



March 17, 2020

**TO:** AT&T Southeast Local President, Staff & Secretaries  
**FROM:** Nick Hawkins, Assistant to Vice-President, District 3  
**SUBJ:** BST/AT&T Southeast – Coronavirus Information

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As the situation with the Coronavirus continues to evolve, AT&T Southeast is continuing to change and/or amend existing policies regarding work operations and time off. These changes are at times, being made on a daily basis. Many Locals have reached out to the District 3 Office with questions surrounding certain types of work operations, time off, and the process of approval for the time off. We are doing our best to answer these questions and to address hundreds of different instances of concern that have been brought to our attention. Below, I have listed some of the information that we have received from the AT&T Southeast concerning the current situation, as it stands today:

1. Regarding the use of paid excused time for COVID-19 related situations; depending on the circumstances the employee is relating to their management team, the responses below may be appropriate.
  - If an employee is requesting time away from work to care for a healthy child who is home due to school closure, there is an expectation that the employee would not have that issue on a Saturday or Sunday as their child's school would not have been open on those days.
  - If the employee has a child care issue arising from the COVID-19 situation, for example their elderly parent normally cares for the child when the employee needs to work on a weekend and that parent is not available now the employee should request the time to provide child care not for time due to school closure.
  - Another example would be if the employee's spouse is a medical provider who normally doesn't work on weekends but is now compelled to work due to the COVID-19 situation they would also put in for time to provide child care.
2. We were informed that the company will be utilizing Article 14.02 and intends to have management begin to perform craft work in certain call centers. Please see the information that we received from the company listed below:
  - Managers are in the process of getting system access to supplement bargained forces and assist with calls and chats if needed. This is not yet complete.

- The company has begun to offer “open” voluntary overtime to all employees including an off day. Centers are open Mon-Sat. (Employees can work as much overtime as they like, but would not work more than 13 on and 1 off just as Network.)
  - This will apply to Centers in Birmingham & Decatur AL, Louisville, KY and Orange Park, FL.
  - Center Directors will be reaching out to the Local Presidents to inform them of the situation.
3. Time off for school closure is intended to be utilized for parents of a child or children under the age of eighteen (18), who is enrolled in a school that has been closed. The parent should be the sole person available to care for the child or children on the day or days that the leave is being requested. An employee does not have to be a single parent in order to qualify for this time off.
  4. We agree that the time off will initially be coded as paid time off due to COVID-19 until the applications have been reviewed and the decisions have been reached. Assuming the applications are approved, the coding would remain and the additional time away would also be coded as paid time associated with the COVID-19 coding. If the application is denied we will work with the employee to determine how they would like the time coded. Labor Relations have addressed this issue with the Network VP's, their support staff, the HR support team, and with the greater HR team supporting our COVID-19 response. The Network teams will be reinforcing this on their calls with their managers as well.

As always, should you have any questions or concerns surrounding this issue, please contact me at the District 3 Office.

cc: Richard Honeycutt, Vice-President, CWA District 3  
Billy O'Dell, Administrative Director to Vice-President  
Angie Wells, Administrative Director to Vice-President  
Robert Weaver, District 3 Counsel

NH:paj/opeiu2/afl-cio