



May 18, 2009:

For distribution to AT&T Southwest Region Consumer Sales & Service Centers

10-day work schedule advance notice rolls out in June

In order to provide employees more time and personal planning flexibility, work schedule postings will go from the current 3-day advance notice prior to the scheduled work week to a new 10-day advance notice. This change will go in effective on June 5, 2009.

The June 5 posting will include the weekly work schedules for both the week of June 7 and the week of June 14. Going forward, the posting will be on the new 10-day advance notice timeline. Agents will continue to have an opportunity to revise their tour preferences, if needed, prior to the implementation of the new advance notice schedule.

Transition Timeline:

- 5/18-22 – Center notification of advance notice change
- 5/28 – Agent preferences due by close of business for 6/5 posting
- 6/5 – GO LIVE. Schedules posted for weeks 6/7 & 6/14

Future posting dates following the new schedule will be:

- 6/12 – for work week 6/21
- 6/19 – for work week 6/28
- 6/26 – for work week 7/5
- Going forward, 10-day advance scheduling continues

NOTE: *The new 10-day advance notice period does not replace or alter any contractual scheduling guidelines and obligations, or management's discretion, as written and defined in the respective Labor Agreements.*

FAQ's:

Q: Will there be a change in the overall process to create and assign tours?

A: *No – TotalView will continue to be the Work Force Management (WFM) application to create and assign schedules in seniority order.*

Q: Will there be a change to the agent's preferencing process?

A: *Agents will continue to follow the same process when submitting tour preference changes, however the timeline for changes will be advanced one week to match the new 10-day advance schedule posting.*

Q: Will offline and out-of-office exceptions be placed on agent schedules when posted?

A: *WFM will include all known offline time on schedules when posted, following the same process as is done today. Schedule changes for other items such as vacations, meetings, development and training will also be handled according to policies currently in place.*

Q: Will overtime be placed on agent schedules when posted?

A: *Overtime will be assigned as it is done today.*

For additional questions, contact your Local Force/Administrative Manager