

zone/area. If their rate of pay is above the maximum at the new zone/area, the rate shall be reduced to the maximum. For employees with less than 6 months of service, the rate of pay shall be adjusted at the time of transfer to the rate applicable to their wage experience credit on the wage scale for the lower zone/area.

1. If his/her rate is not above the maximum at the new location he/she shall continue at such rate until his/her wage length of service entitles him/her to an increase on the wage scale in effect at the new location.
- B. When an employee transfers to a higher wage zone/area, his rate of pay shall be adjusted to the same wage length of service for the higher zone/area.
- C. "A" and "B" above do not apply to transfers from other BellSouth companies. (See 2.02B5 for details on how to determine wage rates and wage experience credit for employees transferring from other BellSouth companies.)

ARTICLE 3 SCHEDULING

3.01 Work Schedules

- A. Work schedules for all employees shall be posted officially by 11:00 A.M. on each Thursday to show for each such employee his/her scheduled or assigned tours for the next 2 calendar weeks, except that all holiday schedules shall be posted not later than 11:00 A.M. on Tuesday of the second week preceding the week in which the holiday falls.
- B. Work schedules shall stipulate the starting and ending time of such tours, together with the starting and ending time of each session. Intervals between sessions shall not be shifted, at the instance of the Company, except as necessary to meet service requirements.

1. Lunch or meal periods between sessions which are shifted by the Company shall not be considered as a shift of tours under 3.03G.
 2. "B" above does not require the posting of starting and ending time of sessions for those tours that have no meal period.
- C. Where employees work common hours as a group, a statement stating the hours may be posted for the work group.
- D. At locations where no management person is assigned to supervise the employee involved, a letter to such employee which meets the requirements of 3.01B may be addressed to him/her advising that until further notice he/she is to work that schedule. At such locations, this shall be considered as complying with 3.01A.

3.02 Choice of Tours.

- A. Employees shall have the opportunity to exercise their seniority in preference for choice of tours, not less frequently than every 13 weeks (except where an employee enters the work group after assignment of tours have been made as outlined in Article 3). Employees returning from leaves of absence, layoff, employees coming in by transfer or employees who have their service bridged (entitling them to additional seniority), shall be granted choice of tours in accordance with their seniority at the next revision of the schedule. Once the basic schedule is completed on the basis of the above, no change shall be made in basic tour assignments until the next selection period except that the Company finds it necessary for service requirements to revise the basic schedule in less than 13 weeks. With each such revision in a basic schedule, the opportunity to exercise preference for choice of tours will be afforded.
- B. Preference for choice of tours as set forth in this section does not contemplate the choice of furlough days (meaning non-scheduled days) which shall be assigned by the Company in such a manner as to arrange for every employee periodically

to secure desirable furlough days. Sunday and holiday schedules shall be rotated among the employees within a work group in such a manner as to provide for the approximate equalization of both premium pay work opportunity and the privilege of securing Sundays and holidays as furlough days. Each holiday will be considered separately insofar as practicable in the rotation of holiday schedules. For Operating Room Forces of Operator Services only, Christmas Eve, Mother's Day, New Year's Eve, and Easter shall also be rotated even though they are not considered authorized holidays.

1. When December 25th and January 1st fall on Sunday, holiday schedules for Operating Room Forces of Operator Services will be rotated for work on Sunday rather than Monday which is considered the holiday under 5.02. For employees who express a preference, choice of tours on such days worked shall nevertheless be assigned in the order of seniority.
2. Employees on vacation for one or more full weeks will be considered unavailable for rotation of Sunday and holiday schedules beginning with Sunday of the first week and ending with Saturday of the last week.

3.03 Scheduling Tours.

- A. Insofar as service requirements permit, the Company shall assign tours in accordance with the preference of employees in the order of their seniority, except that seniority shall not entitle any employee to select a tour assigned by the Company to an Operator having less than six weeks' service. Training tours for Consumer Service Representatives will normally not exceed 8 weeks, but may last up to 12 weeks with discussion with the Local President. Tours will be scheduled and assigned in accordance with 3.04 or 3.06 below.

It is not the intent of this article or any other provision in this Agreement to require the Company to revise a posted work schedule so as to assign an employee entering the work group

the tours to which his/her seniority would otherwise entitle him/her.

- B. Tours may fall on any day of the week necessary to meet service requirements, except that the tours and part tours which make up the normal work week may not be spread over more than 6 days of the calendar week.
 - 1. Scheduled time is comprised of tours and/or part tours, and the scheduled time for any work day shall not exceed the length of a normal tour.
 - 2. Operating Room Forces week day schedules shall not include part tours that are the equivalent of morning-afternoon tours, unless it is necessary to use such part tours because of service requirements.
 - 3. In the event it becomes necessary to schedule an employee to work more than 5 tours in a calendar week, the sixth and seventh day shall be considered as premium days on the weekly work schedule.
- C. No employee will be scheduled to work more than 13 consecutive days nor be required to work six days per week for more than two consecutive weeks without his/her consent except where acute service conditions develop caused by unanticipated service needs, fire, flood, storm, or other natural disaster. (See Appendix C, Part XV.)
- D. Insofar as service requirements will permit, a minimum time interval of 12 hours (11 hours for Operating Room Forces) shall elapse between the scheduled ending time of one tour and the scheduled starting time of the next, except when a tour is assigned to an employee with less than the minimum interval between tours because of that employee exercising his/her seniority for the choice of tours. In such case the Company may change the employee's schedule, at his/her request, pursuant to section 3.03G, to provide for the minimum interval between tours. Such a change will not be made in violation of the seniority rights of any other employee.

- E. Part tours may be scheduled for full-time employees; however, the Company recognizes the undesirability of scheduling such part tours for full-time employees.
- F. Employees shall be either scheduled and excused or scheduled to work on authorized holidays.
 - 1. Insofar as service requirements permit, employees shall be excused on authorized holidays.
 - 2. Insofar as service requirements permit, holiday assignments shall be rotated among the employees within a particular work group in accordance with 3.02, 3.04 and 3.06.
- G. Changes from officially posted weekly work schedules may be made, provided such changes do not result in a full-time employee being scheduled for less than a normal week and further provided such changes do not result in the payment by the Company of additional overtime, premium or penalty hours during the week involved, to provide for changes in hours, work days, or off days in accordance with the following:
 - 1. At the instance of the Company.
 - 2. At the written request of employees.
 - a. Such requested changes shall be made when no replacement of the employee's schedule is required and when the services of the employee making the request may be profitably used during the hours to which he/she wishes to change.
 - b. When a replacement of the employee's schedule is required, the change shall be made provided an agreeable shift can be made in the schedule of another employee and provided such other employee agrees to work the shifted tour at the regular rate.
 - c. If the Company contacts an employee in connection with a shift of his/her tour and the employee agrees to

the shift, the shift shall not be considered to be made at the request of the employee.

- d. Employees who are normally scheduled for tours ending after 7:00 P.M. will be scheduled for day tours (comparable to day tours worked by other employees in the work group) with starting times as near as possible to the court convening time, (or their schedule changed to such day tours) on the days they are to serve as jurors or witnesses. This will not be considered a shift of tours under 4.01E.

H. Flexible Scheduling Concepts.

1. The concepts listed in this section are designed to provide a variety of flexible schedules. The provisions listed in this section apply to all of the concepts, except as specified in 3.03I, J, K, and L. It is mutually agreed that neither party will support efforts to derive incidental or indirect benefits not specifically addressed in the various flexible concepts.

2. Eligibility:

The flexible concepts may be applied to regular or temporary employees. It is recognized that these concepts may not be applicable for all work groups. Where utilized, the concept(s) will normally be offered to all eligible employees in the work group or administrative work unit which for the purpose of these concepts is defined as one or more supervisory groups of employees in the same title and department who have a common place of reporting and who perform essentially the same type of work. However, there may be situations justifying departure from this rule.

3. Implementation:

Prior to implementation of a flexible concept, agreement must be reached between the local Union President and the Director of the involved work group concerning specific

guidelines which fall within the general parameters for the pertinent concept. These agreements must be concurred in by the CWA State Representative and the Director - Labor Relations prior to implementation. *Disputes arising from flexible scheduling concepts not resolved at the local level may be discussed between the CWA State Representative and the Director level of the business unit.* Each party reserves the right to discontinue use of a concept with at least 30 days written notice. Disputes arising from implementation or discontinuance not resolved at the local or State Level will be referred to the Executive Level.

4. Scheduling Tours:

Tours will be scheduled in accordance with the provisions of Article 3 and will incorporate any specific tour requirements necessary for a certain concept. It is recognized that certain conditions, such as attendance in schools, may necessitate the temporary reverting to a normal work schedule. It is not intended that the 30-day notification rule apply in these cases, nor would this be considered a change in schedule.

5. Absences:

Excused absences (HP, MP, UAP, IP, etc.) would be paid at the appropriate number of hours for the scheduled day. Full weeks of IB absence and leaves of absence would be calculated based on a normal 5-day schedule.

6. Overtime:

The overtime provisions outlined in Article 4 apply for overtime worked in excess of the scheduled tour.

7. Differentials:

No evening or night differentials will be applicable for a person on flexible scheduling concepts unless some or all of the hours he/she works would have fallen within the

differential period of 7:00 p.m. to 7:00 a.m. had the person not been on a flexible scheduling concept.

I. Four-Day Work Week - Provision allowing the scheduling of a normal work week over 4 days.

1. Tour Hours:

For employees normally scheduled 40 hours per week, each tour will be of 10 hours duration except as noted in 2 below. For those normally scheduled 37 1/2 hours per week, the maximum tour length will be 9 1/2 hours and the minimum tour length will be 9 hours. The length of a session will not exceed 5 3/4 hours with one 15-minute relief period assigned or allowed as near to the mid-point of each session as practicable.

2. Holiday Week:

During a week with a specified holiday or Company Designated Excused Work Day, the employee will be scheduled 7 1/2 or 8 hours, as appropriate, on the holiday. For the remainder of the hours, the Local President and Director may mutually agree to allow the option of reverting to a normal 5-day schedule or scheduling the remaining hours over a 3-day period for any or all employees on a 4-day week. In the latter case the 3 non-holiday tours may be up to 11 hours duration.

3. Time Off:

One week segments of vacation will be scheduled and paid at either 37 1/2 or 40 hours per week as appropriate, based on the employee's normal work week. Vacation days taken in less than a full week segment, excused work days, and optional holidays will be based upon the length of the scheduled day and will be subtracted from the total hours of annual time-off entitlement (See chart below). Where there are insufficient hours remaining in any one category (vacation, EWD or optional holiday) to equate to a full tour, employees may combine hours from any of the three

categories up to the length of a full tour. As an exception, a four-day work week employee excused on a Company Designated Excused Work Day will be paid for the entire day regardless of the remaining hours of paid EWD hours to which he/she is entitled. It is not intended that an employee would be forced to report to work in cases where less than a session remains after the exhaustion of vacation/EWD/optional holiday hours; however, if he/she wishes to take the entire session or tour off, he/she would be required to take non-paid time for the remaining hours of the session/tour.

<u>40 Hour</u> <u>Work Week</u> <u>Employees</u>	<u>Vacation</u> <u>Hours</u>	<u>Paid</u>	<u>Unpaid</u>	<u>Paid</u>	<u>Total</u>
		<u>EWD</u> <u>Hours</u>	<u>EWD</u> <u>Hours</u>	<u>Optional</u> <u>Holiday</u> <u>Hours</u>	<u>Hours</u>
1 Week Vacation.....	40.....	32.....	8.....	32.....	112
2 Weeks Vacation.....	80.....	32.....	8.....	32.....	152
3 Weeks Vacation.....	120.....	32.....	8.....	32.....	192
4 Weeks Vacation.....	160.....	32.....	8.....	32.....	232
5 Weeks Vacation.....	200.....	32.....	8.....	32.....	272

37.5 Hour
Work Week
Employees

1 Week Vacation.....	37.5.....	30.....	7.5.....	30.....	105
2 Weeks Vacation.....	75.....	30.....	7.5.....	30.....	142.5
3 Weeks Vacation.....	112.5.....	30.....	7.5.....	30.....	180
4 Weeks Vacation.....	150.....	30.....	7.5.....	30.....	217.5
5 Weeks Vacation.....	187.5.....	30.....	7.5.....	30.....	255

4. Differential:

With the exception of differentials described under 3.03H7, the payment of evening and night differentials shall be based upon tours which fall wholly or partly within the period from 8:00 p.m. to 6:00 a.m. (For the job titles listed in Paragraph 3.07, evening and night differentials will not be paid for any tour with an ending time earlier than 8:00 p.m.)

J. Flexible Time Scheduling - Provisions allowing flexibility in starting or ending times for tours.

1. Eligibility:

Occasional employees are excluded.

2. Implementation:

This concept does not require concurrence at the State Level.

3. Tour Hours:

Certain hours will be designated as core hours during the full range of hours which employees in a work group may be required to cover. At least 60% of the group's normal work day should be covered by the core hours. Each employee will be required to be at work during the core hours; however, he/she may vary his/her beginning and ending times within the full range of hours in compliance with scheduling guidelines. Once basic tours are chosen, employees will be considered to be working these stated scheduled hours, even if they are on flextime.

4. Overtime:

Call-outs which precede and connect to the basic schedule, and connecting overtime which is required prior to the start time of the basic schedule will be calculated based on the basic schedule, not on the flexible start time which an employee may have chosen. Connecting overtime following the completion of the employee's tour will be calculated based on the hours actually worked, not on the scheduled hours.

5. Reverting to a basic schedule:

Employees on Flexible Time Scheduling may be required to revert to a basic schedule on a specified holiday.

K. Flexible Length Tour Scheduling - Provision which allows the number of hours which presently constitute a normal work

week to be scheduled in various length tours over either 4 or 5 days.

1. Tour Hours:

There must be a minimum of 1 hour's difference between the shortest and longest tour for the week. No scheduled tour may exceed 10 hours nor be less than 1/2 the length of a normal tour under a 5-day schedule. A tour must be comprised of two sessions with a minimum length of 2 hours and a maximum of 5 hours. Relief periods will be allowed as near the mid-point of the session as practicable. For tours of 6.5 hours or less, one 30-minute relief will be allowed as near the mid-point of the session as practicable.

2. Time Off:

The provisions of 3.03I3 will also apply to Flexible Length Tour Scheduling.

3. Holiday Week:

During a week with a specified holiday or Company Designated Excused Work Day, all employees will revert to a normal (7 1/2 or 8 hour) length tour for that day.

L. 30-30-30 Concept - Provisions allowing the normal work day to be broken into four parts, separated by three 30-minute breaks.

1. Eligibility:

30-30-30 will normally be applied to employees working a four-day work week; however, where mutually agreed, the concept may be applied to 5-day work week employees. Where implemented, 30-30-30 will be offered to all members of the affected group unless otherwise agreed upon by the Local President and Director. Employees will be allowed to choose individually whether they wish to be placed on 30-30-30 or a traditional schedule.

2. Tour Hours:

For the purpose of this concept, a session is considered to be 2 of the 4 parts of the tour, separated by the second 30-minute break. In determining the handling of relief and meal periods, the first 15 minutes of the first break will be considered the first relief period; the last 15 minutes of the last break will be considered the second relief period; all the break time between these 2 relief periods will be considered the meal period.

3.04 Assignment of Tours Other Than Open-End Scheduling.

A. For all forces, other than employees scheduled in accordance with 3.06 where employees in the work group are not scheduled identical tours or sessions, the following principles and general procedures for the selection of tours will govern with the following exceptions:

1. In work groups of 3 or less employees, the Company is not required to post the list described in "B2a" and "B2b" below.
2. An employee assigned to a work group to relieve an absent employee will work the tour assigned to the absent employee.
3. In the Business Office where an employee is temporarily assigned to a work group other than his/her own during a peak load period, his/her regular lunch period may be changed to meet service requirements during such temporary assignment.
4. In the Network Department, the provisions of 3.04B7 will apply for tours on Sunday or holidays although separate schedules are not used.

B. In conformity with Article 13, the following procedures shall be followed in the assigning of tours:

1. Employees will have the privilege of exercising seniority in preference for choice of tours in accordance with their seniority dates posted on the seniority list, and the

Company will assign tours as chosen insofar as service requirements will permit.

2. Not more than 4 weeks prior to the specified effective date of a new basic week day schedule (Monday through Friday or Monday through Saturday, as appropriate) or in the reassignment of an existing basic schedule, the Company will concurrently post:
 - a. A copy of the schedule (or a notice) indicating the starting and ending time of tours, together with the starting and ending time of each session and the number of each group of tours.

Example--

Schedule Tours	Number of Tours
8:00 A.M. to 12:00 Noon- 12:30 P.M. to 4:00 P.M.	6
8:15 A.M. to 12:15 P.M.- 1:00 P.M. to 4:30 P.M.	4
9:30 A.M. to 1:00 P.M.- 5:00 P.M. to 9:00 P.M.	3
3:00 P.M. to 7:00 P.M.- 8:00 P.M. to 11:00 P.M.	3

The posting shall also show the effective date of the new schedule and the date (not earlier than 3 days following the date of posting) on which the Company will begin contacting employees as provided under "3" below.

- b. A list for each work group indicating the seniority date of each employee as of the effective date of the new schedule. For employees who will have their service bridged in accordance with 1.27B prior to or on the effective date of the new schedule, the seniority date to be indicated will be the new seniority date arrived at by such bridging of seniority. No change shall be made in the seniority date shown on the list for an

employee after his/her new seniority date has been passed in the assignment of tours. For the purpose of this section, employees temporarily assigned to a different work group in the same exchange/WRA will be considered as members of their regular group.

Employees with "Acting" titles in work groups other than those in which they regularly work will be included on the seniority list for the work group in which the "Acting" title is held, unless it is expected that the employees will return to their regular work group on or before the effective date of the new schedule.

- c. Where it is known prior to contacting for choice of tours that employees are to enter the work group under the provisions of Article 7 on or after the effective date of the new schedule, such employees will be listed on the seniority list referred to in "b" above and contacted for choice of tours under the provisions of "3" below.
3. The Company will make a reasonable effort to contact employees on the seniority list in the order listed for the purpose of obtaining preferences for choice of tours except for the following: employees on vacation, employees absent from the town of their residence and employees on leave of absence. Since such contacts and the assignment to basic tours or to the relief force will be made in the order of seniority in accordance with the list referred to in "2b" above, the time consumed in attempting to contact each employee will be necessarily limited. Accordingly, it is contemplated that employees will express in advance assignments they prefer if they will not be readily available for such contact. Changes shall not be made in any assignment after an assignment is made to the next person on the list.
 - a. Employees on vacation, employees on leave of absence who are expected to return on or before the

effective date of schedule, employees absent from the town of their residence, and employees whom the Company was unsuccessful in its efforts to contact, unless they have expressed in advance a preference for a different available tour or an assignment to the relief force, shall be given assignments identical with their present assignments, if available. Employees who have not expressed a preference for an available tour, and for whom an identical assignment is not available, shall be assigned a tour of the same general type (MA, ME, A, etc.) with the nearest ending time to the ending time of their present assignment, or if a tour of the same general type is not available then a tour of a different type with the nearest ending time to the ending time of their present assignment.

- b. Employees on leave of absence who are expected to return on or before the effective date of the schedule who did not work during the present schedule and have not expressed a preference for choice of an available assignment on the new schedule shall be assigned any available tour or to the relief force.
 - c. Employees who are assigned to the relief force under this Section may exercise their seniority in preference for choice of tours to be worked by the relief force. If preferred tours are not available, they shall be assigned tours of the same general type with an ending time nearest the ending time of the preferred tour. If tours of the same general type are not available, they shall be assigned tours of a different type with the ending time nearest the ending time of the preferred tour.
4. After one or more employees with less seniority have been assigned, employees shall be placed on the seniority list described in "B2b" above immediately following the last employee who was assigned and shall have the next preference for choice of the assignments, upon any of the following conditions:

- Employees on leave of absence who were not expected to return before the effective date of the schedule.
 - Employees reporting into the work group for duty by transfer, engagement, re-engagement, etc.
 - Where it becomes known during the contacting for choice of tours that employees are to enter the work group under the provisions of Article 7 on or after the effective date of the new schedule.
5. Employees who enter the work group or who return to work (except those returning from vacation or benefits) after all employees on the seniority list have been assigned shall have no seniority for preference in choice of assignments on this schedule. However, employees (except those re-entering by transfer or re-engagement) who have been given an assignment on the new schedule, who return to the work group during the period the schedule is in effect, shall continue on such assignments for the duration of the schedule.
- a. Where employees enter the work group under the provisions of Article 7 after all assignments have been made, such employees shall exercise full seniority for choice of tours in the relief force and on separate schedules.
 - b. Employees mentioned in "5" above, who are considered as having no seniority for choice of assignments, will have no seniority for this purpose; but, where there are 2 or more such employees in the work group, they shall be afforded an opportunity to exercise seniority among themselves in preference for choice of assignments on the weekly work schedule.
6. Employees having their service bridged after the effective date of the new schedule, thus entitling them to additional seniority, shall have the opportunity to express preference

for choice of tours at the next time all employees within the group have an opportunity to express this preference. Until that time the old service date will determine seniority for choice of tours.

7. Where separate schedules are used for Saturday and/or Sunday, Holidays, Christmas Eve, New Year's Eve, and on days observed locally as holidays (which affect work loads, but are not observed as Company holidays), the following procedures shall be followed:
 - a. Concurrently with the posting of the basic schedule, the Company shall also post copies of separate Saturday schedules, if any, and Sunday schedules (or notices as illustrated in "2a" above).
 - 1) When changes are made in separate Saturday and/or Sunday schedules, the Company will post the new separate schedule (or a notice) by not later than Monday of the second week preceding the week in which the new schedule becomes effective.
 - 2) When separate holiday schedules or other separate schedules (as referred to above) are to be used, the Company will post a copy of the schedule (or notice) by not later than Monday of the fourth week preceding the week in which the schedule involved becomes effective. However, the rotation of holiday work, as provided under 3.02B, is to be applied only on holidays observed as authorized Company holidays.
 - b. Employees shall have the same seniority for preferences for choice of tours on separate schedules as they have for preference for choice of tours on the basic schedule. Where such separate schedules are used, employees who have different preferences for choice of tours for work on such schedules shall express a preference for choice of tours to be worked

on such schedules at the same time they express a preference for choice of tours on the basic schedule. For employees who do not express a different preference for choice of tours to be worked on such schedules, their preferences for choice of tours on the basic schedule shall be considered to be their preference for choice of tours on such separate schedules.

- c. Preferences for choice of tours shall continue in effect for the duration of the basic schedule unless changed as provided in "d" below. Employees who are to be assigned to work on Sundays or holidays, under the provisions of 3.02B shall be assigned, in accordance with their seniority, tours of their preference (or the nearest available tours as described in "3a" above), insofar as service requirements permit. Employees who express preferences for choice of tours under "d" below shall be assigned tours of their preference, if available, or the nearest available tour, in the order of seniority, among all those employees who are to be assigned to work on the day or days involved.
- d. Employees who wish to change their preferences for choice of tours on separate Saturday and/or Sunday schedules shall notify their supervisor of their preferences for choice of such tours by not later than noon Monday preceding the Thursday on which the work schedule involved will be posted. Employees who wish to change their preferences for choice of tours on other separate schedules shall notify their supervisor of their preference for choice of such tours by not later than noon Monday of the third week preceding the week in which the other separate schedule is to be worked. Such changes in preferences for choice of tours should specify that the change is for a particular day or for such separate schedules during the remainder of the basic schedule.

8. Notwithstanding any other provisions of this Article and 3.02, employees entering or returning to the work group who have not been given work assignments in the current weekly work schedule may be assigned any available tours until the assignments on the next posted weekly work schedule are effective.

3.05 Force Movement - Operator Services Department (Operating Room Employees).

- A. The term "force group" as used herein applies to a group of Operating Room employees who may exercise their seniority for choice of tours on the same basic schedule and who report to the same Manager-Operator Services. Any reference to a "work group" in the Working Agreement shall be considered as applying to a "force group" insofar as Operating Room Forces are concerned.
- B. Employees may submit requests in writing to their Manager-Operator Services for reassignment to another force group under the same Manager-Operator Services or to another force group in a different Manager-Operator Services Unit at the same place of reporting. Such requests will be valid for a period of 6 months.
- C. Requests, in order to be actively considered, must meet the following conditions and limitations:
 1. The employee has been a member of his/her present force group for at least 6 months.
 2. The employee feels such reassignment will permit him/her to better exercise his/her seniority for choice of tours in the new force group.
 3. Service requirements will permit the release of the employee from the present force group.
 4. The services of the employee can be utilized in the other force group.
 5. The employee has been trained and is presently qualified to perform the work of the other force group.

- D. Requests which meet the conditions and limitations of "C" above shall be granted in the order of seniority among all employees having a valid request in, and, insofar as practicable, such reassignments shall be made effective as of the effective date of the next basic schedule for the force group in which the employees are to be reassigned.
1. Employees who are to be reassigned to another force group as of the effective date of the new basic schedule shall be included in the order of their seniority on the posted seniority list for such force group prior to the date on which the Company begins contacting employees for choice of tours, even though they will not be reassigned until the effective date of the new schedule.
 2. Employees reassigned to another force group shall have the same seniority for choice of tours on separate schedules as they have for choice of tours on the basic schedule.
- E. Employees entering a force group by reassignment at their request who have not completed their vacation for the vacation year shall make a selection from any of the remaining available vacation periods, if service requirements do not permit them to take the periods previously selected.
- F. Employees who request reassignment from one force group to another at the same place of reporting who are not reassigned because of their failure to meet the conditions of "C5" above will be placed on a training list and shall remain on this list until reassignment is made or the expiration of the 6 months period, whichever comes first.
1. While the Company does not cross-train solely to provide more desirable tours, cross-training for such employees may, nevertheless, be appropriate. Insofar as service requirements permit, such employees will be given training in the order of seniority before other employees are given training on the work involved.

- G. During periods of light traffic, such as night, Saturday, Sunday and Holidays, one or more force groups or Manager-Operator Services Units may be assigned to handle the work which would otherwise be handled by other force groups and/or Manager-Operator Services Units.
- H. Ordinarily, a Manager-Operator Services Unit should consist of one force group for Operators. However, where there are multi-services provided within a Manager-Operator Services Unit and one force group is not practicable separate force groups (with separate schedules, seniority lists, and relief forces) may be used, provided each force group handles the work assigned to it without regularly relieving Operators in other force groups.
- I. When reassignments are to be made at the instance of the Company, consideration shall be given to the wishes of the employees insofar as service requirements permit.

3.06 Assignment of Tours - Open-End Scheduling Procedures will apply for the following:

- Operating Room Forces of Operator Services,
 - Centralized Repair Centers,
 - Service Evaluation Forces,
 - Service Representatives (not applicable for CPE),
 - *Sales Associate*,
 - Collections Representatives,
 - and any other administrative work unit as may be agreed to by the Company and the Union at the local level and concurred in at a higher level.
- A. In conformity with Article 13, the following procedures will be followed in the assigning of tours in 3.06 above.
 - 1. Where separate schedules are used for Christmas Eve, New Year's Eve, and on days observed locally as holidays, the Company will post a copy of the hours of operations by no later than Monday of the third week preceding the week in which the schedule involved becomes effective.

2. Employees will express their preferences for tours by completing and signing a "Choice of Hours" form and submitting it to the immediate supervisor or designated representative. Four separate preferences will be shown as follows: Weekday, Saturday, Sunday, and holidays. Employees will be assigned in accordance with their seniority tours for which they have expressed a preference, or, if such tours are not available, another tour of the same type, for Operating Room Forces only, tours (as specified in Table A of 3.07) or, if not available, a tour of a different type with an ending time nearest the ending time of the stated choice insofar as service requirements permit. Preferences recorded on this form will remain in effect until they are changed by the employee as provided below.
 - a. Weekday, Saturday or Sunday Schedules -- Any employee may change his/her preference for choice of hours for Weekday, Saturday or Sunday Schedules by submitting a revised "Choice of Hours" form by not later than Tuesday noon of the third week preceding the week he/she desires the change to be effective.
 - b. Holiday Schedules -- Any employee may change his/her preference for choice of hours on holiday schedules by submitting a revised "Choice of Hours" form by not later than noon Tuesday of the third week preceding the week in which the holiday schedule is to be worked.
3. Employees entering the work group (returns from leaves, transfers-in, instances where seniority has bridged, etc.) will, upon their entry, be inserted in the seniority list at the point their seniority dates indicate they should be placed. These employees will have the opportunity to exercise their seniority for choice of tours on the next posted weekly work schedule in accordance with the provisions of "2a" and "2b" above.

- a. For Operating Room Forces, Clerks and Service Assistants who are assigned to work as Operators will be placed on the seniority list below all Operators.
 - b. Regardless of any other provisions of this Article, employees entering or returning to the work group who have not been given work assignments in the current weekly work schedule may be assigned any available tours until the assignments on the next posted weekly work schedule are effective in accordance with the provisions of "2a" and "2b" above.
4. Regardless of the provisions of 1.27C, the determination of seniority credit for the choice of tours for a part-time employee will be made at the end of each calendar month. Where a part-time employee is changed to full-time status, such determination will be made at that time.
 5. During periods of lower call volume, such as night, Saturday, Sunday and Holidays, one or more units or Manager-Operator Services Units may be assigned to handle the work which would otherwise be handled by other units and/or Manager-Operator Services Units.
 6. Ordinarily, a Manager-Operator Services Unit should consist of one force group for Operators. However, where there are multi-services provided within a Manager-Operator Services Unit and one force group is not practicable, separate force groups (with separate schedules, seniority lists and relief forces) may be used, provided each force group handles the work assigned to it without regularly relieving Operators in other force groups.

3.07 Arrangement of Tours.

The length and arrangement of tours shall be as shown below:

TABLE A
EVENING AND NIGHT DIFFERENTIALS, TOUR LENGTHS AND ENDING TIMES FOR
THE FOLLOWING JOB TITLES

Type of Tour	Operator				Service Assistant			
	M/E	M/ES	A/E	A/ES	A/ES	E/NS	*N	**M/A
Number of								
Work Hours	<u>7 1/2</u>	<u>7</u>	<u>7 1/2</u>	<u>7</u>	<u>6 1/2</u>	<u>6</u>	<u>7 1/2</u>	<u>7 1/2</u>
7:15 PM	\$4.50	_____	\$4.50	_____	_____	_____	_____	_____
7:30 PM	\$4.50	_____	\$4.50	_____	_____	_____	_____	_____
7:45 PM	\$4.50	_____	\$4.50	_____	_____	_____	_____	_____
8:00 PM	\$4.50	_____	\$4.50	_____	_____	_____	_____	_____
8:15 PM	\$5.25	_____	\$5.25	_____	_____	_____	_____	_____
8:30 PM	\$6.00	_____	\$6.00	_____	_____	_____	_____	_____
8:45 PM	\$6.00	_____	\$6.00	_____	_____	_____	_____	_____
9:00 PM	\$6.00	_____	\$6.75	_____	_____	_____	_____	_____
9:15 PM	\$6.00	_____	\$6.75	_____	_____	_____	_____	_____
9:30 PM	\$6.00	_____	\$6.75	_____	_____	_____	_____	_____
9:45 PM	_____	\$7.50	\$8.25	_____	_____	_____	_____	_____
10:00 PM	_____	\$7.50	\$9.75	_____	_____	_____	_____	_____
10:15 PM	_____	\$7.50	_____	\$8.25	_____	_____	_____	_____
10:30 PM	_____	\$7.50	_____	\$8.25	_____	_____	_____	_____
10:45 PM	_____	\$7.50	_____	\$8.25	_____	_____	_____	_____
11:00 PM	_____	\$7.50	_____	\$8.25	_____	_____	_____	_____
11:15 PM	_____	_____	_____	\$9.00	_____	_____	_____	_____
11:30 PM	_____	_____	_____	\$9.75	_____	_____	_____	_____
11:45 PM	_____	_____	_____	\$9.75	_____	_____	_____	_____
12:00 MID	_____	_____	_____	\$9.75	_____	_____	_____	_____
12:15 AM	_____	_____	_____	_____	\$6.75	_____	_____	_____
12:30 AM	_____	_____	_____	_____	\$6.75	_____	_____	_____
12:45 AM	_____	_____	_____	_____	\$6.75	_____	_____	_____
1:00 AM	_____	_____	_____	_____	\$6.75	_____	_____	_____
1:15 AM	_____	_____	_____	_____	_____	\$6.75	_____	_____
1:30 AM	_____	_____	_____	_____	_____	\$6.75	_____	_____

* Night - Differential of \$15.00 per week for tour starting at 10:00 PM or later and ending prior to or at 7:00 AM.

**Morning/Afternoon - No differential except for tours beginning prior to 7:00 AM for which differential of \$4.50 is applicable.

KEY: M/E - Morning Evening
M/ES - Morning Evening Short
A/E - Afternoon Evening
M/A - Morning Afternoon

A/ES - Afternoon Evening Short
E/NS - Evening Night Short
N - Night

TABLE B

**TOUR LENGTHS FOR ALL EMPLOYEES OTHER THAN
THOSE COVERED BY THE PROVISIONS OF TABLE A ABOVE**

8-Hour Tours

Employees Paid on Wage Scales:

5, 6, 8, 12, 14, 16#, 20, 24, 25, 26, 28, 30 and 32.

Compliance Assistants, Network Translations Assistants and Customer Service Assistants only.

7 1/2-Hour Tours

Employees Paid on Wage Scales:

2, 3, 4, 7, 10, 14, 16&, 18, 20@, 19, 21, 22, 23, 27, 32* and 36.

* Circuit Layout Assigners.

@ Provisioning Specialist only.

& Except Compliance Assistants, Network Translations Assistants and Customer Service Assistants.

3.08 Relief Periods.

A. Employees in an inside environment shall be granted a 15 minute relief period with pay during each session. Such relief periods shall be assigned or allowed as near the mid-point of the session as feasible or practicable, but in no event shall they be assigned to start less than one hour from the beginning or end of each session unless a service emergency develops.

1. In case of Operating Room Forces of Operator Services working the Afternoon-Evening Short (6-1/2 hours) and the Evening-Night Short (6 hour) tours, one 30 minute relief period shall be assigned as near the mid-point of the tour as practicable instead of the two 15 minute periods. The above language will be met if the 30 minute relief for 6-1/2 hour tours begins no earlier than 2-1/2 hours from the start of the tour and ends no later than 2-1/2 hours from the end of the tour. For the 6-hour tours, the 30 minute relief should begin no earlier than 2-1/4 hours

from the start of the tour and end no later than 2-1/4 hours from the end of the tour.

- B. All other employees shall be allowed appropriate relief treatment which shall be one period of 15 minutes during each session worked. The Company shall have the right to designate the time or hours during which any employee or group of employees may take such relief period. It is not the intent of the parties that the practices of the Company in the matter of granting relief periods shall be changed except in those instances where an employee or group of employees abuse or take improper advantage of rights under this Section.
- C. In cases of overtime connecting work, as defined in 1.04, when an employee requests time off for a meal period such request will be granted, without pay, if practicable in view of the nature or expected duration of the overtime work.

When an employee works at least the equivalent of a session, he/she will be granted a relief period, as described in "B" above, with pay.

ARTICLE 4

PAY AND BASIS OF COMPENSATION

4.01 Pay for Work on a Week Day (Other than an Authorized Holiday).

- A. Employees working on a week day shall be paid at the regular rate for all scheduled time worked, except as otherwise provided in this section.
- B. Employees working on a week day shall be paid at the overtime rate for all non-scheduled time worked and for scheduled time worked under the provisions of 3.03B3 except as otherwise provided in "D" below. Employees working a part tour of less than one-half a normal tour (including connecting time worked if any) on a week day when the weekly work schedule is in excess of the equivalent of 5 normal tours shall be paid as if such work were a call-out.