March 18, 2020

TO: AT&T SE Local Presidents, Staff & Secretaries

FROM: Nicholas E. M. Hawkins, Assistant to the President

RE: BST/AT&T Southeast - Wi-Fi Mapping

MEMORANDUM

During yesterday's call with the AT&T Southeast Local Presidents, wi-fi mapping and additional types of inside work were a topic of discussion. Many Local Presidents expresses concerns regarding potential exposure to the Coronavirus due to the amount of work our members are being required to perform inside customer's homes.

The District 3 Office has been engaged in ongoing discussions with the company concerning the health and safety of our members and how this currently does relates to the work inside a customer's premise. The District 3 Office requested that the company discontinue or suspend the requirement for our members to perform wi-fi mapping, until such time that the Coronavirus is no longer a major concern for the health and safety of our members. Ultimately, the company would not agree to our request. During the discussions between the company and the District 3 Office concerning the home dispatch MOA, the company did however, make the following statement:

During this time period, technicians will not be pressured or disciplined concerning wi-fi mapping. When technicians feel that their health and safety is at risk, they should contact their supervisor, and will be encouraged to utilize the alternate dispatch strategy. Technicians should inform the customer that they can download the Smart Home Manager App and then conduct the wi-if mapping themselves. Technicians should note this in their narrative; example - "I utilized the alternate dispatch strategy. I explained to customer how they can download the Smart Home Manager App and perform the wi-fi mapping themselves".

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