

# COMMUNICATIONS WORKERS OF AMERICA DISTRICT 3-PUERTO RICO

## CWA-AT&T Mobility Puerto Rico Final Bargaining Report 2019



**This report contains detailed information on the wages  
and benefits won at the CWA-AT&T Mobility  
bargaining table**

**Elections will be held via  
<http://cwalocal3010.simplyvoting.com>**

**Note: The final voting date for ratification of this contract is  
July 26, 2016. Check with your Local about voting procedures.**

**If the contract is ratified, wage increases will be retroactive to two months from  
ratification. Other changes (allowances, per diems, etc.) will take effect after ratification.  
Implementation dates will be sent out once we receive them from the company.**

**CWA Local 3010  
AFL-CIO  
San Juan, Puerto Rico**



## 2019 Mobility Final Bargaining Report July 3<sup>rd</sup>, 2019

### **TENTATIVE AGREEMENT REACHED**

Your Bargaining Committee met with the Company and we have reached a Tentative Agreement subject to our member’s ratification. **Your Bargaining Committee recommends ratification of this agreement.**

Meanwhile, here are some of the highlights on the key issues of the new tentative agreement.

### **SUMMARY OF TENTATIVE AGREEMENT**

---

#### **I. DURATION OF CONTRACT**

The terms of the contract will become effective upon ratification and will remain in effect until 11:59pm on February 26, 2023.

#### **II. WAGES:**

- Ratification Bonus of \$1,000.00, if ratified by July 26, 2019.
- The top step of the wage tables for each job title shall be increased as shown in the table below. The remaining steps in the wage tables, other than step 1 which will remain the same as in the 2015 Regional Labor Agreement, will be exponentially increased.

Effective	Top Step
2 months prior ratification	2.25%
February 23, 2020	3.00%
February 21, 2021	2.25%
February 20, 2022	2.25%

- Sales RSC table – Retail Sales Consultants will receive the General Wage Increase retroactive and \$2,500 will be moved from the At-Risk LOA-4 to their base wage. This will be effective in the upcoming months. The new wage table will be as stated in Appendix A.

**See Appendix A – Wages, for all the new wage schedules of the Tentative Agreement.**

#### **III. RETIREMENT SECURITY**

- No changes to the current pension plans. This was a big win; **the Company will continue the current pension contributions for eligible employees.**

- Employees currently not eligible for the pension plan **will receive a 100% match on their 401K effective January 1, 2020** (this to provide time for the Company to comply with all administrative changes and legal notifications). A new retirement security provision for those that are not eligible for pensions.

#### **IV. HEALTH AND WELL-BEING:**

This was the first time the Union was able to bargain benefits in the PR Regional Agreement. All Benefits will remain the same until 2021 when the current National Bargained Benefits Plan will expire. The Benefits agreement will cover years, 2021, 2022 and 2023.

- **Contribution for HMO's (currently Triple S)** for Full Time Employees will be the lesser of the contribution that would be required if the coverage were provided under the AT&T Medical Program (Management) Bronze Option and the contribution listed in the following table:

	Contribution Amounts		
	2021	2022	2023
Individual	\$50	\$53	\$55
Ind + children	\$69	\$72	\$76
Ind + Spouse	\$138	\$145	\$153
Family	\$132	\$139	\$146

Part Time Contributions: Greater than or equal to 20 hours = 50% of full cost of coverage. Less than 20 hours = 100% of full cost of coverage with no Company subsidy

- Is important to note that the table is a minimum and will keep paying less but not more than what we agreed on the attached table, unless the cost of the HMO exceeds the cost of the AT&T Medical Program (Management) Bronze Option, the contribution outline above will be increased by the difference between the cost of the Bronze Option and the cost of the HMO.
- New language that allows for contributions to be pre-tax if allowed by applicable law as soon as administratively feasible.
- **New letter of agreement that defines the process the Company must follow each year to conduct a Request for Proposal process with all available qualified health care providers for the plan years 2021 – 2023. Any future changes on the Health Care will be reviewed annually by the Company and the Union in the annual Strategic Alliance Committee which will be held in Puerto Rico.**
- **New letter of Agreement effective immediately** that designates all CVS pharmacies as a part of the Caremark mail order fulfillment process. Essentially, this will permit AT&T employees to pick up 90-day prescriptions for maintenance drugs at CVS retail pharmacies and receive the lower mail order rates. This applies even after the

prescription has been filled the allowed number of times at a retail pharmacy. Under the current HMO design, this will allow for savings for our members:

	30-day	90-day
Generic Drug Co-payment	\$10	\$20
Preferred Brand-Drugs	\$35	\$70
Non-Preferred Brand Drugs	\$70	\$140
Medications Outside of List	20% min \$60	20% min \$120

- **Spousal/Legally Recognize Partner Surcharge:** No change until 2023, when the surcharge will increase to \$115. The surcharge will be waived if employee attests that their partner does not have access to other employer-based coverage
- **Tobacco Surcharge:** No change until 2022 when it will increase to \$65 and 2023 when it will increase to \$70. The surcharge will apply to Employees and or Spouse/LTR who use tobacco (cigarettes, cigars, pipes, vaporizers and smokeless tobacco). Smokers will self-identify in open enrollment. The surcharge will be waived if the employee enrolls, participates and complete the free smoking cessation program.
- **Disability Benefits:** No change to current employees.
- **Dental Benefits:** NO change to current program. Contributions will change according to the attached table:

	Contribution Amounts		
	2021	2022	2023
Ind.	\$8	\$8	\$8
Ind + 1	\$17	\$17	\$17
Family	\$27	\$27	\$27

Part Time Contributions: Greater than or equal to 20 hours = 50% of full cost of coverage. Less than 20 hours = 100% of full cost of coverage with no Company subsidy

- **Vision Benefits:** No change to current program. Contributions will change according to the attached table:

	Contribution Amounts		
	2021	2022	2023
Ind.	\$2.50	\$2.50	\$2.50
Ind + 1	\$5.50	\$5.50	\$5.50
Family	\$9.00	\$9.00	\$9.00

Part Time Contributions: Greater than or equal to 20 hours = 50% of full cost of coverage. Less than 20 hours = 100% of full cost of coverage with no Company subsidy

- No change to the **Supplemental Medical Benefits Program**.
- No change to the **Life Insurance Policy**.
- No change to the **Adoption Assistance Policy**.
- No change to the **Tuition Aid Program**.
- New Letter of Agreement that allows employees to participate in the **Company's Your Health Matter Program**.

## **V. JOB SECURITY AND SUBCONTRACTING:**

- Changes to Surplus Process:
  - a. If the Company declares a surplus and an employee wants to the voluntarily leave, they will have that option.
  - b. Improved language in Section 4, that provides that after a surplus, employees will be placed for lateral and downgrades for which they are qualified in the bargaining unit or in **any mobility agreement** that allows for priority placements (currently Black and Orange).
  - c. **No change in the Severance Pay. Meaning that the Company will continue to pay the Severance between Law 80-1976, and the Contract severance, whichever is greater.**
  - d. After a surplus, employees will have **priority consideration to former surplus employees over off-street candidates, for a period of two years.** There is also new language to have a process to identified laid-off employees when they seek reemployment with the Company.
- **New Letter of Agreement on Employment Security Commitment:** In the event of a layoff or surplus as a result of retail store or call center closure (which have been affected during the past few years on lay-offs), or in the event the company eliminates or vacates a job title, the company will offer affected workers positions available at any Mobility work location covered by a CWA labor agreement within the continental U.S. The offer is available to specific job titles and the affected employees must meet expectations for current job and must be qualified for the job being offered. Affected employees have 1 working day to accept the job offer. Testing for the new job may be required, but the re-test waiting period is waived for employees acting under this ESC. The company will try to provide job offers as close as possible to the employees current work location.
- **Call Percentage Guarantee for Call Centers,** meaning that during the life of the agreement the Company will guarantee a percentage amount of calls for our members providing jobs to Puerto Rico. AT&T has guaranteed the level of calls coming into call centers. The company agrees to bring the level of call flow to the centers. The company will provide quarterly reports to CWA so that the union can ensure compliance. If the call flow percentage should fall below the agreed upon levels,

there will be no involuntary surpluses declared unless there is an extraordinary drop in total call volume or other adverse economic reasons for the decline.

- **Preservation of LOA 1 on Subcontracting** that provides that the Company cannot subcontract any work if it currently and directly causes part timing or lay-offs in the bargaining unit. Subcontracting issues will be addressed in the Working Relations Committee and if there is an issue that doesn't get resolve, **for the first time, the Union can bring any subcontracting issue, affecting all employees but mostly warehouse and network groups directly to the Company's leadership at the Strategic Alliance Committee meetings. The SAC meeting will be held always in Puerto Rico and we can request key decision makers to participate in such meetings. This will provide a formal forum to discuss issues that affect our job security.**

## **VI. ARTICLE 3: CLASSIFICATION OF EMPLOYEES**

- **New language** that states that a Part Time classification will be reviewed every six months and will be based on the average work week and adjusted, if appropriate on a prospective basis. This will ensure the correct classification of Part Time employees when are working full time hours for months!
- Improved language that addresses Temporary Employees.

## **VII. ARTICLE 7: GRIEVANCE PROCEDURE**

- **New language** that allows employees with NCS of 60 days to file grievances and new language that allows the Union to file Executive Level Grievances.

## **VIII. ARTICLE 12: HOURS OF WORK**

- Section 1, new language to address members concerns, in the event the company needs other schedules to be applied in any business unit.
- Section 2(c), new language regarding second meal period in the event an employee works 12 hours in a current day.
- New Section 2(f) that addresses mini shift bids in Call Centers after a New Hire is integrated to the existing schedule.

## **IX. ARTICLE 14: FORCED ADJUSTMENT**

- Besides the improvements on surplus for all members, there is New Language on Retail Sales workforce imbalance, that firmly establishes the process of allow the employee to select another work location from available locations, as determined by management based on their seniority. The Company will endeavor to notify the affected employee seven (7) days prior to the effective date of the reassignment and time-in-title achieved in an employee's current work location, under these circumstances, will follow an employee to the new work location.

## **X. ARTICLE 15: NON-DISCRIMINATION**

- New language that prohibits discrimination based on marital status, sexual orientation, gender identity and expression.

## **XI. ARTICLE 19: BASIS OF COMPENSATION**

- New language for slotting an existing employee to an RSC position.
- No changes to the current overtime language.
- Increased On-Call pay to \$37
- New language that provide for a one-hour minimum Call-Out payment for Network employees equal to one (1) hour of their basic rate.
- Improved language on the temporary upgrade differential of 5% for performing duties of a higher top wage rate.
- Improved Section 11 on the language differential paid in Call Centers.

## **XII. ARTICLE 21: ABSENCES**

- No change to current sick time for current employees.
- New language that Civic Duty will apply when employee is assigned to be a petit juror.
- New language clarifying that the Funeral Leave will also be applied for Memorial Services.

## **XIII. ARTICLE 22: VACATIONS AND ARTICLE 23: HOLIDAYS**

- No changes to current language or reduction on time off for current and new hire employees.

## **XIV. ARTICLE 25: EXCHANGE TIME**

- New language to allow employees to use Exchange Time in a more flexible way.

## **XV. LETTERS OF AGREEMENT IN THE CONTRACT**

- **LOA 1 on Subcontracting** – renewed.
- **LOA 2 on Personnel Records** – renewed.
- **LOA 3 on Call Quality Observation** – New and improved language on Call Quality and Calibration observations in Call Centers and New language for Sales Observations to make the process more equitable and fairer for the members. In Call Centers monitoring limits the number of evaluative observations that can be observed in a month to 8. Selection of calls to be observed will alternate between management and the employee, with management selecting the first call. Management determines the method of evaluation. Any additional calls observed cannot be used for discipline except in cases of misconduct. Sales observations are limited to 6 (between full and partial) each month. Management determines the method of evaluation.

Currently, there was no limitation on the amount of observations.

- **LOA 4 on Monthly Sales Quota** – renewed.
- **LOA 5 on At Risk Commission** – The Company agreed to guarantee a \$10,250 minimum at-risk pre-chargeback commission for all the employees during the life of

the Agreement, same as in every CWA Contract, while increasing the RSC wage table.

- **LOA 6 on Timely Discipline** – renewed.
- **LOA 7 on Strategic Alliance Committee** – The Committee will now have authority to discuss issues surrounding subcontracting and health care prior to implementing any changes over the health care plan in Puerto Rico. The meetings will be held in Puerto Rico.
- **LOA 8 on Joint Committees** – New joint committees in the Contract to address Surplus, Job Satisfaction and Job Title/Job Upgrades. The Committee will continue the work on addressing possible job upgrades during the life of the Contract.
- **LOA 9 (New in contract) on Expedited Arbitration for Discipline Cases** – to provide for an alternative process to handle discipline arbitrations in an innovative and expedited way.
- **LOA 10 (New in contract) on Surplus Aid** to work with the Company on a guide to advise our members on any surplus process.
- **LOA 11 (New in Contract) on Commissions Committee** to allow a representative from Puerto Rico in the CWA/AT&T Mobility National Commissions Committee.
- **New LOA 12 – Network Workforce Imbalance** to address changes any reorganization of the workforce for a Digital Technician, Network Infrastructure Tech and Wireless Technician that work in the field.
- **LOA - National Transfer Plan** carry over existing language and include it in the current Collective Bargain Agreement.

## **XVI. LETTERS OUTSIDE OF THE AGREEMENT**

- **Mandatory Meetings** – Renewed letter that addresses the mandatory meetings in Retail Sales.
- **Christmas Bonus Protection** – The Company agreed to pay a Christmas Bonus of 600.00 per year even if the law changes and eliminates the benefit or reduces it. This will be for the duration of the Agreement for every employee in the Bargaining Unit.
- **Puerto Rico Laws Protection** – The Company also agreed to continue to honor the obligation of every PR labor law during the life of the Agreement even if the law is eliminated.
- **Card Check and Neutrality** – this MOU was renewed.



- **Coaching Letter** – New letter of agreement to address disciplines for all members. It clarifies when a COBC and Job Performance discipline should apply.
- **MI60 Letter** – To address concerns with MI-60 duties and to provide a framework to those responsibilities.

**XVII. ATTENDANCE POLICY CHANGES:**

- When an employee is absent for consecutive days, one point will be assigned to the first day of an unexcused absence in each multi-day occurrence, the second and each subsequent day of unexcused absence in each multi-day occurrence will be assessed one-half point up to a maximum of 2 points for multi-day occurrence.
- Employees in Final Written Warning they will receive a one-time adjustment to the points on the date of the Contract ratification.
- In the event the Company decides to discontinue the point base policy, it will meet with the Union prior to the implementation to discuss the effects of such change.
- If the company decides to continue the attendance point based policy, they will keep the guidelines agreed with the Union until February 9, 2022.
- This language applies to Retail Sales, Call Center and the Network Operations Center.

**XVIII. PROVISIONS APPLICABLE TO 2020 NEW HIRES:**

- Employees hired on or after January 1, 2020 will accrue 1 day of sick time if they work at least 130 hours a month.
- Employees hired, rehired or transfer after January 1, 2020 will participate on the Short-Term Disability Income Program which will replace pay for up to 26 weeks based on length of service, as follows:

<b>Employee Service</b>	<b>100% of Pay</b>	<b>60% of Pay</b>
6 mos to less than 2yrs	0 weeks	26 weeks
2 yrs to less than 5 yrs	4 weeks	22 weeks
5 yrs to less than 15 yrs	13 weeks	13 weeks
15yrs or more	26 weeks	0 weeks

After 26 weeks of disability absence, pay will be replaced under AT&T’s long-term disability plan at 50%.

The ratification vote will be held on July 10, 2019. Details of the voting process will be share with the members in the next few days. Thank you for mobilizing behind us all this time.

In unity, your bargaining team:

Angie Wells – Darnel Borrero – Jorge López - Jorge Rodríguez  
Luis Benítez – Rolando Hernández – Vivianette González

APPENDIX A - WAGE TABLES

**Analyst**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	396.50	396.50	396.50	396.50
2	419.00	420.00	420.50	421.50
3	442.50	444.50	446.00	448.00
4	467.50	471.00	473.50	476.00
5	493.50	498.50	502.00	506.00
6	521.50	528.00	532.50	537.50
7	550.50	559.00	565.00	571.50
8	582.00	592.00	599.50	607.50
9	614.50	627.00	636.00	645.50
10	649.00	663.50	674.50	686.00
11	685.50	703.00	716.00	729.00
12	724.00	744.00	759.50	775.00
13	765.00	788.00	805.50	823.50

**Associate Field/ Technical Support -Switch**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	555.50	555.50	555.50	555.50
2	591.50	593.00	594.00	595.00
3	629.50	632.50	635.00	637.00
4	670.00	675.00	678.50	682.50
5	713.00	720.50	725.50	731.00
6	759.00	768.50	775.50	783.00
7	808.00	820.00	829.50	838.50
8	860.00	875.00	886.50	898.00
9	915.50	934.00	948.00	962.00
10	974.50	996.50	1013.00	1030.50
11	1037.50	1063.50	1083.00	1103.50
12	1104.50	1135.00	1158.00	1182.00
13	1175.50	1211.00	1238.00	1266.00

**Business Customer Service Specialist I**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	400.00	400.00	400.00	400.00
2	417.50	418.50	419.50	420.00
3	435.50	438.00	439.50	441.00
4	454.50	458.00	460.50	463.00
5	474.50	479.50	483.00	486.50
6	495.50	501.50	506.00	511.00
7	517.00	524.50	530.50	536.50
8	539.50	549.00	556.00	563.50
9	563.00	574.00	583.00	591.50
10	587.50	601.00	611.00	621.50
11	613.50	628.50	640.50	652.50
12	640.00	657.50	671.00	685.00
13	668.00	688.00	703.50	719.50

**Business Customer Service Specialist II**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	426.50	426.50	426.50	426.50
2	447.00	448.00	449.00	449.50
3	468.50	470.50	472.50	474.00
4	491.00	494.50	497.00	500.00
5	514.50	519.50	523.50	527.00
6	539.00	545.50	551.00	556.00
7	565.00	573.50	579.50	586.00
8	592.00	602.00	610.00	618.00
9	620.50	632.50	642.00	651.50
10	650.00	664.50	676.00	687.00
11	681.00	698.00	711.50	724.50
12	714.00	733.50	748.50	764.00
13	748.00	770.50	788.00	805.50

APPENDIX A - WAGE TABLES

**Clerical Associate**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	372.50	372.50	372.50	372.50
2	390.50	391.50	392.00	393.00
3	409.00	411.00	412.50	414.00
4	429.00	432.00	434.50	437.00
5	449.50	454.00	457.50	460.50
6	471.00	477.00	481.50	486.00
7	494.00	501.00	506.50	512.50
8	517.50	526.50	533.00	540.00
9	542.50	553.00	561.50	569.50
10	568.50	581.00	591.00	600.50
11	596.00	610.50	622.00	633.50
12	624.50	641.50	654.50	668.00
13	654.50	674.00	689.00	704.50

**Digital Technician**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	555.50	555.50	555.50	555.50
2	591.50	593.00	594.00	595.00
3	629.50	632.50	635.00	637.00
4	670.00	675.00	678.50	682.50
5	713.00	720.50	725.50	731.00
6	759.00	768.50	775.50	783.00
7	808.00	820.00	829.50	838.50
8	860.00	875.00	886.50	898.00
9	915.50	934.00	948.00	962.00
10	974.50	996.50	1013.00	1030.50
11	1037.50	1063.50	1083.00	1103.50
12	1104.50	1135.00	1158.00	1182.00
13	1175.50	1211.00	1238.00	1266.00

**Inventory Administrator**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	523.50	523.50	523.50	523.50
2	543.00	544.00	545.00	546.00
3	563.00	565.50	567.50	569.50
4	583.50	588.00	591.00	594.50
5	605.00	611.00	615.50	620.00
6	627.50	635.00	641.00	646.50
7	650.50	660.00	667.50	674.50
8	674.50	686.00	695.00	704.00
9	699.00	713.00	723.50	734.00
10	725.00	741.00	753.50	766.00
11	751.50	770.00	784.50	799.00
12	779.50	800.50	817.00	833.50
13	808.00	832.00	850.50	869.50

**Network Infrastructure Technician**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	548.00	548.00	548.00	548.00
2	579.50	580.50	582.00	583.00
3	612.50	615.50	617.50	620.00
4	647.50	652.00	656.00	659.50
5	684.50	691.00	696.50	701.50
6	723.50	732.50	739.00	746.00
7	765.00	776.00	785.00	793.50
8	808.50	822.50	833.00	844.00
9	854.50	871.50	884.50	898.00
10	903.50	924.00	939.00	955.00
11	955.00	979.00	997.00	1016.00
12	1010.00	1037.50	1058.50	1080.50
13	1067.50	1099.50	1124.00	1149.50

APPENDIX A - WAGE TABLES

**Network Support Administrator**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	548.00	548.00	548.00	548.00
2	579.50	580.50	582.00	583.00
3	612.50	615.50	617.50	620.00
4	647.50	652.00	656.00	659.50
5	684.50	691.00	696.50	701.50
6	723.50	732.50	739.00	746.00
7	765.00	776.00	785.00	793.50
8	808.50	822.50	833.00	844.00
9	854.50	871.50	884.50	898.00
10	903.50	924.00	939.00	955.00
11	955.00	979.00	997.00	1016.00
12	1010.00	1037.50	1058.50	1080.50
13	1067.50	1099.50	1124.00	1149.50

**Representative I - Credit & Collections**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	357.50	357.50	357.50	357.50
2	375.50	376.00	377.00	377.50
3	394.00	396.00	397.50	399.00
4	413.50	416.50	419.00	421.00
5	434.00	438.00	441.50	445.00
6	455.50	461.00	465.50	470.00
7	478.00	485.00	490.50	496.00
8	502.00	510.50	517.50	524.00
9	527.00	537.00	545.50	553.50
10	553.00	565.00	575.00	584.50
11	580.50	595.00	606.00	617.50
12	609.00	626.00	639.00	652.00
13	639.50	658.50	673.50	688.50

**Representative 1 - Customer Care**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	400.00	400.00	400.00	400.00
2	417.50	418.50	419.50	420.00
3	435.50	438.00	439.50	441.00
4	454.50	458.00	460.50	463.00
5	474.50	479.50	483.00	486.50
6	495.50	501.50	506.00	511.00
7	517.00	524.50	530.50	536.50
8	539.50	549.00	556.00	563.50
9	563.00	574.00	583.00	591.50
10	587.50	601.00	611.00	621.50
11	613.50	628.50	640.50	652.50
12	640.00	657.50	671.00	685.00
13	668.00	688.00	703.50	719.50

**Representative II - Customer Care**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	426.50	426.50	426.50	426.50
2	447.00	448.00	449.00	449.50
3	468.50	470.50	472.50	474.00
4	491.00	494.50	497.00	500.00
5	514.50	519.50	523.50	527.00
6	539.00	545.50	551.00	556.00
7	565.00	573.50	579.50	586.00
8	592.00	602.00	610.00	618.00
9	620.50	632.50	642.00	651.50
10	650.00	664.50	676.00	687.00
11	681.00	698.00	711.50	724.50
12	714.00	733.50	748.50	764.00
13	748.00	770.50	788.00	805.50

APPENDIX A - WAGE TABLES

**Retail Sales Consultant**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>TBD</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	408.00	456.00	456.00	456.00	456.00
2	427.00	476.00	477.00	478.00	478.50
3	447.50	496.50	499.00	500.50	502.50
4	468.50	518.00	521.50	524.50	527.50
5	490.50	540.50	545.50	549.50	554.00
6	513.50	563.50	571.00	576.00	581.50
7	538.00	588.00	597.00	603.50	610.50
8	563.00	613.50	624.50	632.50	641.00
9	589.50	640.00	653.00	663.00	672.50
10	617.50	668.00	683.00	694.50	706.00
11	646.50	697.00	714.50	727.50	741.50
12	677.00	727.00	747.00	762.50	778.00
13	709.00	758.50	781.50	799.00	817.00

**Sales Support Representative**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	396.50	396.50	396.50	396.50
2	419.00	420.00	420.50	421.50
3	442.50	444.50	446.00	448.00
4	467.50	471.00	473.50	476.00
5	493.50	498.50	502.00	506.00
6	521.50	528.00	532.50	537.50
7	550.50	559.00	565.00	571.50
8	582.00	592.00	599.50	607.50
9	614.50	627.00	636.00	645.50
10	649.00	663.50	674.50	686.00
11	685.50	703.00	716.00	729.00
12	724.00	744.00	759.50	775.00
13	765.00	788.00	805.50	823.50

**Wireless Technician**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	707.00	707.00	707.00	707.00
2	745.50	747.50	748.50	750.00
3	786.00	790.00	793.00	796.00
4	829.00	835.00	839.50	844.50
5	874.00	882.50	889.50	896.00
6	921.50	933.00	942.00	950.50
7	972.00	986.50	997.50	1008.50
8	1025.00	1042.50	1056.00	1070.00
9	1080.50	1102.00	1118.50	1135.00
10	1139.50	1165.00	1184.50	1204.50
11	1201.50	1231.50	1254.50	1278.00
12	1267.00	1301.50	1328.50	1356.00
13	1336.00	1376.00	1407.00	1438.50

**Work Force Administrator**

<u>Step</u>	<u>Effective</u> <u>2 Mo Prior to</u> <u>Ratification</u>	<u>Effective</u> <u>2/23/2020</u>	<u>Effective</u> <u>2/21/2021</u>	<u>Effective</u> <u>2/20/2022</u>
1	400.50	400.50	400.50	400.50
2	418.50	419.50	420.00	421.00
3	437.00	439.00	440.50	442.50
4	456.50	460.00	462.50	465.00
5	476.50	481.50	485.00	488.50
6	498.00	504.00	508.50	513.50
7	520.00	528.00	533.50	539.50
8	543.00	552.50	560.00	567.00
9	567.00	578.50	587.00	596.00
10	592.50	606.00	616.00	626.50
11	619.00	634.50	646.00	658.00
12	646.50	664.00	678.00	692.00
13	675.00	695.50	711.00	727.00

**In unity is our strength**

**CWA was represented at the CWA-AT&T Puerto Rico Mobility Bargaining Table by:**

**Luis M. Benítez-Burgos**, CWA Representative, Chair  
**Jorge Rodríguez**, CWA Representative, Co-Chair  
**Angie Wells**, Administrative Director  
**Rolando Hernández**, President Local 3010  
**Darnel Borrero Ledesma**, Call Center  
**Jorge López-Ojeda**, Network  
**Vivianette González-Mercado**, Retail Sales

**Many thanks to the Bargaining Team Mobilizers:**

**Aramis Cruz-Domínguez; Maltbelle Ortiz-Ortiz; Alexis Blanco; Elio López; Héctor Vega;  
 Geraldine Ramos; Gloridalia Diaz; Cristal Toro; Ismael Sánchez; Stephany Rivera; Stephany Caraballo;  
 Luis Vega; Cynthia Seda; Santiago Castillo; Rosalyn Hernández; John Avilés; Jimmy Vázquez**

# Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



Printed In-House with Union Labor