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## **Section 1:**

### **2024 CALL CENTER SALES GUIDELINES**

(note: all employees are also held to the COBC)

#### **1. Secure the Account / Access the Note Screen**

- Determine that the calling party is authorized to discuss the account by safeguarding the account.
- Never place an order to change the name to a new party without speaking to the new party.
- Always access the account history. This will ensure reps see previous rep follow-ups, and ensure no duplication of orders or referrals.

#### **2. Wireless Referrals**

- Referrals should only be submitted after discussion and acceptance from the customer - no email, text or call back referrals should be submitted without customer consent
- All referrals must include accurate contact information
- Any referral call transfers to Mobile Sales must be warm connected with customer agreement

#### **3. Proper Call Handling**

- All calls must be handled adhering to current observation standards.
- Order processing steps should adhere to the business rules. There are to be no individual interpretations of how orders should be completed/entered in Optix.
- Calls are never to be dropped or inappropriately placed on hold, mute or transferred

#### **4. Recap / Customer Acknowledgement / Virtual Bundles**

- Due dates on a released order must be agreed to by the customer. Extended due dates are NOT to be used to push a sale
- All order details must be disclosed, including accurate pricing at the product level. All products added must be fully negotiated and agreed upon before releasing the order using View Together when available. No virtual bundles are permitted.
- Do not add any product or service to a customer's account without full disclosure of rates and customer acceptance, regardless of whether the products incur a monthly fee.

#### **5. Customer Contact Information/CBR/Emails**

- Accurate calling party name must be captured (not Mrs/Mr/Csr, etc.)
- Accurate customer CBR/Mobile TNs/Emails must be captured on all order types/every order, including referrals. Fictitious contact information jeopardizes future communication with the customer and is a violation of the COBC – Creating Accurate Records.

#### **6. Follow - Ups**

- Consultants should not give customers their individual contact numbers or email address to use for any reason – all contact information should be the corporate Verizon contact number/email address.
- Consultants are permitted to follow up sales when tracked in Optix. Clear notes should be left on the customer's account so as to not cause confusion between consultants.
- No follow-ups should be created with the D2D or any other vendors for sale references

#### **7. Sales Tracking**

- No sales should ever be tracked fraudulently for incentives / instant win / sales spurt days for personal gain
- It is the responsibility of the Consultant to ensure their tracking is accurate prior to accepting any form of compensation
- Sales credit should only be taken when a successful sales effort has been made

#### **8. Quota Per Day**

- Dynamic Net Revenue targets are updated daily based on personalized Month-to-date volumes and will be used for the monthly Net Revenue attainment calculation.

#### **9. Sales Credit for Negotiated Orders**

- Sales Credit goes to the consultant who negotiates the products on the order
- If a customer with a credit hold order calls in and gets a new rep, and the order is now releasable, the original rep gets credit for products negotiated prior to the hold. The rep releasing the order gets credit for what they upsell.
- The consultant who upsells on any released order should get credit for the UPSELL only. An order should never be canceled and reissued to add upsold products.
- If a Smart Cart is created for a customer, the rep who releases the order gets credit.
- Never start a Smart Cart order for a customer online/through the website

#### **10. Credit Screening/Deposit Requirements**

- Stacking orders or manipulating the normal order process to avoid deposit requirements or gain sales is a COBC violation

#### **11. Promotions / Special Offers**

- Disconnecting to reconnect for a better promotion is not permitted
- Waiving/adjusting activation fees for sales or adding discounts to honor online offers are not permitted
- Proactively offering to change bill names to apply new customer discounts to existing customers for sales acquisitions is prohibited
- Products with a promotional free period should not be positioned as a sale for that period only. Customers should not be told to call back to remove the product.
- HDNO products/offers are reactive only and should only be given to customers who specifically request the service.

#### **12. Compliance-Disclaimers and Disclosures- Terms of Service (TOS)/Third Party Verification (TPV)**

- TPV must be completed with the customer on the line and by the customer. There are no instances where a consultant should be completing TPV/TOS on behalf of the customer.
- The order is not a sale until the required TPV process is successfully completed.
- All disclosures and disclaimers on the customer's account MUST be read verbatim.

#### **13. Revivals/CO Connects/Cancels & Reissues**

- Orders issued for revivals/CO connects due to either company error or rep error will go to the rep issuing the revival
- No orders should be canceled and reissued if the issue could be corrected as a stacked order

Failure to follow these guidelines could result in disciplinary action up to and including termination.

## **Section 2:**

### **MAA 2024 Expected Job Requirements**

Meet requirements on 2024 Elevate Coaching Model:

- **Learn**
  - **Build a Connection**
    - Connect with the customer based on the reason for their interaction.
    - Recognize the immediate need.
    - Set expectations.
    - Acknowledge brand choice and tenure.
  - **Ask the Right Questions**
    - Use open ended questions.
    - Respond to customer cues by asking follow up questions.
    - Ask about the customer experience.
- **Provide**
  - **Use Tools and Resources**
    - Use the appropriate tools and resources that will resolve the customer's needs and drive value.
  - **Present a Total Solution**
    - Address the initial need.
    - Use assumptive close questions.
    - Gain agreement.
- **Close**
  - **Tie the Value Back**
    - Explain the why for the value solution and how it fits the customer's needs.
    - Reinforce the value of existing products and services.
  - **Set Up for Success**
    - Review follow up options.
    - Set clear expectations for next steps.
    - Build excitement for the sale.

**Net Revenue, Internet and TV Close Rates, Mix and Match, Mobile Referrals, Renewals, Loyalty : “Be the trusted Advisor”**

- Consultants will sell and save with integrity
- Never suggest a customer callback for a better due date, offer or due to a billing concern
- Turn every call into a sale or save opportunity
- Utilize the tools in OPTIX to execute Top Down Selling and to position GIG, TV, Streaming, VHDP, HDA, VZ Mobile Referrals, M&M, Renewals, VAS and all applicable items
  - Tools: Call Manager, My Offers, One Flow, Rep Guidance, Snapshot, Competitive Edge/Comparison Tool, Info Manager, package & contract status
- Record valid customer reach number and email address

- Lead with Self Install
- Complete disclosures, Life on Verizon, SOC / Recap on all eligible calls
- Record accurate disconnect / cancel reason
- Execute on Sales, Saves Sequencing on all calls
- No proactive OC&Cs/AIOs. Must honor and process all previous documented price points or promised credits
  - o “You Touch It, You Own It”
  - o Note account to accurately reflect adjustment amount, detailed reason for the credit, bill date will appear
  - o Follow the Broken Promise process

#### **Compliance:**

- Associates should work on one customer at a time, must accurately note the account prior to call ending and taking another call; including additional details needed not covered by Auto Notes.
- Adhere to daily work schedule, including voluntary and mandatory overtime
- Do not circumvent the repeat call process by providing any other callback number than 800VZ or an internal email address to any customer
- Adhere to daily work schedule, including voluntary and mandatory overtime
- If leaving early, calling out sick or going to be tardy, make every effort to call the Absence line on 833-299-5418, including mandatory OT. Make every effort to call the absence line (1-833-299-5418) at least one hour before the start of your tour, including mandatory OT. You are required to call out each day you are absent. When calling out for an absence, you must remain on the line to be transferred to the attendance team in order to speak to someone live or leave a voicemail message, unless the prompts offer a specific option to disconnect or end the call.
- Complete proper log on / off procedures
- While working from home you must contact your Team Leader immediately if you are having any issues preventing you from taking calls and then you should walk through the self help process to get back on line as quickly as possible. In the event you cannot reach your TL, you must reach out to local management immediately to report any issues preventing you from taking calls.
- Update password(s) as soon as notified by the system that an update is required
- Complete all to do's in My Tasks timely
- Avoid establishing unnecessary FLUPS on Monday's, Holidays, and for the Day after a Holiday unless you have prior management approval.
- Complete all commitments as scheduled and update status before end of day to eliminate broken promises
- Be available to management in Slack when on scheduled work time. Be sure you have answered all pings by the end of tour.
- Management approval is needed for all offline time, including productive offline and ACW > 30 min / day
- Accurately reflect your status by using the correct AVAYA code, at all times, and follow RTPA notifications appropriately
  - o ACW should not be attached to break/lunch or used at the end of the tour and used only for Customer related care.
  - o Personal code is only for the restroom and should not be used excessively.
  - o System issues should only be used when technical difficulties prevent you from taking calls
  - o Immediate callback is to be utilized when you lose an incoming customer during the course of conversation, for example: they are on cell phone/reception lost, the call is lost for some other reason (Avaya issue) etc. The expectation is you will call the customer back immediately after the call is disconnected.
    - If a caller does not respond advise you are unable to hear them and will call back on the number they are calling from
  - o Do not input any code to circumvent incoming calls
- Utilize HOLD only when necessary and follow refresh procedures after 60 seconds. Do not mute your line in place of using hold.

- Investigate billing inquiries using LOV / SOC / account notes. Sustain when appropriate.
- Utilize Functional Work Share Tools and transfer only when you cannot resolve
- Utilize Call Manager when appropriate and do not Direct Dial Telephone numbers unless a system issue preventing use of Call Manager
- Complex issues should be referred to the Referral/Off-line Rep
- Adhere to CPNI, DOCC, NSI and SPI requirements & all disclosures
- Adhere to escalation procedures. Utilize CCS MAA. or if the wait time is > 4 minutes refer to a local manager/offer callback.
- Attend all scheduled training. All assigned training sessions should be completed within the pre-scheduled time.
- Represent yourself and Verizon by using the term we, not they and never disparage any Verizon person or entity
- Company Equipment is for company business use only
- Slack, WebEx and emails are intra-company tools for business communications

Material is Subject to change during 2024

All employees must adhere to the requirements of the Verizon Code of Conduct  
Updated 1/12/2024

## **Section 3: Atlantic South Work Rules**

### **3.1 MAA 2024 CSSC Work Rules while working from home**

#### **Logging in / Logging out of Avaya ACD**

The associates are expected to log-in into the ACD at the beginning of their tour using the Avaya oneX Login/Logout Process.

- Any associates experiencing login issues must notify a local manager immediately.
- All associates are required to log in into the ACD regardless of whether they are taking calls or not.
- All associates are expected to be logged in for the duration of the scheduled tour.
- Associates will be expected to communicate to their family members and friends that distractions such as personal telephone calls, visitors and interruptions by other family members, children, pets, acquaintances, social guests or other individuals while on duty can be very disruptive to their ability to perform the job, and should be limited to emergencies.

### **Breaks and Lunch**

All associates are expected to follow their breaks and lunch as scheduled.

- Breaks and Lunch cannot be attached to the end of the tour.
- Breaks and Lunch cannot be combined and taken together.

### **Keeping Accurate Records/ Equipment**

- Associates will adhere to the Company's policies regarding the protection of confidential and/or proprietary Company information from disclosure to third-parties who do not have a need to know such information.
- Associates are responsible for having their current home address updated on record.
- Associates must be available during their tours for deliveries of work equipment from carriers such as and not limited to Fedex, UPS, CTS, or supervisor.
- Associates must utilize equipment provided by the company and are required to have 2 headsets, 2 keyboards, 2 mice, 2 monitors and one web camera. One currently in use and a second one kept as a spare/back-up in your possession.

## **System Issues**

- Associates will be expected to comply with the same rules and policies of the Company including the Verizon Code of Conduct with which all associates must comply. For example, it is the associate's responsibility to use Company equipment in a reasonable and safe manner and to protect Company equipment and software against damage, abuse, misuse or other violation of existing rules of the Company concerning protection of its property and information.
- Associates must utilize only equipment provided by the company.
- Associates may not use Company equipment, materials, systems or software in any manner or for any purpose that violates the Company's policies, the Verizon Code of Conduct, or federal state, or local laws. No third party, including family or friends, may use Company equipment or software for any reason.
- Associates must inform supervision as soon as practicable of any malfunctioning equipment and/or any other reason why they cannot work from home (e.g., lack of power or internet). If there is a utility outage - management may request evidence of the outage and the estimated time of repair. If the time is more than half of a tour, they may need to report to their assigned office.

## **Virtual Conduct**

- In our virtual setting, associates may be expected to be on camera and therefore you are required to adhere to the Associate Workplace Attire guidelines by dressing in business casual attire. You can find more about Verizon's Associate Workplace Attire guidelines [here](https://docs.google.com/presentation/d/1to9VPbBVpgVQm8RIKPXNO9MkPU0ai9swszg_8vy_Ywq/edit#slide=id.p4).

[https://docs.google.com/presentation/d/1to9VPbBVpgVQm8RIKPXNO9MkPU0ai9swszg\\_8vy\\_Ywq/edit#slide=id.p4](https://docs.google.com/presentation/d/1to9VPbBVpgVQm8RIKPXNO9MkPU0ai9swszg_8vy_Ywq/edit#slide=id.p4)

## Associate Workplace Attire Guidelines



Our Associate Workplace Attire Guidelines are designed to encourage associate employees to work in **business appropriate casual attire**—dressed professionally, looking relaxed yet neat, while prohibiting attire that is inappropriate in a business environment. Business appropriate casual attire provides an atmosphere that encourages creativity and productivity, while boosting the morale of employees. Although business appropriate casual attire is suitable for most positions, there may be positions that require other standards. Clothing should not create safety hazards for the wearer. Employees who interact with customers, vendors, and visitors may be required to dress in more traditional business attire.

### **Business Appropriate Casual Attire:**

Although it is not feasible to list every type of attire that is appropriate or inappropriate, the following are general guidelines to help supervisors determine if attire is inappropriate. Supervisors also will need to consider the type of work, amount of customer interface and other job specific criteria when considering what is and is not casual attire appropriate for the business environment. And, as always, employees will be permitted to wear Union insignia that is protected under the National Labor Relations Act.

Following are examples of appropriate and inappropriate attire :

Appropriate	Inappropriate
<b>Shirts</b>	
Long- or short-sleeved polo or golf shirts Collared shirts Blouses Sweaters T-Shirts and Sweatshirts that comply with restrictions*	Tank Tops Revealing garments, i.e.: - Sheer or see-through shirts - Halter or tube tops - Bare midriffs
<b>Pants, Dresses and Skirts</b>	
Full Length Slacks/Casual pants Casual skirts or dresses <b>Jeans ***</b>	Spandex pants or leotards Low riding pants Excessively baggy pants Sweatpants <b>Shorts**</b> Short skirts or micro-minis
<b>Shoes</b>	
Loafers and dress sandals Boots Heels Flat dress shoes <b>Sneakers***</b>	Worn or taped shoes and boots Flip flops Slippers
<b>Other</b>	
• Head coverings worn for religious or medical reasons	Clothing that is not clean, has holes, or is frayed. Clothing with offensive lettering, words or pictures
<p>* Solid colors only; no logos other than Verizon logo, Union logo, manufacturer's logo; no graphics (excepts graphics protected under the National Labor Relations Act).</p> <p>**Shorts are appropriate where permitted by management.</p> <p>***Sneakers and Jeans may be deemed inappropriate by management in certain work environments.</p>	

For Verizon management reference only; not for distribution.

- Usage of vapes or cigarettes while speaking with customers is prohibited.
- Food and beverages should not be consumed while having a customer on the line.

Associates are expected to comply with the terms and conditions set forth in the work at home MOU

### 3.2 Five-Star Customer Service Delivery

**“We focus outward on the customer, not inward. We make it easy for customers to do business with us, by listening, anticipating, and responding to their needs.”**

Please follow these guidelines when answering calls:

- Your line must always be open when scheduled. Logging in and refusing to open when required and scheduled is unacceptable. Manipulation of company systems to prevent incoming calls will not be accepted.



- Provide a prompt answer to each call that comes into your line, and answer each call using the approved call greeting.
- If it is necessary to put a customer on hold, gain permission from the customer, and explain the reason for the hold. Always minimize hold time. When you return to the call, thank the customer for holding and apologize for the delay. If the hold must continue longer than 60 seconds, after your initial refresh, you must refresh with the customer at the end of every 120 second period.
- It is not acceptable to hang up on a customer while in the middle of a call. It is not also acceptable to put a customer back in the queue. Putting a customer on hold while conducting personal business or purposefully disconnecting a customer is unacceptable and could be considered a violation of the Verizon Business Code of Conduct.
- After completing a customer transfer to another department, drop off immediately. Do not stay on the call on mute to make notes or finish up your order. For cold transfers, drop off once the other side rings. For a warm transfer, drop off once you have introduced your customer.
- Always treat our customers with the utmost respect by being courteous, helpful, and enthusiastic. Never be short and curt, argumentative, belittle, antagonize, argue or be condescending to our customers. In the event that a customer requests for a supervisor, make every attempt to diffuse the escalation. If the customer insists, we should provide supervisor assistance. Do not over-talk or treat your customer in a dismissive manner.
- Obscene or profane language, whether directed to another Verizon employee or to a customer, even while on mute, will not be tolerated.
- Focus on your customer while you are on the phone. Non-business related pings and chats are not permitted while online with a customer.
- **Read all mandatory disclosures to the customer; present accurate quotes, do not create “virtual bundles”**

### **3.3 SNOW Tickets and FLUPS**

Ensure that there is a valid need to create a FLUP or SNOW ticket. Always act with a sense of urgency to resolve the issue on the call, only creating a ticket/FLUP when truly necessary.

The consultant is responsible for managing their FLUPS and SNOW tickets daily. All FLUPS must be completed on or before the due date. All SNOW tickets requiring more information must be worked within 1 business day of receipt.

#### **Monday/Vacation/Drop Day Coverage**

- Never schedule FLUPS on a drop day or vacation day. If a vacation day is taken within 24 hours, then the consultant must handle FLUPS scheduled for that day.

#### **Notes**

- Notes on the FLUPS and SNOW tickets must be clear and concise. Anyone who reads the notes must know exactly why the FLUP/SNOW ticket was created. Set clear expectations with the customer regarding the turnaround time.

#### **Customer Commitment**

- Optix is the only location consultants can place customer follow-ups and customer commitments. (If you have another method, it is only to be used as a back-up)
- After setting up FLUP in Optix, recap FLUP details with the customer (issue, reason for FLUP, time and date for FLUP).

#### **Completing FLUPS**

- After making 3 attempts to contact a customer, make a note on the account that the maximum number of attempts have been made and complete the FLUP.
- There should be no past due flups when you leave at the end of your tour.

### 3.4 Adjustments

It is imperative that adjustments be used properly when truly warranted and not to create “random” offers. Please use the tool as designed so that our customers can benefit from the reliability of receiving correct bills, and representatives can benefit from reduced follow-ups.

As a reminder, we **MUST ONLY** use adjustment options if a customer is entitled to an offer/price point that has been removed in error from their account and cannot be resolved through the Exception Process.

- Only issue an adjustment when a Verizon error caused an offer/price point to remove in error from an account.
- In extenuating circumstances exceptions can only be made with a TL’s approval and your notes must reflect this.
- If your adjustment is denied it is your responsibility to follow up with your customer and update them on the status of their account and provide a resolution.

***Adjustments should NOT be used for:***

- To offset Price ups
- Custom Retain/Save offers
- Sales offers
- Customer complaints that bill is too high
- Expired promos
- Beat a Competitive offer
- Product not being billed

**Account/Voucher notes MUST include a detail reason for the adjustment:**

- WHAT promotion/discount/offer was the customer promised
- HOW was the offer communicated to the customer
- WHEN did the offer start and end
- INVESTIGATION steps that were taken to try to correct the offer back to the account
- # of months and dollar amount remain to be applied

### 3.5 PBA – You Touch It, You Own It

***Verizon makes it easy for customers to do business with us, by listening, anticipating and responding to their needs.***

You are accountable to completely care for your customer’s concerns on one call, and it is your responsibility to de-escalate and make every attempts necessary to assist the customer properly the first time.

**Do NOT pass the ownership to another agent or to IHD.**

If an incorrect action took place on the customer’s account unintentionally, either due to order entry, promotion fulfillment, or credit was promised, it is necessary to take the following steps:

- Apologize for the inconvenience and error.
- Advise the customer you will correct this and changes will reflect within the next two (2) bill cycles.
- If appropriate, set up Optix Follow-Up for yourself. Follow-ups should not be assigned/re-assigned to other agents. Follow-ups created must need to be completed by the due date.

**It also is not acceptable to be passing on PBA requests from customers to the MAA IHD team. We should not transfer customers to IHD for a credit noted and promised by a previous representative. “You touch it, you own it”**

If you receive a call from a customer that was promised an adjustment for a fee, service, Premium, etc., by a previous agent – it is expected that you handle the customer through completion. This includes reviewing the notes and orders to determine the situation and sustain or adjust as needed

- What is considered as “promised”? For example, the promise should be documented in the notes, SOC, LOF, etc. We should still attempt to sustain if the customer is advising that this was what they understood.
- Do not advise the customer to call back, or wait for the previous agent to contact them with the adjusted amount. We want to care for the customer and not cause customer frustration

### **3.6 Loyalty Offers proper usage**

The loyalty offers were designed to help save customers who are calling in threatening to cancel or disconnect.

- Loyalty/Save offers should never be used as a “workaround” to price match online prices, nor should they be used to close a new customer sale.
- It is also not acceptable to create “virtual” bundles. Virtual bundles are bundles that are not available in the system, but are manually created using available loyalty offers/credits and presented as a “bundle” to the customer.
- Proactive offers of additional discounts through the Save offers with no customer price objection or reference to online pricing/mailers is not acceptable.
- Utilize Compass as needed for Loyalty calls
- Do not proactively process/recommend a Disconnect/Reconnect with the intent to get a lower price/current promotion for the customer
- In the event of a Change of Name, Disconnect/Reconnect – you must always speak to the actual new account owner to retrieve their personal information

### **3.7 Accessing Accounts**

- Associates are prohibited from accessing, viewing, making changes to or adjusting their own account. Associates may place orders for family, friends and co-workers with the prior approval of their Supervisor as described below. Also, with such Supervisor approval, Associates can access these accounts to otherwise assist the customer, except to make billing adjustments.

An associate can place an order for a friend, a family member, or a co-worker, or otherwise access their accounts to assist them subject to the following:

- 1) The associate must have received written permission from his or her Supervisor prior to accessing the account and conducting any transaction
- 2) The associate must note Optix that the supervisor provided prior approval (noting both the name of the supervisor and the date of approval) along with the regular details of the reason.

**Important restricts are still in place. An associate may never:**

- 1) Access, view, or make changes to or adjust the associate's own account even with a supervisor's prior approval
  - 2) Make a billing adjustment on the account of a friend, family member or co-worker even with a supervisor's approval.
  - 3) Access an account of a friend, family member or co-worker without the prior written approval of a supervisor
  - 4) Access, view, use, modify, share or distribute customer information, including the information of a friend, family member or co-worker, without a proper business reason.
- When redeeming Company related prizes online (VZ Rewards) i.e, Instant Win Cards, Golden Tickets, On the Spot Cards, make sure to only redeem prizes that were awarded specifically to you. Do not attempt to enter random entries as this violates the Company Code of Conduct.

### **3.8 Work Schedules**

All employees are expected to adhere to their daily work schedule as shown in IEX/Verint, and to login to the correct AVAYA codes that correspond to their current activity. Lunches and breaks must be taken each day at the scheduled time, unless you are working with a customer on an extended call. In this event, please continue to work with the customer on their issue and take your break or lunch immediately after. It is the responsibility of the employee to immediately report any deviation in his/her work schedule to WPA.

Please ensure you access IEX/Verint daily and view it throughout the day to know your schedule (start time, break/ lunch, any scheduled activity, end time, as well as any scheduled OT). Also watch for reminders, which announce the next scheduled activity. Work schedules may change throughout the day based on needs of the business. In the event your tour ends, and you are still with a customer, you need to complete the work started before logging off for the day.

### **3.9 Proper AVAYA Coding**

The Avaya system will be used to verify payroll. As such, tardy and late arrivals can and may be determined by the login time recorded by the Avaya system.

Official time is the time clock on your PC Toolbar. Time for start and end of tours break/lunches will be determined by the time keeping device on your toolbar. Other clocks and watches are not considered official time and may not be an accurate accounting of when you must report to work or return from break and/or lunch.

**Personal calls should never be made using Avaya, nor any personal contact numbers should be dialed via Avaya for any reason. Logging into the ACD system using a station/agent id other than your own is strictly prohibited.**

Avaya Codes:

IMMEDIATE CALLBACK	Only used to call back cut-off/disconnected calls - must be on outbound call ***
DEVELOPMENT	Team leader approved coaching session, Developmental Time
TRAINING	All Training
MEETING	Meetings and Huddles
ACTING	Nesting Coach, Floor Support
PRODUCTIVE OFFLINE	Closed for commitment assigned by TL; Projects, Blood Drive, Fire Drill, etc.

PERSONAL	Personal time is to be used only for emergency restroom use
UNION	Union Business, Grievance
IHD	IHD, Systems SME. This code should not be used for non-MAA IHD reps
SYSTEMS ISSUES	PC/Systems issue or outage when unable to take calls ***
CMR	Closed for Restricted Work

### **AFTER CALL WORK (ACW)**

30 minutes of on-demand after call work is available for you to ensure you have the additional time needed to work on a customer's issue, be able to do follow-ups/commitments to your customers as needed, and to ensure first call resolution. ACW cannot be used while on OT.

#### **When is After Call Work (ACW) used:**

- Finishing up notes or anything else related to the last call which cannot be completed with the customer on the line
- Callback/commitments to fulfill promises made to customers
- Completing Orders or other tasks within Optix, SNOW Tickets, Aims/DRC chats, referring customer issues to offline teams

#### **What is not considered as After Call Work (ACW):**

- Personal/rest room time
- Cut off callbacks (see ICB definition)
- You should not be taking ACW or making customer commitments for the last 30 minutes of your tour.

### **Break & Lunch Periods**

Employees are required to take their breaks and lunches as scheduled in NICE/LEX/Verint. You are not allowed to combine breaks and lunch. Employees may not leave company property on your company paid breaks. Breaks and lunches cannot be taken at the end of your tour or after your tour has ended. Tardiness from breaks and lunches are subject to the applicable Regional Attendance Plan. Employees must take their breaks and lunches away from their workstation.

## **3.10 Attendance Guidelines**

### **CALLOUT GUIDELINES**

On the day of your lateness or absence you are required to call your center absence line per the communicated call out times. You are required to call-out each day you are absent. If your absence should last longer than seven consecutive calendar days, you are still required to call the Call-Out line on the 8th calendar day and you are also required to notify Sedgwick to apply for disability benefits. If you return to work from a disability and are absent within 14 calendar days you are required to contact Sedgwick to report your status. Once a disability case has begun you are required to provide an updated status to the Call-Out Line each week thereafter until you have returned to work. Please ensure to obtain your scheduled tour from the force team prior to returning to work.

### **UNWORKED ASSIGNED OVERTIME**

You are required to work all your scheduled overtime. In the event that you are unable to work all or any portion of your overtime, you are required to notify a member of management team.

### **RETURN TO WORK**

Upon your return to work from absence please ensure to physically see your Admin to ensure proper return to work (RTW) coding is handled.

### **3.11 Office Space / Environment**

**We are committed to maintain a clean and professional work environment.**

- Employees are welcome to personalize the interior of their workstations with pictures, and mementos. Keep in mind that any personal items should be appropriate to the work environment.

Verizon is not responsible for any lost or damaged items.

- The copiers and fax machines are to be used for business purposes only
- No pets please. Including but not limited to: fish, hermit crabs, lizards, etc.
- Employees are not permitted to leave the premises while logged in on company time. This includes Breaks/Training/ACW

We are strictly prohibited from loading any software on company desktops. This includes games, screen savers, wallpaper, etc. All software must be approved by a system administrator.

Using the internet for personal reasons is only permitted on breaks, lunches and before/after your tour. No internet browsing while you are open taking calls. No personal internet use on ACW is permitted.

### **3.12 Slack/Jabber Use**

Jabber/Slack should be used for business purposes only. Jabber/Slack usage should not be customer impacting. i.e., Do not put a customer on hold/mute to answer a jabber that is not related to the customer issue. Be mindful of your Jabber/Slack emoticons and any pictures you would attach to your communications (emails/Jabber/Slack). As stated in the Code of Conduct, we respect each other by using appropriate words and actions in the workplace. Our words and actions should never create a hostile work environment for any of our teammates. Inappropriate jokes and comments have no place whatsoever in our Company.

- All employees are required to sign in to Slack and/or Jabber at the start of their scheduled shift.
- Employees are to remain available to receive messages at all times while on duty.
- All messages should be professional and business related

### **3.13 Cellphone/Mobile device Policy**

- Cellphone usage should not be customer impacting i.e., do not put your customer on hold/mute to answer a text or a phone call. No cellphone "pings" or "rings" should be heard on the sales floor. If you are waiting for an emergency call then please let your Management Team know. In addition, emergency phone calls can be made through your supervisor's desk
- Personal calls need to be conducted on your breaks or lunch hour. Company telephones and facilities are to be used for company business purposes only, with the exception of the designed phones in the employee break areas

### **3.14 Building security procedures**

- Employees are required to wear ID cards at all times while on Company property or on Company business.
- Card keys are issued for access through all doors. Your supervisor will handle replacement for lost or broken card keys and changes to level of access.
- Picture ID and Card Access cards are a requirement of the job and necessary for entry to the building. Failure to have the cards in your possession will require a visitors badge to be issued which requires a Supervisor signature and may delay your arrival to work. If you arrive after your start time, this delay will be treated as a tardy.
- Temporary visitor badges must be returned at the end of each day.

### **3.15 Abnormal Weather Conditions**

In today's competitive environment, we have an increasing obligation to provide the highest level of service to our customers at all times and in all types of conditions. As a corporation, we expect all Verizon employees (both management and associates) to be punctual and on duty each day they are scheduled to work.

In circumstances of extreme weather conditions, local or national disasters or other emergencies, when normal transportation has been disrupted, etc., our commitment to service requires more than ever that employees are on duty as scheduled. However, circumstances may warrant special considerations and actions by the Company as described in the Guideline.

### **3.16 Smoking and Parking**

#### **Smoking Policy**

We support the nationwide efforts for a safe and comfortable smoke-free work environment. To accomplish this, all Verizon buildings are smoke-free. Smoking is permitted only in designated outdoor areas. If you smoke, please use the smoking receptacles provided in these areas. Smoke on breaks/lunch or before/after shift only. Do NOT smoke near the entrances/exits of the buildings. Vapes/E-cigarettes are also not allowed inside the buildings.

#### **Parking Policy**

Ample parking is available in the parking lots. Handicapped parking is also available for cars with state issued certificates or plates. State rules for handicapped parking apply to company property. Violators may be ticketed by the local police department.

Please follow all posted speed limits around the company premises.