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February 16, 2005

Ms. Beverly A. Hicks
Assistant to the Vice President
Communications Workers of America
District 3
3516 Covington Highway
Decatur, GA 30032

Dear Beverly:

Per our discussion, attached is a document that details the proposed trial in the BST Annoyance Call Center for teleworking in Birmingham.

This trial is similar to the trial being conducted in the Security Department's Claims Group. We agree to extend the Claims Group's trials in Atlanta and Birmingham through December 2005. The Company will evaluate and review the outcome of the three trials with CWA in January 2006.

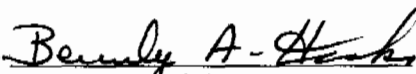
If you concur, please sign below and return a copy to my office. Please initial the attachment and return a copy also.

Sincerely,



Attachment

Concurred:


Beverly A. Hicks
Assistant to the Vice president
Communications Workers of America

**PART-TIME REMOTE WORKING TRIAL CRITERIA
ANNOYANCE CALL CENTER**

Purpose:

To determine the feasibility of remote working on a part-time basis and the Company's ability to meet identified performance standards while at the same time meeting employees desires to work at home.

Scope:

Individuals within the Security department holding the title of Special Service Representatives (Trap & Trace Reps and KANA/Admin Reps) and place of reporting being 600 North 19th Street, Birmingham, AL.

Trial Guidelines

Timeframes

March 2005	Selection of remote working trial participants Setup-install and/or provide necessary equipment for trial participants
April 2005	Initiate part-time remote working trial
January 2006	Evaluate results of remote working trial. Company will determine next steps i.e., continue or terminate the trial. This will be based upon feedback from employees and supervisory evaluation of their work being accomplished remotely.

Limitations

- Trap & Trace Reps – due to the lengthy training period (18 months) remote work day will be trialed by the 2 current reps performing this job function.
- KANA/Admin Reps – 2 reps will be chosen by seniority to trial this job function remotely.

Location

- Birmingham (600 North 19th Street)
Place of reporting will be Company office presently reporting and used as basis for any application of the Working Agreement.

Selection Criteria

- **Threshold Requirements**
 1. Twelve (12) months performing job function for Trap & Trace rep
Six (6) months performing job function for KANA/Admin
 2. Self-evaluation (not a disqualifier, for consideration by employee)
 3. Work-space requirements (verified prior to final decision by site visit)
 - a. 6 x 7 minimum space
 - b. Secure and separate from normal living areas
 - c. Business environment (removed from distractions)
 - d. Safety
 - e. DSL capabilities preferred but not required
 4. Acknowledgement of Guidelines Signed

- **Individual Criteria (overall)**
 1. Current work performance evaluated at Satisfactory or More than Satisfactory
 2. Acceptable work performance, attendance, or conduct related issues
 3. Supervisor will select initial trial participants in Birmingham
 - Selections for Trap & Trace position will be reps who are currently performing these job functions
 - Sections for Admin/KANA rep will be senior qualified from pool qualified employees

On-going Performance Criteria (Key Measures)

Trap & Trace Position

- Working hours will be 8 a.m.-4:30 p.m. cst
- All daily reports should be handled and kept current
- Law Enforcement requests handled immediately
- Files needing trace activity handled immediately
- All requests from reps such as extending, pulling up traces, customer service discussions, etc... handled immediately
- Maintenance and Addition of Exchanges in GRIP handled as needed
- Add exchanges to RACCS as needed
- Code Memorandums handled upon receipt of e-mail request

Admin/KANA Position

- Working hours will be 8 a.m.-4:30 p.m. cst
- Appeals website checked numerous times throughout the day; appeals are handled in the timeframe requested by the appeals office.
- KANA website checked numerous times throughout the day. Must respond to website request within 24 hours.

Initial: _____

- Law Enforcement requests for trace information via vms should be handled same day.
- Customer takeovers handled immediately.
- Customer Callbacks handled within timeframe committed to by special service rep.

Development

- Individual Review – review of daily work activities/files and results in RACCS (annoyance call center system), Appeals Website, KANA Website, etc.
- Notification – Supervisor will notify the employee prior to review.
 1. Feedback will be given within 24 hours unless prevented by employee absence.
 2. Feedback may be over the phone or face-to-face at supervisor discretion.

Meetings/Visits

- Site Visits
 1. Supervisor’s discretion to visit site and determine if location continues to meet threshold requirements.
 2. Other reasons – safety, cover issues, etc.
 3. Notification – 24 hours prior to visit
- Office Meetings
 1. Reasons – training or office meetings
 2. Notification – 24 hours (except system outages/problems)
 3. Ongoing communication via e-mail, fax, telephone, or face-to-face meetings.

Escape Clause

- Early closure by Company (trial not successful)
 1. Notification – 30 days prior to withdrawing
 2. Movement back to office – employee would report back to original office space
- Early closure by Employee
 1. Notification – 30 days prior to withdrawing
 2. Emergency situation – as soon as possible
 3. Application of Article 12

Disqualification or Termination of Remote Working

- Violation of Proprietary Information
- Ethical Violations/Failure
- Violation of office set-up or misuse of remote working equipment, safety, security, etc.
- Entries

Initial: _____

- Failure to meet on-going performance criteria as stated previously in this document.

Office Requirements/System Problems

- Employee can be required to return to office due to needs of business.
- Employee can be required to return to office, if it is determined that system problems prevent performance of job duties.
- Employee would be required to report to the office within 2 hours of notification.
- Employee would not be required to report to office, if there is less than 2 hours remaining in the tour at the time of notification.

Responsibilities

- Remodeling of Work Space – Employee will be responsible for any cost related to remodeling or renovating of remote workspace.
- Proprietary Information – Employee responsible for taking necessary precautions to secure and protect information (paper or electronic) at their remote site. Must also, prevent unauthorized access to BellSouth information resources.

Items – no change from today

- Scheduling/Tours
- Overtime
- All policies and guidelines unless stipulated otherwise.

Equipment

- Company will provide necessary equipment – dependent on specific requirements of job.
- Use for business reason only. Turn off when not working.
- No loading of other software.
- Employee will treat the equipment the same way as it is handled in the office.

Initial: _____