

APPENDIX F

MEMORANDUM OF AGREEMENT

Section 1 – Agreement

1.01 This Memorandum of Agreement (hereinafter called “Memorandum” or “MOA”) is made and entered into by and between AT&T Teleholdings, Inc. d/b/a AT&T Midwest, Illinois Bell Telephone Company, LLC, Indiana Bell Telephone Company, LLC, The Ohio Bell Telephone Company, LLC, Wisconsin Bell, LLC, and Michigan Bell Telephone Company, LLC, and AT&T Services, Inc. (hereinafter referred to collectively in this MOA as the “Company”), and the COMMUNICATIONS WORKERS OF AMERICA, affiliated with the American Federation of Labor, Congress of Industrial Organizations (hereinafter referred to in this MOA as the “Union”). The Company and the Union (hereinafter referred to collectively in this MOA as the “Parties”) agree as follows:

1.02 Applicable job titles:

Premises Technician
Dispatcher
Technical Support Representative II
Administrative Support Assistant
Office Coordinator
Warehouse Assistant

1.03 This Memorandum contains the entire agreement between the Company and the Union with respect to all positions referenced in Section 1.02 herein, except that Articles 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 15, 16, 20, 28, 29, and the following Memoranda of Agreement and letter agreements:

- A4 Regional Joint Benefits Forum
- A5 Commercial Driver’s License & Special Operating Permit Or License
- A6 Success Sharing Plan
- A8 Safety Advisory Council
- A11 AT&T Non-Management Staffing Process
- A14 Innovative Scheduling (Flextime)
- A15 Medical Facilities or Physician Visits
- A16 Labor Advisory Forum
- A21 Neutral Evaluation Process
- A22 Proper Use of Union-Management Review Board
- A32 National Transfer Plan
- A34 Memorandum of Agreement Payment in Lieu of Vacation
- A36 Memorandum of Agreement Benefits Rules for Movement
- D3 Memorandum of Agreement Legally Recognized Partners
- Common Attendance Guidelines Letter

of the 2026 Core Collective Bargaining Agreement between the Company and the Union (“Contract”), and only those provisions, will also apply to positions covered by this Memorandum.

1.04 Where conflicts may exist or arise between provisions of this Memorandum and those of the above-referenced provisions of the Contract, the provisions of this Memorandum will prevail.

1.05 The following attachments shall apply to job titles covered by this Appendix:

Attachment I – Memorandum of Agreement Force Movement of Employees

Attachment II – Memorandum of Agreement Regarding Economic Protection Following Placement of Surplus Core Employees Identified for Layoff

Attachment III – Memorandum of Agreement Regarding Employment Classification

Section 2 – Classification of Employees

2.01 Regular Employee

One whose employment is expected to be indefinite. A regular employee may be either full-time or part-time.

2.02 Regular Limited Term Employee

One hired for a specific project or a limited period with the definite understanding that their employment will terminate or be converted to Regular Employee status upon the completion of the project or at the end of the period, and whose employment is expected to continue for more than one (1) year but, unless mutually agreed to by the Company and the Union, not longer than thirty-six (36) months as a Regular Limited Term employee. Regular Limited Term employees shall be excluded from the provisions in Section 7 of this Memorandum. If a Regular Limited Term employee covered by Appendix F attains 36 months of service, the employee shall either be work completed or converted to a Regular Employee at the Company’s discretion. If the employee is converted to Regular Employee, the employee will continue to be covered by the terms, conditions and benefits provided by Appendix F.

2.03 Temporary Employee

One hired for a specific project or a limited period with the definite understanding that their employment will terminate upon the completion of the project or at the end of the period, and whose employment is expected to continue for not more than twelve (12) months. Temporary employees shall be excluded from the provisions in Section 7 of this Memorandum.

2.04 For the purposes of this Memorandum, all employees hired into a title covered by this Memorandum, unless otherwise specified by management, will be probationary. Employees will remain probationary for twelve (12) months.

Section 3 – Seniority

3.01 Seniority as used in this Memorandum shall mean Net Credited Service (NCS) with the Company as determined by the Pension Plan Administrator.

3.02 Where two or more employees have the same net credited service, the employee with the lowest last four digits of social security number shall be considered to be the most senior. In case there should be two or more employees with the same last four digits of the social security number, the lowest middle two digits of the social security number will determine seniority. Should two or more employees have identical numbers to this point, the employees will be arranged alphabetically by last name.

Section 4 – Time Off

4.01 Paid Holidays

Eight (8) paid holidays shall be observed as follows:

New Year's Day
Martin Luther King Jr. Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving Day
Christmas Day

Holidays that fall on a Sunday will be observed on the following Monday. When a holiday falls on a Saturday, employees will be given another day off in a subsequent week or a preceding week as determined by the Company. All time off earned in the previous vacation year, must be taken before any time off in the current vacation year can be taken.

4.02 Working On A Holiday

Employees who work on a holiday, will not be given a day off to be taken at a later date. Employees who work on a holiday will be paid eight (8) hours at straight time for the holiday and at time and one half (1 ½) for each hour worked on the holiday. Such hours worked at the premium rate shall be used in the calculation of the forty (40) hour overtime threshold.

4.03 Holidays During A Vacation Week

When a holiday falls during a week in which an employee is on vacation, the day will be treated as a holiday, not as a day of vacation.

4.04 Vacation Year

The year in which vacation and Personal Days off may be taken shall be known as the "vacation year." The vacation year is defined as a period of time beginning December 31st and ending on December 30th of the following year. Employees must be active on the payroll (not on a leave of absence or on disability) and must physically report to work for at least one (1) day in the vacation year to be eligible for vacation and Personal Days Off.

However, an employee may be granted vacation for which they are otherwise eligible in a vacation year without performing any work for the Company in that year provided they are not on a leave of absence or disability and such vacation is contiguous to and continues with their vacation for the preceding year; or such vacation begins during the first seven (7) days of the vacation year.

4.05 Vacation Eligibility

Employees shall be eligible to accrue vacation based on their Net Credited Service (NCS) with the Company as follows:

- A. One (1) week of vacation upon completion of (6) months of service.
- B. Two (2) weeks of vacation upon completion of twelve (12) months of service. This provision cannot be combined with the above to result in more than two (2) weeks of vacation entitlement in the same vacation year.
- C. Three (3) weeks of vacation to any employee who could complete seven (7) years of service or more but less than fifteen (15) years of service within the vacation year.
- D. Four (4) weeks of vacation to any employee who could complete fifteen (15) years of service or more but less than twenty-five (25) years of service within the vacation year.
- E. Five (5) weeks of vacation to any employee who could complete twenty-five (25) years of service or more within the vacation year.

4.06 Carry-Over Vacation

All employees are encouraged to take all of their vacation time during the vacation year. However, a maximum of one (1) week of vacation may be carried over into the next vacation year. A vacation week that is carried over must be taken by April 30th.

The Company may at its discretion place employees on vacation and require them to take vacation at a specified time. The number of weeks management may place employees on vacation is limited to not more than one (1) week in a vacation year. Should the need to place employees on vacation occur, the Company will provide thirty (30) days notice to the affected employees.

4.07 Vacation Selection

Employees may select their vacation in full weeks and on a day-at-a-time basis during the vacation selection process. Vacations shall be selected in a work group as determined by the Company, based on seniority. The Company shall determine periods available for selection and the number of employees allowed off on vacation.

4.08 Personal Days Off

Employees are allowed flexibility through the use of Personal Days Off to be off work with pay, subject to approval by management.

Each employee who has completed six (6) months of service will be eligible for seven (7) paid Personal Days Off each vacation year.

The Company may at its discretion place employees on Personal Days Off and require them to take Personal Days Off at a specified time. The number of Personal Days Off that management may place employees on, is limited to not more than one (1) in each vacation year. Should the need to place employees on a Personal Day Off occur, the Company will provide thirty (30) days notice to the affected employee.

4.09 Selection Of Personal Days Off

All Personal Days Off shall be selected based on seniority within a workgroup as determined by the Company. Employees may be permitted to take all of their Personal Days Off in two (2) hour increments, except for the one (1) day in the vacation year that the Company may assign. The Company shall determine periods available for selection and the number of employees allowed off on Personal Days Off.

4.10 Civic Duty

Employees must give their supervisor advance notice when they are requested to appear for jury duty. Time off to comply with a summons for obligatory jury duty will be paid subject to court verification. The Company will grant unpaid time off for other court ordered processes. Employees are expected to notify their supervisors as soon as possible of the need for time off to comply with any court order.

4.11 Death In An Employee's Immediate Family/Household

Employees may elect up to three (3) paid days of excused time off due to a death in the employee's immediate family. Immediate family includes the employee's parents, stepparents, adoptive parents, children, stepchildren, adoptive children, brothers, stepbrothers, sisters, stepsisters, husband or wife (including Legally Recognized Partner), grandparents, grandchildren, mother-in-law or, father-in-law. If more time off is needed, an employee may request vacation time or unpaid time off, all of which is dependent on the needs of the business. In all cases, supervisory approval is required.

4.12 Personal Illness

Employees having one (1) or more years of NCS shall be paid at the basic wage rate for personal illness on scheduled workdays, not to exceed five (5) paid days per calendar year. Employees must notify their supervisor before their scheduled start time that they will be absent from work. Absences of longer than seven (7) consecutive days will be governed by the applicable disability program.

4.13 Excused Time Required By Law

Employees will be granted other excused time off (paid or unpaid) as required by applicable State and/or Federal laws.

Section 5 – Working Conditions

5.01 Work Apparel

The Company may, at its discretion, implement appearance standards and/or a dress code consistent with State and Federal laws. The Company may change the standards and code at its discretion.

For the employees in Appendix F, participation in the designated Company Branded Apparel Program (BAP) is mandatory.

The Company can modify or discontinue this program at its discretion. If the BAP is discontinued for the employees listed in Appendix F, the Company will give those employees a minimum notice of thirty (30) days prior to such discontinuance.

5.02 Work Schedules

Insofar as service requirements and the conditions of the business permit, selection of work schedules shall be, when practical, by seniority. The responsibility for determining the requirements and conditions rests solely with the Company. Employees' scheduled work hours may start at any time of the day, on any day of the week and may be spread over any six (6) days of the week. Employees will have the opportunity to work forty (40) hours in a week, and all time off from otherwise scheduled work will be counted toward the forty (40) hours. Work schedules will be posted for a minimum period of one (1) week and are subject to change, with forty-eight (48) hours notice to the employee. If an employee is notified less than twelve (12) hours before the originally scheduled start time of a change in work hours, the affected employee will receive two (2) hours of pay at the straight time rate.

5.03 Four-Ten Work Schedules

The Company will determine if, when and in which groups it would establish a four-ten work schedule. The Company can terminate an established four-ten work schedule at any time for any reason.

Overtime will be paid according to Section 5.06 below. Overtime is time worked in excess of forty (40) hours in a workweek.

A vacation week will always equal forty (40) hours of time off. The employee's scheduled vacation week will be changed to a five-day (5), Monday through Friday, eight (8) hour schedule. Vacation weeks taken a day-at-a-time should be converted to hours for administrative purposes. A vacation day will be ten (10) hours unless the remaining balance of vacation hours is less than ten (10) hours.

Personal days off specified in Section 4.08 of the Memorandum will be eight (8) hours.

An employee's work schedule during a holiday week shall normally be the same as though it were not a holiday week. If the holiday falls on a scheduled day, and the employee is scheduled off, the Company will pay eight (8) hours of holiday pay at straight time. If the employee wishes to be

paid the remaining two (2) hours, the employee may use available vacation, personal days off or absence time. If the employee does not wish to be paid, the time will be unpaid excused.

Employees who work the holiday will be paid as follows:

- Eight (8) hours straight time for the holiday;
- Time and one-half for each hour worked up to eight (8) hours;
- Straight time for time worked in excess of eight (8) hours;
- Overtime rules apply for time worked in accordance with Section 5.06 below.

If a holiday falls during the employee's scheduled vacation week; and if the holiday falls on a scheduled vacation day, the employee will be entitled to an additional eight (8) hours of vacation time. If the holiday falls on a non-scheduled day, the employee will receive eight (8) hours of holiday pay at straight time.

Paid absence will be granted in accordance with Section 4.12 of this Memorandum. An employee who is eligible for absence payments will receive ten (10) hours of pay if the employee is sick on a scheduled ten (10) hour day, unless the remaining balance of paid absence time is less than ten (10) hours.

5.04 Split Work Days

The Company may schedule employees to work a split workday. A split workday is a divided workday, with hours off in between.

5.05 Cancellation Of Hours

- A. If an employee is notified less than twelve (12) hours before the originally scheduled start time that the scheduled hours are canceled, the affected employee will receive two (2) hours of pay at the straight time rate.
- B. If an employee begins the scheduled workday, management cannot cancel the employee's hours for the remainder of that workday.

5.06 Overtime

Employees may be required to work up to twelve (12) hours of overtime per week subject to the needs of the business, except that this limitation will not apply in cases of emergency. Overtime hours worked in excess of forty (40) in a calendar week will be paid at the rate of one and one-half (1½) times the basic hourly wage rate and in accordance with applicable Federal and/or State Laws.

Hours worked in excess of fifty-four (54) hours in a calendar week will be paid at the rate of two (2) times the basic hourly wage rate. However, no combination of overtime, premium and/or any other payments for time worked and/or any payments for time not worked, may produce an effective rate greater than two and one-half (2½) times an employee's basic hourly wage rate excluding applicable differentials.

For the purpose of crediting time not worked towards an employee's eligibility for overtime payments, only the following absences during a scheduled shift shall be considered:

- Absence for Union Business (Paid and Unpaid)
- Collective Bargaining with the Company
- Visit to Medical Facility or Company-Designated Physician at Company's Request
- Personal Days Off (Paid)
- Paid Holidays

5.07 Shift Differentials

Employees who are scheduled to work an evening or night assignment in which any of the scheduled time falls between the hours of 6:00 p.m. and 6:00 a.m., shall receive a daily premium payment of ten (10) percent of their base wages for time scheduled and worked between the hours of 6 p.m. and 6 a.m. The ten (10) percent is calculated off the base wages, not including other payments such as overtime, Sunday premium, holiday pay, etc.

An employee works one (1) full work week of evening or night assignments before his/her vacation or holiday and is scheduled to work one (1) full work week of evening or night assignments, following his/her vacation or holiday.

5.08 Sunday Premium Payments

Employees who work on a Sunday shall receive the rate of one and one-half (1 ½) times the employee's base wages, up to a maximum of eight (8) hours per day. Employees who are excused from work with pay during scheduled hours on Sunday shall be paid at straight time for the excused absence. Such hours worked at the premium rate shall be used in the calculation of the forty (40) hour overtime threshold.

5.09 Relief Differential

Employees will be paid a differential of ten dollars (\$10.00) when in addition to their normal duties they relieve or assist a manager for four (4) hours or more. Relief Differential assignments specifically exclude administering discipline to other employees.

5.10 Working In A Different Title

The assignment of a particular title to an employee does not mean that the employee shall perform only the kind of work coming under his/her title classification, or that certain kinds of work shall be performed exclusively by certain classifications of employees in Appendix F.

5.11 Home Garaging

The Company may, at its discretion, implement a mandatory Home Garaging Program. The Company may change the program at its discretion. Once implemented, the Company can cancel the program with thirty (30) days notice.

5.12 Travel and Temporary Work Locations

- A. The Company will either furnish all means of transportation or specify what transportation shall be used for travel on Company business.

- B. Employees who agree to use their personal vehicles for Company business will be reimbursed at the then current IRS reimbursement rate for mileage.
- C. Employees may be assigned to work at a temporary work location. When employees are assigned to work at a temporary work location, the employee will be reimbursed for travel time and transportation expenses to and from the temporary work location in excess of that required for the employee's normal commute.
- D. Transportation expenses include, but are not limited to, mileage, bridge toll, parking, airfare, and bus fare.

5.13 Contracting Out

It is the Company's objective to consider carefully the interests of both the customer and employee along with all other considerations essential to the management of the business in a highly competitive and dynamic environment. While the Company believes it is in its best interests to utilize its own employees, the Company does use contractors as it deems necessary in order to respond to a highly unpredictable marketplace. For various reasons where the needs of the business require the Company may subcontract bargaining unit work.

5.14 Overnight Trips

If the Company determines that overnight travel is required, the employee will be reimbursed for expenses as follows:

- A. Transportation expenses as described in Section 5.12 (D) above.
- B. Lodging, approved in advance by the Company
- C. Daily meal allowances not to exceed Eight Dollars (\$8.00) for breakfast, Twelve Dollars (\$12.00) for lunch, and Twenty-One Dollars (\$21.00) for dinner as applicable unless management approves a higher amount in advance.

5.15 Monitoring/GPS

The Company, at its discretion, may monitor and/or record calls of those employees in Appendix F in accordance with State and Federal laws.

The Company, at its discretion, may use GPS technology with those employees in Appendix F in accordance with State and Federal laws.

Section 6 – Compensation

6.01 Wage Schedules

TIME INTERVAL BETWEEN STEPS – 6 MONTHS

| Job Title | Time in Title |
|-------------------------------------|---------------|
| Premises Technician | 24 |
| Dispatcher | 18 |
| Technical Support Representative II | 18 |
| Administrative Support Assistant | 24 |
| Office Coordinator | 24 |
| Warehouse Assistant | 24 |

WAGE TABLES

Employees will be paid on a bi-weekly basis. Payment of wages for each two-week period will be made no later than the Friday following the end of the pay-period.

Immediately prior to the increase provided in 6.01(A) below, the current wage schedules included in Appendix F will be adjusted as follows: 1)The start rate for the Premises Technician and Technical Support Representative II titles shall be increased to eight hundred dollars (\$800) per week, and the start rate for the Dispatcher, Administrative Support Assistant, Office Coordinator and Warehouse Assistant titles shall be increased to six hundred dollars (\$600) per week; and 2) Wage rates will be increased by 3.0% at the maximum rate. Thereafter, wage schedules shall be modified as follows:

- A. Basic Weekly Wage Rates will be increased 5.0% at the maximum rate, exponentialized with no change in the start rate. The effective date of this wage increase will be April 12, 2026, provided that this Agreement is ratified on or before March 12, 2026.
- B. Effective April 11, 2027, basic weekly wage rates will be increased 3.25% at the maximum rate, exponentialized with no change in the start rate.
- C. Effective April 9, 2028, basic weekly wage rates will be increased 3.0% at the maximum rate, exponentialized with no change in the start rate.
- D. Effective April 8, 2029, basic weekly wage rates will be increased 3.25% at the maximum rate, exponentialized with no change in the start rate.

Ratification Bonus

Each regular full-time employee on the Company payroll as of the date of ratification of the 2026 Collective Bargaining Agreement who is covered by this Memorandum will receive a single \$1000 lump sum contract ratification bonus. This ratification bonus is contingent on the 2026 Collective Bargaining Agreement being ratified by March 12, 2026. The Company will pay this bonus as soon as practicable following ratification, subject to normal wage withholdings and deductions.

For the purpose of establishing recognition, job titles and wage schedules above shall be treated as if they were set forth in full in Appendix B of the Contract.

6.02 Eligibility

All employees who are active on the payroll (not on disability or a leave of absence) on the effective date of a wage increase will be eligible for a wage increase.

Employees, who on the effective date of the wage increase, are on disability or a leave of absence, if otherwise eligible, will receive a wage increase effective on their return to work date.

6.03 Wage Credit/Changes In Start Rate

Applicants for employment who possess skill or knowledge over and above that normally expected of a new employee may be given wage schedule service credit equivalent to this knowledge or experience and receive as a starting rate the rate corresponding to this wage schedule service credit. Subsequent increases will be in accordance with the progression schedule.

6.04 Discretionary Lump Sum Payments

A lump sum payment of up to five (5) percent of an employee's annualized (52 weeks) weekly wage rate may be granted to individual employees at the Company's discretion.

6.05 Additional Cash Awards

The Company may provide employees with additional cash awards. The selection of employees and the amounts of the cash awards will be made at the discretion of management.

Section 7 – Force Adjustment

7.01 Transfers

The Company may in its discretion hire employees off the street or from outside of the bargaining unit to fill vacancies in Appendix F titles. However, if the Company determines that a vacancy is to be filled from within Appendix F, it will post a notice of the vacancy. Regular full-time employees with time in title, unless waived by the Company, who have satisfactory attendance and work performance may apply for the vacancy.

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Regular full-time employees covered under this Memorandum who have time in title, unless waived by the Company, who have satisfactory attendance and work performance will have the opportunity to be considered for transfers to available positions, covered by this Appendix or the Contract, at the discretion of the Company.

In deciding who will be selected for a vacancy, the Company will determine which employee is most qualified to fill the position. The Company will consider an employee's qualifications and where, in the judgment of the Company, such qualifications are equal, it will use seniority. The Company may elect to retreat an employee within the first nine (9) months from the date the employee accepted the position.

When an employee transfers to a higher or a lower wage schedule the employee will move to the same wage schedule step on the new wage schedule that the employee was at on the old wage schedule. In addition, the employee's time spent, months and days, at the step on the old wage schedule will count towards the time required for the employee to progress to the next higher step on the new wage schedule.

7.02 Relocation Of Work

When work is to be relocated, the Company may, if it deems appropriate, offer the affected employees the opportunity to follow their work to the new location. Employees who elect to follow their work to the new location will be considered as employee initiated transfers and may be offered a relocation allowance.

7.03 Force Adjustment

Whenever force conditions are determined by the Company to warrant a surplus and the possible layoff of employees in any group identified by the Company, the Company shall notify the Union (in writing, prior to notifying the affected employees) of the number of surplus employees in each such group. Layoffs in each such group shall occur in inverse order of seniority. Following notice to the surplus employees designated for layoff, the Company shall offer a layoff allowance in accordance with the table in Article 7.04 below in a process determined by the Company. The surplus employees designated for layoff will be notified a minimum of four (4) weeks prior to the layoff date, unless otherwise provided by law.

If the Company deems it appropriate for reasons other than surplus, a layoff allowance may be offered to employees to leave the service of the Company in accordance with the table in Article 7.04 below in a process determined by the Company.

7.04 Layoff Allowance

Employees who are laid off will be paid a layoff allowance based on their seniority and their base weekly wage rate in effect at the time of the layoff, in accordance with the following:

| LENGTH OF SERVICE | LAYOFF ALLOWANCE |
|-------------------------|------------------|
| 0 - 12 Months | 1 week of pay |
| 13 - 24 Months | 2 weeks of pay |
| 25 - 47 Months | 3 weeks of pay |
| 48 - 71 Months | 4 weeks of pay |
| 72 - 95 Months | 5 weeks of pay |
| 96 Months - 120 Months | 6 weeks of pay |
| 121 Months - 144 Months | 7 weeks of pay |
| 145 Months or More | 8 weeks of pay |

7.05 Priority Rehire

Employees who are laid off with satisfactory attendance and work performance and who apply for re-employment to the same position from which they were laid off, will receive priority consideration for re-hire over new applicants for twenty-four (24) months from his/her layoff date.

Section 8 – Conclusion

8.01 CWA further agrees that it will not seek to alter any existing bargaining units in any AT&T company on the basis of any movement or transfer of employees between said companies as a result of this Memorandum. Further, CWA will not, on the basis of this Memorandum or on the basis of any change in operations or practices as a result of this Memorandum, in any pleading, petition, complaint or proceeding before the National Labor Relations Board, an arbitrator or panel of arbitrators, or any court, assert, claim, charge or allege that any companies are a single or joint employer or enterprise, alter egos, accretions or successors of one another, or that any bargaining units of said entities represented by or sought to be represented by CWA are a single bargaining unit, or are or should be otherwise altered in their scope or composition. This commitment on the part of CWA will survive the expiration of this Memorandum, unless and until such time as this commitment is terminated by the mutual written agreement of the Parties.

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8.02 This Memorandum shall be effective upon ratification of the Contract and shall continue until April 13, 2030.

AGREED:

FOR THE UNION:

FOR THE COMPANY:
