



June 28, 2017

TO: AT&T SE Local Presidents, District 3 Staff and Secretaries

FROM: Nicholas E.M. Hawkins, Assistant to the Vice President
CWA District 3

SUBJ: AT&T SE Construction and Engineering Added Steps

On June 15, 2017, the District 3 Office was notified by AT&T SE Labor that the Construction and Engineering Department had conducted a trial to eliminate added steps to work orders. As part of this trial, C&E technicians were not permitted to have steps added to a job unless it was records effecting. The Company now plans to adopt this procedure throughout the District, effective 07/01/2017. The results of this trial showed that the inability to have steps added to jobs and accurately report the technicians work activity, resulted in lower ESM efficiency numbers for technicians. Specifically, a 6.82% reduction in overall efficiency; 6.16% for Outside Plant Technicians (OPTs), and 7.42% for Facility Technicians (FTs).

The Company now plans to implement this process across the entire southeast, with full knowledge that the new process will lower technician's ESM efficiency numbers. As such, the District 3 Office inquired as to whether or not the Company planned to lower the ESM efficiency targets for the impacted technicians. Today, we were informed by AT&T SE Labor that the Company's plan is not to modify the performance objective at the time of roll-out, but to instead monitor and make any modification, if needed, during the typical annual performance efficiency modification period.

It is imperative that in the event any of our impacted members are disciplined over ESM efficiency numbers, or receive a less than satisfactory evaluation, we challenge the Company's actions through the grievance process. Additionally, the District 3 Office will be consulting with CWA's legal department to determine whether or not the Company's actions violate the legal provisions of the Sarbanes-Oxley Act.

As always, should you have any questions or concerns surrounding this issue, please feel free to contact me at the District 3 Office.

cc: Richard Honeycutt, Vice President
Thelma Dunlap, Administrative Director
Billy O'Dell, Administrative Director
John Quinn, District Counsel