

AT&T
Mobility Consumer Customer Services
Attendance Guidelines effective 9.1.12

AT&T is committed to providing the highest quality service to our customers. Maintaining adequate and consistent staffing is crucial to the operation of the call center and to our ability to deliver quality service. Unscheduled time away from work causes a breakdown in work performance, imposes added work on the team, and directly impacts the level of service we can offer. For this reason, regular attendance and timeliness are essential job functions for every representative. Repeated unscheduled absenteeism may result in discipline up to and including termination. ***It is your responsibility to maintain acceptable attendance performance. Please read the following attendance guidelines and discuss any questions you may have with your Supervisor.***

1. Regular attendance and timeliness are essential parts of your job responsibilities. You are expected to be at your workstation and available for work when scheduled.
2. Unscheduled absences negatively impact our customers, your coworkers and the Company's business operations. Whenever possible, you are required to schedule **IN ADVANCE AND ACCORDING TO YOUR DEPARTMENTAL GUIDELINES**, any time off you will need to attend to medical care or personal needs if it will interfere with your regular scheduled shift. If for any reason you encounter a situation that requires you to miss any time from your regular shift, you must contact your immediate Supervisor and / or the attendance line in accordance with your call center guidelines, at least one hour before your shift start time. If an emergency prevents you from contacting your Supervisor one hour before your shift, you must contact your Supervisor as soon as possible. In addition, if you must leave before the end of your scheduled shift due to illness or emergency, you must notify your Supervisor (or another Supervisor if yours is unavailable) and / or the attendance line in accordance with your call center guidelines prior to leaving. Failure to properly call in, or failure to notify your Supervisor prior to leaving early, will be dealt with as performance issues and may result in discipline up to and including termination. If an employee is absent from work for (3) or more consecutive workdays without Company approval, the employee will be considered to have abandoned their job and voluntarily quit his / her job without notice.
3. The following types of absences will be excused and will not count as "unscheduled time away" under this Attendance Performance Statement:
 - Approved Leave of Absence
 - Scheduled Vacation
 - Jury Duty
 - Bereavement
 - Court Subpoenas
 - Military Leave
 - Company recognized Holidays (unless scheduled to work on a Holiday)
 - Short Term Disability
 - Federal / State mandated Leaves (i.e., FMLA, ADAAA, etc.)
 - Company initiated closings (i.e. inclement weather, etc.)
 - Contracted Time Off (Union Business)
 - Approved / Company Mandated Time Off, (i.e. EWP, vacation, disciplinary time, etc.)

As stated above, unless the need for time off is unforeseeable, these absences must be pre-arranged with management and scheduled in accordance with your departmental guidelines.

4. "Unscheduled time away," meaning **any time away from your scheduled shift** due to absences, late arrivals or early departures that is not excused under paragraph 3, above, will be tracked using an "Unscheduled Absence Point System".

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Unscheduled Absence Points Will Accrue According To The Following Schedule:

- Less than 5 minutes = 0 Points**
- 5 minutes to 30 minutes missed from scheduled shift = ¼ Point**
- 31 minutes to 120 minutes missed from scheduled shift = ½ Point**
- 121 minutes to 239 minutes missed from scheduled shift = ¾ Point**
- 240 minutes to 1 full scheduled shift missed = 1 Point**

Attendance Discipline Progresses According To The Following Path:

Disciplinary Process (Point Accruals Based On Rolling 12 Months of Active Employment)
1-3 Points = Coaching / No Action
4 Points = Formal Counseling
5 Points = Written Warning
7 Points = Final Written Warning
8 Points = Termination Of Employment

Absenteeism is measured based on a rolling 12 months of active employment. If an employee has an approved short-term disability or leave of absence that exceeds more than 7 calendar days in the preceding 12 months of employment, the duration of such leave will be excluded when determining the employee's active employment period. No more than a maximum of 7.75 Unscheduled Absence Points are allowed within any rolling 12 months of active employment. Any unscheduled time away from your scheduled shift in equal or in excess of 8 total points in a rolling 12 months of active employment, regardless of reason, will be considered unacceptable absenteeism and will result in termination absent extraordinary circumstances as determined by the Company in its sole discretion.

Effective 11.1.11, early departures and late returns from lunches as well as mid-day absences will be covered under these guidelines. Points will be assigned based on the number of minutes missed for each log in and or log out event.

*Example: employee arrives to work on time. Is scheduled for lunch from 12-1pm, logs out for lunch at 11:54am, logs back in from lunch at 1:07. Employee logs out at the end of shift on time. In this example, the employee would incur .25 point for the time missed 11:54 – 11:59am, **and another** .25 for the time missed 1:01-1:07, as both the log out and in for lunch was beyond the less than 5 minutes grace period. Employee would receive a total of .50 points for time missed before and after their scheduled lunch time.*

**** Notes: Late returns from breaks will not be tracked according to the point system in call centers where these issues are tracked and handled through performance and schedule adherence tracking. Formal performance discipline may be administered if a pattern of lateness issues is identified (see #5 below)*

****Note: Please ensure to take your scheduled lunch daily. Skipping lunches is never permitted.*

5. Unscheduled time away is not an entitlement, and is intended for use only for illness or emergency. The Company may monitor your attendance for **Unacceptable Patterns Of Absences, Lateness Issues or Early Departures** (for example, absences the day before or after a scheduled day off, absences on a particular day of the week or month, calling out absent on a date previously denied off, repeated tardies of less than 5 minutes), and other failures to adhere to these guidelines. If the Company determines that you are abusing these guidelines, discipline up to and including termination may result regardless of the number of Unscheduled Absence Points you have accrued.
6. **Leave of Absence Application Denial – If an employee takes time away from their scheduled shift / work week pending a leave of absence application approval and that leave application is denied, the employee will**

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receive the appropriate amount of points for each unscheduled day missed. Upon return from denial of leave, employee will be subject to the appropriate level of discipline up to and including termination of employment.

7. Employees who believe they may need assistance in complying with these standards due to a medical condition should contact the Integrated Disability Service Center at 866-276-2278 to speak with a Customer Intake Specialist to specifically request an accommodation.

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