Tour Hours:

   For the purpose of this concept, a session is considered to be 2 of the 4 parts of the tour, separated by the second 30-minute break. In determining the handling of relief and

meal periods, the first 15 minutes of the first break will be considered the first relief period; the last 15 minutes of the last break will be considered the second relief period; all the break time between these 2 relief periods will be considered the meal period.

- Assignment of Tours - Open-End Scheduling

A. In conformity with Article 13, the following procedures will be followed in the assigning of tours under open-end scheduling.

1. Where separate schedules are used for Christmas Eve, New Year's Eve, and on days observed locally as holidays, the Company will post a copy of the hours of operations by no later than Monday of the third week preceding the week in which the schedule involved becomes effective.

2. Employees will express their preferences for tours by completing and signing a "Choice of Hours" form and submitting it to the immediate supervisor or designated representative. Four separate preferences will be shown as follows: Weekday, Saturday, Sunday, and holidays. Employees will be assigned in accordance with their seniority, tours for which they have expressed a preference, or, if such tours are not available, another tour of the same type or, if not available, a tour of a different type with an ending time nearest the ending time of the stated choice insofar as service requirements permit. Preferences recorded on this form will remain in effect until they are changed by the employee as provided below.

a. Weekday, Saturday, or Sunday Schedules -- Any employee may change his/her preference for choice of hours for Weekday, Saturday, or Sunday Schedules by submitting a revised "Choice of Hours" form by not later than Tuesday noon of the third week preceding the week he/she desires the change to be effective.

b. Holiday Schedules -- Any employee may change his/her preference for choice of hours on holiday schedules by submitting a revised "Choice of Hours" form by not later than noon Tuesday of the third week preceding the week in which the holiday schedule is to be worked.

3. Employees entering the work group ***or work unit*** (returns from leaves, transfers-in, instances where seniority has bridged, etc.) will, upon their entry, be inserted in the seniority list at the point their seniority dates indicate they should be placed. These employees will have the opportunity to exercise their seniority for choice of tours on the next posted weekly work schedule in accordance with the provisions of "2a" and "2b" above.

   a. Regardless of any other provisions of this Article, employees entering or returning to the work group or work ***unit*** who have not been given work assignments in the current weekly work schedule may be assigned any available tours until the assignments on the next posted weekly work schedule are effective in accordance with the provisions of "2a" and "2b" above.

4. Regardless of the provisions of ***1.26C,*** the determination of seniority credit for the choice of tours for a part-time employee will be made at the end of each calendar month. Where a part-time employee is changed to full-time status, such determination will be made at that time.

5. During periods of lower call volume, such as night, Saturday, Sunday, and Holidays, one or more offices may be assigned to handle the work which would otherwise be handled by other offices.

- Relief Periods.

A. Employees shall be granted a 15 minute relief period with pay during each session. Such relief periods shall be assigned or allowed as near the mid-point of the session as feasible or

practicable, but in no event shall they be assigned to start less than one hour from the beginning or end of each session unless a service emergency develops.

B. In cases of overtime connecting work, as defined in 1.04, when an employee requests time off for a meal period such request will be granted, without pay, if practicable in view of the nature or expected duration of the overtime work. When an employee works at least the equivalent of a session, he/she will be granted a relief period, as described in "A" above, with pay.

ARTICLE 13 (Sections 13.02 13.03)

- The application of the principle of seniority shall be on the following basis:

  For assignment of tours, and vacations, the provisions of ***Sections 1.35 and 1.37*** notwithstanding, the work group ***or work unit*** will apply with the following exceptions:

  1. The Company and the Union may agree at the Director or higher level to assign tours in some manner other than by work groups or work ***units***.
  2. Employees in the same or different titles having the same or a different place of reporting, who work under the same immediate supervisor may be grouped together for vacation selection purposes provided vacation relief is to be obtained from such employees and such employees possess the skills to relieve each other without training.

- Effect on Posted Work Schedule.

  It is not the intent of this Article or any provision in this Agreement to require the Company to revise a posted work schedule so as to assign an employee transferred into the work group or work ***unit*** the tours his/her seniority would otherwise entitle him/her. Similarly, it is not the intent to require a shift in a vacation schedule to accommodate a transferred employee, or any employee returning from a leave of absence.

- Preference for Training.

  A. When an employee is to be selected for training to equip him/her for some higher-rated work, the matter shall be treated and handled in the same general manner as in 12.02C.

     1. "Training" includes the selection of employees from within a work group or work ***unit*** who are regularly scheduled to work part-time or to relieve in another job in accordance with 4.07***I,*** and the principle of 12.02C shall be observed among all the members of the work groups or work ***units***

who are grouped together for the purpose of overtime equalization and vacation selections at the same place of reporting.

2. In the case of an unanticipated need for selecting a person from within a work group or work ***unit*** to fill in temporarily in another job in accordance with 4.07***I,*** the principle of 12.02C shall be observed if such assignment extends beyond work on 3 consecutive work days.

B. Opportunity for training will be rotated among the employees within a work group or work ***unit*** insofar as practicable in keeping with the needs of the business.

C. If job technology or functions are to be changed within a job title within a work group or work ***unit*** to the extent that the incumbents will not be able to satisfactorily perform in the job without successfully completing additional company-sponsored job-specific training, and the Company has established the attainment of a minimum test score as a prerequisite to taking the training, the Company will notify all of the incumbents in all of the work groups or work ***units*** affected.

1. Such incumbents will then be offered an opportunity to take the prerequisite test as soon as practicable following such notification and, if they meet minimum test score requirements, will be considered as qualifying for taking the job-specific training, subject to the provisions in "B" above.

2. Those incumbents in "1" above who fail to meet the required minimum test score will be advised of the areas in which they appear to be deficient and will be given the opportunity to receive appropriate general skills training under the Training/Retraining Program. If they complete such training they will then be considered as qualifying to the same degree as those in "1" above for taking the job specific training, subject to the provisions of "B" above.

3. If an incumbent declines to take the prerequisite test at all or declines the process offered in "2" above, or fails to

successfully complete the job-specific company sponsored training, he/she will be assigned to the unchanged functions within the title to the extent such work is available on a full time basis, so long as such assignment will not adversely affect operations efficiency. If such assignment is not made, or at such time such assignment cannot be continued, the employee may be treated as an "operational efficiencies" surplus under Article 7.

APPENDIX C

- Call Sampling

  Sampling of service, used in the spirit of trust and respect, is a valuable tool to enhance customer service. To assure courteous treatment, accurate information and superior service, customer calls may be monitored to assist in the training, development and evaluation of employees, the identification of customer needs and to evaluate products and service.

- Individual Call Sampling

  Individual call sampling will not be used to harass an individual or group of employees, nor will it be used to create an atmosphere of pressure in the work environment. When individual call sampling, defined as sampling which targets or is directed at a specific employee, takes place, employees will be given prior notification for the day(s) sampling will occur. All remote, individual call sampling will be taken from within the general work area, defined as the same building, of the employee being observed and will be conducted by members of the management team.

  Feedback of all calls sampled will be provided to the employee within 24 hours from when calls were observed, unless prevented by employee initiated absence. Such feedback should be constructive, with emphasis on the positive aspects of the employee's performance. Feedback may be conducted away from the employee's workstation. Any time the feedback discussion is expected to include information which may require extensive dialog between the observer and the employee, arrangements should be made to conduct the feedback away from the employee's workstation. In addition, employees may request that feedback be given in a remote location.

- Other Call Sampling

  Other call sampling may be done from remote locations. Other call sampling includes sampling for incentive plan results, development and coaching, and overall office quality.

First time offenders will only be disciplined for gross customer abuse when the contact between the customer and the employee is deemed to be sexually explicit or involves the use of profane language. If within 18 months, subsequent incidents of gross customer abuse, fraud, or violation of secrecy of communications are observed, it will be formally documented and action taken if warranted.

The Company will continue to comply with any applicable laws regarding service monitoring or observation.

- General

Personal calls made on either telephones provided for personal use of employees or at employees' workstations will not be subject to supervisory observing. This is not to be construed as influencing present or future practices as to the making of such calls from employees' workstations. Test calls will be for diagnostic purposes only.

This agreement does not restrict the Union's right of representation, including the processing of grievances and engaging in arbitration.

FAMILY OF SKILLS

TITLE	*WAGE SCALE*	*SKILL GROUP*
Office Assistant	***10***	***27***
Service Representative*	***23***	***27***
Solutions Specialist*	***27***	***27***

**** Only these titles may bump in this skill group***

TEMPORARY EMPLOYEES
VACATION AND FLEXIBLE EXCUSED TIME
Large Business Only

The Company and the Union recognize the changing business environment and the occasional need for temporary employees. Pursuant to equitable and fair treatment for such employees as it relates to earned vacation and Flexible Excused Time, the Company for the life of this contract, will accumulate time worked by a temporary employee within any consecutive 24 month period and will consider such accumulated time as one continuous term of employment for the purpose of computing earned vacation and Flexible Excused Time.

OPTIONAL HOLIDAYS 5.01A2

Large Business

Optional Holidays:

Any day other than those specified in "1" above such as, but not limited to, Washington's Birthday, Good Friday, Veteran's Day, Martin Luther King's Birthday, employee's birthday, religious holidays or days of remembrance, etc., may be selected as an optional holiday. Where some other holiday has special local significance (such as Mardi Gras Day at New Orleans, LA), that day may be substituted for one of the four optional holidays if locally desired. In addition, the company may designate one other day in each calendar year for employees in a work group or in any larger group, provided the employees in such groups would not be scheduled to work.

A. Employees shall designate 4 optional days (if the Company has designated none) as being their additional holidays. An Optional Holiday may be scheduled in a week with a specified holiday. Employees who have not made such designation by December 31st shall observe Washington's Birthday (third Monday in February), Good Friday, Veteran's Day (November 11), and the employee's birthday as appropriate.

B. Employees hired or recalled from layoffs before April 1 may designate 4 optional holidays; those hired after April 1 but prior to July 1 may designate 3 optional holidays; those hired after July 1 but prior to September 30 may designate 2 optional holidays. Those hired after September 30 but prior to November 15 may designate one optional holiday. Except for an optional holiday(s) that has been designated by the Company, those hired or recalled from layoffs after November 15 are not eligible for optional holidays in the current calendar year.

C. Employees who are transferred into a work group where an optional holiday(s) has been designated, and who have previously used all of their optional holidays will be excused and paid for the determined day(s).

D. Employees who are transferred into a work group where an optional holiday(s) has been designated, and who have remaining optional holidays will be required to use one or two of their remaining optional holidays as the determined day(s).

E. Employees who leave the service of the Company, either pension eligible who retire and/or Section 7.01C, and who have a remaining Company designated optional holiday, shall have the option to take the day off or be granted pay in lieu of such Company designated optional holiday as he was otherwise entitled to receive during the remainder of the current calendar year.

FLEXIBLE EXCUSED TIME

Large Business Only

Flexible Excused Time.

A. The Company and the Union recognize that it is in the best interest of the employees to have the ability to take time off for short intervals because of personal reasons.

B. Eligibility. Each Temporary or Regular employee, who has at least 6 months of seniority on January 1 of any given year, shall be eligible for 4 days (30 hours for 7.5 hour employees/32 hours for 8 hour employees) with pay and 1 day without pay during such year. This time shall be taken in increments of no less than 1 hour at any time during the calendar year provided the supervisor is notified as described in 5.07C.

C. Part-time employees, regardless of classification, shall be eligible for Flexible Excused Time on a prorata basis, based upon the ratio of any such part-time employee's equivalent work week to the normal work week of a comparable full-time employee.

D. Flexible Excused Time is not cumulative and may not be carried over by an employee from one calendar year to another except as provided in ***below***.

E. Flexible Excused Time (FET) will not be included on the vacation schedule. Flexible Excused Time may be used retroactively to erase incidental absences by notifying the supervisor within 7 days from the date of absence to be erased.

Carry Over of FET Days.

7 1/2 or 8 hour blocks of Flexible Excused Time may be carried over and taken any time during the next calendar year. Any Flexible Excused Time less than a 7 1/2 or 8 hour block of time will not be carried over. Days will be selected on the vacation schedule by January 31st.

TIME OFF NOT SCHEDULED UNDER 5.07F

Large Business Only

Subject to the needs of the business, time-off not scheduled under 5.07B may be selected by an employee on the basis of seniority.

CITIES IN WAGE AREA I (CPE Only)

ALABAMA
- Birmingham
- Bessemer
- Gardendale
- Graysville
- Hoover
- Pinson

FLORIDA
- Ft. Lauderdale
- Boca Raton
- Boynton Beach
- Coral Springs
- Deerfield Beach
- Delray Beach
- Hollywood
- Pompano Beach
- West Palm Beach
- Miami
- Big Pine
- Homestead
- Islamorado
- Key Largo
- Key West
- Marathon
- Miami Beach
- North Dade
- North Key Largo
- Perrine
- Sugarloaf Key
- St. Petersburg
- Tampa

GEORGIA
- Atlanta
- Chamblee
- Covington
- Duluth
- LaGrange
- Lawrenceville
- Marietta
- Norcross
- Smyrna
- Tucker

KENTUCKY
- Florence
- Lexington
- Louisville

LOUISIANA
- New Orleans
- Buras
- Jesuit Bend
- Kenner
- Lafitte
- Luling
- Port Sulphur
- St. Bernard

NORTH CAROLINA
- ***Charlotte***
- ***Raleigh***

TENNESSEE
- Memphis
- Nashville

All other cities in which employees are located are in Wage Area II.

WORK REPORT AREA (WRA)
CPE Only

ALABAMA

WRA 101
Mobile
Mt. Vernon

WRA 102
Montgomery
Greenville

WRA 103
Birmingham
Fairfield
Homewood
Hoover
Jasper
Vestavia
Warrior

WRA 104
Anniston
Gadsden
Odenville
Pell City

WRA 105
Athens
Decatur
Huntsville

WRA 106
Jemison

WRA 107
Alexander city
Opelika
Auburn
Tuskegee

WRA 108
Selma
Orrville

WRA 109
Demopolis
Linden

WRA 110
Abbeville
Dothan
Elba
Enterprise
Geneva
Ozark
Troy

WRA 111
Crossville

WRA 112
Coker

WRA 113
Brewton

WRA 114
Brookwood
Northport
Tuscaloose

WRA 115
Florence
Muscle Shoals
Sheffield

FLORIDA

WRA 201
Arcadia

WRA 202
Madison

WRA 203
Sarasota

WRA 204
Ocala

WRA 205
Brooksville

WRA 206
Key West

WRA 207
Coral Gables
Hialeah
Homestead
Miami
Opa Locka
Pembroke

WRA 208
Key Largo

WORK REPORT AREA (WRA)
CPE Only

WRA 209
Boca Raton
Coral Springs
Ft. Lauderdale
Hollywood
Lauderdale Lakes
Oakland Park
Pompano
Pompano Beach

WRA 210
Boynton Beach
Delray Beach
Palm Beach Garden
West Palm Beach

WRA 211
Ft. Peirce
Jernsen Beach
Stuart
Vero Beach

WRA 212
Ft. Myers
Naples

WRA 213
Crestview
Destin Beach
Ft. Walton
San Destin

WRA 214
Clearwater
Largo
St. Petersburg
Tampa

WRA 215
Cocoa
Melbourne
Merritt Island
Rockledge

WRA 216
Altamonte Springs
Casselberry
Leesburg
Maitland
Orlando
Sanford
Windermere
Winter Park

WRA 217
Daytona Beach
Deland
Ormond Beach

WRA 218
Jacksonville
Hastings
Jacksonville Beach
Orange Park

WRA 219
Chiefland
Ellisville
Gainesville
Lake City
Live Oak

WRA 220
Monticello
Newport
Tallahassee

WRA 221
Lynn Haven
Panama City
Springfield

WRA 222
Cordova Mall
Milton
Pensacola

WRA 223
Lakeland
Polk City
Winter Haven

WRA 224
Chipley

GEORGIA

WRA 301
Brunswick
Waycross

WRA 302
Albany
Americus

WRA 303
Fitzgerald

WORK REPORT AREA (WRA)
CPE Only

Irwinsville
Ocilla

WRA 304
Lakeland

WRA 305
Dublin
Eastman
Nicholsville

WRA 306
Dahlonega

WRA 307
Monticello

WRA 308
Garden City
Savannah

WRA 309
Augusta, GA
Clarks Hill, SC
Martinez, GA
North Augusta, SC
Thomson, GA

WRA 310
Carrolton
Villa Rica

WRA 311
Macon
Warner Robbins

WRA 312
Columbus
LaGrange

WRA 313
Atlanta
Chamblee
Decatur
Duluth
Hapeville
Morrow
Norcross
Smyrna
Tucker

WRA 314
Kennesaw
Mableton
Marietta
Morgan Falls
Northridge

WRA 315
Athens
Elberton
Gainesville

WRA 316
Hazelhurst
Vidalia

WRA 317
Adairsville
Calhoun
Rome

WRA 318
Conyers
Covington
Lawrenceville

WRA 319
Griffin
Hampton

WRA 320
Thomasville
Valdosta

KENTUCKY

WRA 401
Paducah

WRA 402
Cadiz
Hopkinsville
Madisonville

WRA 403
Bowling Green

WRA 404
Brownwood Manor
Central City
Henderson
Owensboro

WRA 405

WORK REPORT AREA (WRA)
CPE Only

Hurstbourne
Jerrersontown
Louisville
Shelbyville

WRA 406
Danville
Frankfort

WRA 407
Ashland

WRA 408
Paintsville
Pikeville

WRA 409
Corbin
London
Middlesboro

WRA 410
Lexington
Winchester

WRA 411
Elizabethtown

WRA 412
Monticello

WRA 413
Florence

LOUISIANA

WRA 501
Gretna
Harahan
Kenner
Luling
Marrero
Metairie
New Orleans
Slidell

WRA 502
Empire

WRA 503
Baton Rouge
Zachary

WRA 504
Lafayette

WRA 505
Alexandria
Bunkie
Hessmer

WRA 506
Monroe
Rushton
West Monroe

WRA 507
Bossier City
Shreveport

WRA 508
Natchitoches

WRA 509
Houma
Morgan City

WRA 510
Covington
Hammond
Independence
Ponchatoula

WRA 511
DeRidder
Lake Charles

WRA 512
Leesville

WRA 513
Bogalusa

MISSISSIPPI

WRA 601
Bilozi
Gulfport
Picayune

WRA 602
Hattiesburg
Laurel

WRA 603
Natchez

WRA 604

WORK REPORT AREA (WRA)
CPE Only

Jackson
Richland
Vicksburg

WRA 605
Meridian

WRA 606
Corinth
New Albany
Tupelo

WRA 607
Batesville
Courtland
Oxford

WRA 608
Cleveland
Greenville
Greenwood

WRA 609
Columbus
Eupora

WRA 610
Arkabutla
Senatobia

WRA 611
Magee

WRA 612
Grenada

WRA 613
Vaughn

WRA 614
Brookhaven
McComb
Summit

WRA 615
Forrest

NORTH CAROLINA

WRA 701
Jacksonville

WRA 702
Wilmington

WRA 703
East Fayetteville
Fayetteville
Southern Pines

WRA 704
Chapel Hill
Durham
Raleigh
Wendell

WRA 705
Goldsboro

WRA 706
Smithfield

WRA 707
Anderson Mountain
(Denver, NC)
Charlotte
Forest City
Gastonia
Pineville
Shelby
Stanfield
Lincolnton

WRA 708
Ashboro
Browns Summit
Burlington
Gibsonville
Greensboro
McLeansville
Winston-Salem

WRA 709
Boone
Lenoir
Spruce Pine

WRA 710
Salisbury
Statesville

WRA 711
Asheville
Clyde

WORK REPORT AREA (WRA)
CPE Only

Hendersonville

WRA 712
Kinston

WRA 713
Laurinburg
Lumberton
Rockingham

WRA 714
Pittsboro

WRA 715
New Bern

WRA 716
Rocky Mount

WRA 717
Wadesboro

WRA 718
Greenville

SOUTH CAROLINA

WRA 801
Charleston
North Charleston

WRA 802
Myrtle Beach

WRA 803
Bennetsville
Cheraw
Florence

WRA 804
Aiken
Orangeburg

WRA 805
Columbia
Little Mountain
West Columbia

WRA 806
Gaffney
Spartanburg

WRA 807
Anderson
Clinton
Greenville
Taylors
Ware Shoals

WRA 808
Allendale

WRA 809
Chester

WRA 810
Sumter

TENNESSEE

WRA 901
Covington
Memphis

WRA 902
Dyersburg
Trenton
Union City

WRA 903
Bolivar
Jackson
Savannah

WRA 904
Antioch
Brentwood
Clarksville
Dickson
Franklin
Gallatin
Lebanon
Madison
Murfreesboro
Nashville

WRA 905
Chattanooga
Cleveland
Signal Mountain

WRA 906
Morristown

WRA 907
Bristol
Johnson City

WORK REPORT AREA (WRA)
CPE Only

Kingsport

WRA 908
Alcoa
Knoxville
Lenoir City
Maryville
Oak Ridge
Sevierville

WRA 909
Columbia
Lawrenceburg

WRA 910
Shelbyville
Tullahoma

WRA 911
Farmington

WRA 912
Cassville

WRA 913
Athens

COMPENSATORY TIME
CPE Only

Compensatory Time.

1. The employee will have the option of either time off or overtime payment.

2. The option to take compensatory time will be voluntary on the part of the employee and must be agreed to by the employee's supervisor.

3. Compensatory time must be taken within the payroll period in which the overtime accrued.

4. Compensatory time may only be taken for overtime hours worked at the 1 1/2 times rate. Compensatory time will be granted at the rate of 1 1/2 hours for each hour of overtime worked.

   Pay for overtime hours worked and taken as compensatory time will be included in the employee's Team Incentive Award compensation.

CONTRACTING OF WORK IN THE CPE MARKETPLACE

Dear Mr. Smith:

There was extensive discussion during bargaining regarding the contracting of work. The CWA expressed strong concern that contracting work would result in the diminution, or at best, no growth of the bargaining unit. Moreover, the Union adhered firmly to their position that corporate communication services for BellSouth Telecommunications be performed by bargaining unit employees.

The Company recognizes these concerns; however, due to various reasons such as the changing CPE market, economic conditions, and business consideration, it is not possible to make specific commitments on contracting out work elements of the business. However, we did agree to continue the language that insures the contracting of any work will not result in the lay-off or part-timing of bargaining unit employees. Furthermore, the Company agreed that during the life of the Agreement it will not contract out corporate communication services in BellSouth Telecommunications facilities.

Finally, it is the Company's objective in making decisions regarding the contracting of work to carefully consider the interests of customers, the concern of employees as to its effect on them, and other considerations essential to the success of BCS.

Michael L. Matthews
Executive Director
Labor Relations

DRUG TESTING
CPE Only

Dear Mr. Smith:

In today's business environment there is an increasing demand from prospective customers that vendor service employees submit to random drug testing.

During 1998 Bargaining, the Union and the Company had lengthy discussions around this issue. The Union expressed considerable concern as to the impact on the employees that the CWA represents.

Subsequently, it was agreed by the Union and the Company that customer requirements for random drug testing would be followed if the requirements were a condition for all vendors. Additionally, the Company agreed to obtain exception to these customer drug testing requirements whenever possible.

Michael L. Matthews
Executive Director
Labor Relations

EMPLOYEE DEVELOPMENT -- CPE Only

Dear Mr. Smith:

There was considerable discussion during bargaining regarding the subject of achieving our growth aspirations through a close partnership with the CWA. One of the more critical areas of that partnership ***is the training and retention of highly skilled data technicians. In today's data-centric marketplace, demand for advanced skills is intense. As BellSouth and CWA partner in our quest to become the industry's foremost data provider, we must be aggressive in our efforts to realize a return on our training investment.***

Therefore, to maximize our investment for our Customers, Employees and Shareholders, we have agreed to the following retention provisions:

- ***The Company has a modernized data-training curriculum that, upon successful completion, will provide our employees with the certifications and other training required to master the rapidly escalating technology challenges.***
- ***We will continue a 24-month non-promotional transfer restriction for employees who complete the curriculum. This provision will restrict movement to other Departments and entities for lateral or downward movement only.***
- ***We will continue an investment-recovery provision that gives the Company the right to recover the data curriculum training expenses, or appropriate prorated portions of the expenses, in the event an employee voluntarily leaves BellSouth within 24 months following successful completion of the curriculum. Such recovery is the sole responsibility of the Company.***

The Company and the Union committed to work together on the implementation of the program. Together we can make this critical initiative a success.

Michael L. Matthews
Executive Director
Labor Relations

EQUALIZATION OF PREMIUM PAY WORK OPPORTUNITY

CPE Only

Equalization of Premium Pay Work Opportunity.

1. Overtime shall be assigned to those who desire to work insofar as practicable. Dedicated ***employees,*** assigned technicians and back-up technicians, may be offered connecting or non-connecting overtime on their assigned customer accounts without regard to the amount of overtime worked by other members of their work group. The Company will attempt to contact them prior to contacting a stand-by technician or another member of their work group.

2. The allocation of non-scheduled, non-connecting overtime for: Communications Technician, Repair Service ***Attendant***, Service Representative, Systems Specialist Technician and Systems Technician will be on the following basis:

   a. The overtime equalization report for work groups/units will be posted at the same location as the employee's vacation schedule. This list will be used for any overtime assignments worked during the two (2) week period starting at midnight on the Saturday following the close of each payroll period. The report will run for twelve (12) week periods and then begin anew.

      (1) The overtime report will show for each employee, his/her name and the cumulative total of overtime hours worked during the elapsed portion of a twelve (12) week period. The twelve (12) week period shall begin on the first day of a payroll period and conclude at the end of the twelfth week (sixth payroll period). Such twelve (12) week periods shall run consecutively. At the start of each twelve (12) week period the overtime report will begin anew. Employees entering a new work unit (either temporarily or permanently) will be credited with an average of the cumulative hours accrued by the members of that work unit as shown on the current overtime report.

(a) If two (2) or more employees in the work unit worked the same number of overtime hours, such employees will be grouped and listed in inverse order of their ***seniority***.

(b) Overtime hours worked during the work day at a temporary location will be recorded on the overtime report for the temporary location as well as the home location.

(c) Employees who do not desire overtime must notify their supervisors in writing. This notification shall be indicated by an asterisk on the report and shall remain in effect until canceled in writing. The initial notification and the subsequent cancellation must be received at least one week prior to the posting of the overtime report.

b. Non-scheduled, non-connecting overtime will be offered to available qualified employees in the work unit, excluding those who do not desire overtime, in the inverse order of overtime hours worked during the previous period. In work units where a stand-by technician has been designated as described in 19A1, overtime will first be offered to the available qualified employee lowest on the current overtime report, next to the second lowest available qualified employee on the current overtime report, and then to the stand-by technician.

c. When an employee declines, after being offered a non-scheduled, non-connecting overtime assignment, the next qualified employee on the overtime report, omitting those who do not desire overtime, will be contacted. This procedure will be followed until someone accepts or all available qualified employees in the unit have been contacted and offered the assignment. Should all available qualified employees in the unit decline, the overtime will be assigned to the employee lowest in seniority and qualified, including those who do not desire overtime, unless the employee has a valid personal reason for not accepting the assignment or unless the

employee has already worked twelve (12) hours of overtime in the current week.

d. When all available qualified employees in a given unit are needed to perform non-scheduled, non-connecting overtime work, such employees, including those who do not desire overtime, will be so advised when they are initially contacted. In this event, they will be expected to accept the overtime assignment unless they have a valid personal reason for declining.

e. When a supervisor fails to offer non-scheduled, non-connecting overtime to available qualified employees in the inverse order listed on the report and offers the assignment to another employee or employees, the by-passed available qualified employees will be paid a penalty of four (4) hours pay at the overtime rate. This penalty pay shall be due only if the employee was available and qualified, but was not offered the call-out. The number of employees who are due penalty pay under this section shall not exceed the number of employees who erroneously worked the overtime assignment. Penalty payments due under this section are to be reported the next work day following the date the employee, or the Union, and the supervisor agree that penalty pay is due the by-passed employee. Such penalty pay hours will not be included in determining the equivalent of five (5) normal tours in computing weekly overtime.

f. Under this procedure an employee may be offered non-scheduled, non-connecting overtime without regard to his/her position on the overtime report if he/she has been working on such assignment to the extent that it could be completed in an economical manner.

g. Employees who are on vacation for one or more full weeks will be considered as unavailable beginning with Sunday of the first week and ending with Saturday of the last week. Employees who are on vacation for less than a week will be considered as unavailable on the day(s) they are on vacation.

GRIEVANCE PROCEDURES
CPE Only

A. An employee or group of employees shall have the right to present to and adjust with the management any grievance as provided in Section 9(a) of the National Labor Relations Act, as amended, provided, however, that no adjustments shall be made with the employee or group of employees involved which is inconsistent with the terms of any collective bargaining agreement between the parties then in effect, and provided further that the Union has been given an opportunity to be present at such adjustment.

B. All grievances, other than discipline related and those involving true intent and meaning of this and other agreements between the parties, shall be handled under the following procedures.

   1. Informal Level (Job Steward and immediate Supervisor). This meeting is intended to allow both sides to fully explore the incident, develop the facts, state their contentions, clear up any possible misunderstandings and attempt to resolve the dispute.

   2. Operations Level. The grievance is commenced with the filing, in writing, of a request for a grievance meeting with the appropriate Operations level manager or his designee. This request must be filed within 60 days of the occurrence being grieved. The Company will inform the Union within 14 days from the date of the meeting of its proposed position, on a form agreed to by the parties. The Union shall advise the Company within 14 days of receiving the Company's written decision whether it accepts, rejects, or appeals the proposed disposition. If either party fails to respond within the proper time frame, an automatic appeal to the next level is considered to exist.

   3. State Level (Initial Executive Level). Within 30 days from the time that the Union has requested a conference on such

grievance, the designated Human Resources management representative shall contact the Union's designated representative, either in person or by telephone, to discuss the grievance. If not disposed of, each party will indicate their position in writing to the other party. If the parties agree on an adjustment, it will be stated as the proposed disposition. If the Company doesn't respond within 14 days, it will be considered as an automatic appeal to the next level. The Union shall inform the Company within 14 days as to whether they accept, reject or appeal the disposition. If not satisfactorily adjusted at the third level, and the Union doesn't request a conference on an appeal to the next level within 30 days of the date of the appeal, the grievance will be closed.

4. Executive Level (Company Headquarters Final Review). The appropriate Company representative shall meet and discuss the grievance with the Union within 30 days after the request for the conference. If the Company fails to meet within the 30 days or fails to get an extension, it will be considered to be a default on the Company's part. If a remedy cannot be agreed on, it shall be determined by arbitration.

5. The Union's rejection of the proposed disposition by the Management representative at the 2nd step shall close the grievance without prejudice to the Union's contentions regarding the merits of the grievance.

C. In the first two steps of the grievance procedure, certified Union representatives and other employees necessary to a grievance hearing shall suffer no loss of pay for time consumed in meetings with management and necessarily consumed in traveling to and from such meetings. However, in addition to the grievant, the number of persons who shall suffer no loss of pay will be two at the second step and one at the first step.

D. Discipline related grievances shall not be appealed beyond the 3rd level of the grievance procedure. If not satisfactorily

adjusted at the 3rd level, they may be subject to arbitration procedures.

E. True intent grievances shall initially be presented at the 2nd, 3rd, or 4th level.

F. Grievances involving the filling of vacancies. Grievances will be filed at Human Resources operations level. The Union shall advise the Company of the unsuccessful requestors on whose behalf it is grieving, or designate the employees whom it contends were erroneously selected instead of the aggrieved employee(s).

G. Sickness and Short-Term Disability benefit case may be subject to the grievance procedures but shall not be subject to arbitration. Grievances involving these plans will be presented initially to the Director - Human Resources (or his/***her*** designee).

H. Grievance adjustments at the 2nd and 3rd level shall be final and binding, and shall not be used as a precedent by either party, except that an adjustment at these levels may be made subject to the 4th level approval if either party at the 2nd or 3rd level informs the other in writing within 14 days from the date of settlement that a "true intent and meaning" question exists. Both parties shall inform the other of the names of its representatives at the 4th level who are authorized to finally approve settlements made at the 2nd or 3rd level of the grievance procedure.

I. The time period(s) as prescribed by this agreement shall not include a Sunday or a holiday as the last day of the agreed time period(s).

HIRING BONUS
CPE Only

A hiring bonus to attract highly qualified personnel not to exceed $5,000 may be approved by the Vice President-Operations.

OPTIONAL HOLIDAYS

CPE Only

Optional Holidays:

a. Any day other than the ones specified above may be selected by the employee. The Company reserves the right to designate one or two of the Optional Holidays.

b. Employees hired or recalled from layoffs on or before May 1 may designate three (3) Optional Holidays; those hired after May 1 but before September 1 may designate two (2) Optional Holidays; and those hired on or after September 1 but before November 15 may designate one (1) Optional Holiday. Employees hired or recalled from layoffs on or after November 15 are not eligible for Optional Holidays in the current calendar year.

c. Employees transferring into a work group where an Optional Holiday has been determined to be a day of local significance, and who has previously used all of their Optional Holidays will be excused and paid for the determined day.

d. Employees who are transferred into a work group where an Optional Holiday has been determined to be a day of local significance, and who have remaining Optional Holidays will be required to use one of their remaining Optional Holidays as the determined day.

g. Employees who leave the service of the company for any reason except discipline or voluntary resignation and have a remaining designated optional holiday(s) shall be granted pay in lieu of such Company designated optional holiday(s).

STAND-BY TECHNICIAN
CPE Only

A. When considered for use in any location, management will discuss the need with the Local Union President and seek concurrence on the plan's implementation. Once agreed at the local level, the Company may utilize one or more volunteers of a work unit in order of seniority. Should there not be an agreement at the local level or enough volunteers, the Company may rotate the assignments, among all technicians in the work unit in inverse order of seniority. Assignments will be rotated on a weekly basis.

1. The Stand-by Tech shall be available at all times to respond to telephone or pager calls.

   a. Stand-by Technicians may be assigned for periods of duty as follows:

      - A full week coverage (7 days – Monday – Sunday)
      - Weekend coverage (2 days – Saturday and Sunday)
      - One day coverage (holidays only)
      - Five day coverage (Monday-Friday)

      Designation as stand-by technician may be made for periods not to exceed one week before being rotated to the next available technician. Upon agreement with the Local President(s) and Director, the stand-by technician coverage may be expanded beyond his/her work unit area.

   b. When more than one stand-by technician is designated in a work unit, the call-out assignments will be rotated among the designees for that period. Pay provisions for a stand-by technician on call are as follows:

(1) 1 hour's pay per day at the overtime rate for a scheduled work day.

(2) 2-1/2 hours' pay per day at the overtime rate for an unscheduled work day.

c. Regular call-out payment provisions will apply in addition to "b" above.

TEMPORARY TRANSFERS
CPE Only

Temporary Transfers. When an employee is needed in another work location for more than a day, his expenses shall be paid as provided for in Article 9. Available qualified employees will be polled in the order of seniority, and if there are no volunteers, the transfer shall be made in inverse order of seniority among those available qualified employees.

1. When a temporary transfer is expected to last in excess of one week, the employee will be given as much as 5 days advance notice. If unable to provide such notice, the employee should be given a reasonable amount of paid time off, if needed, to handle personal business prior to being transferred. Such excused time should not exceed one tour for interstate transfers and one session for intrastate transfers.

2. Basic pay treatment and differential payments while on temporary transfer will remain the same as the employee's permanent place of reporting.

TIME-OFF NOT SCHEDULED UNDER 5.07F
CPE Only

Vacation and other paid time off may be re-scheduled to any available period in order of seniority.

TRAVEL EXPENSES
CPE Only

1. When an employee is required to be away from his/***her*** home location overnight he/***she*** shall receive a per diem allowance for meals, lodging, laundry or other expenses in accordance with the following:

All Expense -- (More than 35 miles)

Meal and Other Expense	*Lodging Expense	Total Expense
$42.50	$***60.00***	$***102.50***

* If an employee elects, he/***she*** may voucher properly receipted, necessary and reasonable lodging expense incurred at a commercial establishment.

a. Distance calculations under this section will be as shown on the most recent official State Highway Department maps or Rand McNally Atlas.

b. In addition to the meal and other expense authorized above, for each day worked the employee will be entitled to $5.50 per day or he/***she*** may directly voucher reasonable and necessary local transportation for intracity transportation cost incurred for travel from his/***her*** place of lodging in the temporary location to his/***her*** place of reporting, which is in excess of one-half mile, provided such transportation is not arranged for by the Company without cost to the employee.

c. On the day the temporary transfer originates, if the combination of travel and work time is greater than 4 hours, the employee will receive the full per diem. If less than 4 hours, half the meal and other expense allowance plus lodging will be paid. On the day the temporary transfer terminates, if the combination of travel and work time is greater than 4 hours, the employee will receive the full meal and other expense allowance. If less than 4 hours, half the meal and other expense allowance will be paid.

d. Except in cases of formal training, an employee temporarily assigned to another location within his/*her* WRA will receive a daily allowance of $5.50, provided the temporary location is greater than 1 mile from the employee's regular location.

e. In the case of training schools or group movement of employees for emergency reasons, the Company may elect to furnish suitable lodging and/or meals and pay for same directly.

WAGES - STARTING RATES
CPE Only

Starting Rates.

1. A new hire may be granted wage experience for previous training or experience, or to meet market conditions in a given locality. Such wage experience shall be granted solely at the discretion of the Company, and may not be grieved or arbitrated.

2. When granted, such wage experience shall be at the appropriate progression step, not at a point between any steps. Thereafter, the employee shall progress in keeping with the steps for the wage scale in which the employee was hired.

3. Wage progression increases shall be automatic.

2001

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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

May

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

June

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

July

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

August

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

September

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

October

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

November

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

December

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	