

Communications
Workers of America
District 3
AFI-CIO

Alabama, Florida, Georgia
Kentucky, Louisiana, Mississippi
North Carolina, South Carolina
Tennessee

3516 Covington Highway
Decatur, Georgia 30032
404 296-5553



May 11, 2006

Mr. Salem C. Shunnarah
Senior Director, Labor Relations
BellSouth Telecommunications
1100 Peachtree Street, N. E.
Suite 14A01
Atlanta, Georgia 30309

SUBJECT: REMOTE WORKER TRIAL AGREEMENT

Dear Salem,

Attached you will find the signed agreement to extend the trials through the life of the current contract.

Thank you for your time and attention to this matter.

Sincerely,

A handwritten signature in cursive script that reads "Judith R. Dennis".

Judith R. Dennis
Administrative Assistant
to the Vice President

JRD/da
Enclosure

cc: Mr. Noah V. Savant
Ms. Beverly A. Hicks
Ms. Betty J. Witte

opeiu #2



BellSouth Telecommunications
Labor Relations
1100 Peachtree Street NE
Suite 14A01
Atlanta, Georgia 30309

Salem C. Shunnarah
Senior Director
404 249-0150
404 249-0386 (FAX)

April 24, 2006

Ms. Judith R. Dennis
Administrative Assistant to the Vice President
Communications Workers of America
District 3
3516 Covington Highway
Decatur, GA 30032

Dear Judy:

In 2005 the Company and the CWA agreed to three remote worker trials in the BST Security Department:

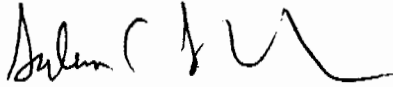
Claims Group – Atlanta
Claims Group – Birmingham
Annoyance Call Center - Birmingham

The agreements included the provision to review the outcome of the three trials with CWA, and this letter is to convey that review. The Company believes the trials have been very positive for the employees and the business. I am confident you will believe the same after you review the attached, especially the employees' comments.

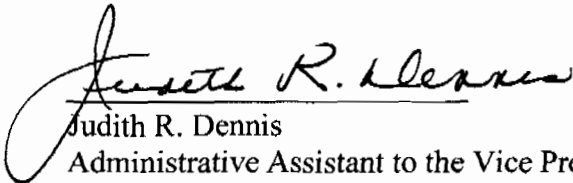
The Company wishes to extend all three trials through the current duration of the BST Working Agreement, August 8, 2009. The Company will continue to work with the employees and the CWA to maximize this opportunity subject to the needs of the business. The Company will continue to evaluate the trials, and will review the status with the CWA on an annual basis.

If you concur, please sign below and return a copy to my office.

Sincerely,

A handwritten signature in black ink, appearing to be "Julian C. M.", written in a cursive style.

Concurred:

A handwritten signature in black ink, reading "Judith R. Dennis", written in a cursive style.

Judith R. Dennis
Administrative Assistant to the Vice President
Communications Workers of America

Dated: 05-11-06

2005 Remote Worker Trial Results

The Claims Group currently has 2 employees in Birmingham and 9 in Atlanta participating in the Remote Worker Trial. Employees work up to 2 days per week from home.

The Annoyance Call Center (ACC) currently has 3 employees who participate in remote working. One employee works everyday from home; the other two alternate weekly between home and the office.

Advantages are:

- Increased morale – by far the number one advantage, not just for the current remote workers, but also among the entire office as others will begin working remotely or rotate through remote jobs shortly
- Increased level of trust between management and non-management
- Increased emphasis on attaining/maintaining good attendance. Good attendance is a requirement in order to be considered for a remote working position
- Increased employee desire for achieving higher performance ratings. Acceptable performance ratings are a requirement in order to be considered for a remote working position
- ACC Trap & Trace reps can be available for after hour emergencies should the need arise

Claims Group Performance Results:

\$ Collected/\$ Billed has improved since implementing the trial:

2004: 77.7% (trial began ramping up in second half of 2004)

2005: 80.1%

Claims Group Employee Survey Results:

	2004*	2005*	% Change
Considering everything, I am satisfied with my company at this time.	29%	90%	+68%
I would recommend my company as a good place to work.	57%	90%	+37%
My supervisor gives me feedback that helps me improve my performance.	29%	70%	+59%
The people I work with cooperate to provide excellent customer service.	29%	70%	+59%
I feel valued as an employee of this company.	29%	80%	+64%
When I do an excellent job, my accomplishments are recognized by my supervisor.	29%	80%	+64%
I have the information, materials and equipment I need to do my job.	43%	70%	+39%
Response Rate	58%	83%	+30%

* Percent of employees surveyed who agree with statement (agree & strongly agree)

Employee Interviews

Employee #1

"I love it. It reduces stress and I feel like I have more flexibility. I can plan my work better. Working from home is a win/win situation for me. I am more productive since I have less stress. It reduces wasted trip time. It also signifies that the company has trust in me to allow me to do this. They have our best interests at heart."

Employee #2

"I'm not as tired. I am not as stressed. I don't have to deal with traffic. I get more done at home. I don't lose the 3 hours per day in my commute. My opinion of the company has gone up several notches since this program began. The company is looking out for me."

Employee #3

"I'm not in a rush to catch the train. I get to get up later. I have no distractions when I work from home. It makes me more organized. My morale is definitely up. It decreases my commute time. I'm the envy of all my friends."

Employee #4

"I don't have to get up as early, there is no rushing. I am more at ease, I look forward to my work at home days. It helps me when I'm not feeling well. It provides balance and flexibility. I am more able to handle any appointments that I might have to attend to. It cuts down on travel time. I can get a lot more done because I can call out more. There are fewer distractions. I am more organized, able to prioritize. The company is showing me that they trust their employees, I have more self-motivation."

Employee #5

"I'm not as stressed. I don't have to deal with traffic. I can get a lot more done. I have no interruptions. I work faster at home. I can cook a better meal for dinner on the work from home days. I gain one and a half hours since I don't have to drive. And I get more sleep."

Employee #6

"I enjoy not having the 5 day hassles of MARTA and freezing outdoors. I get to sleep later and spend time with my husband. We get to eat breakfast and interact. I am productive because I can work from home. I have no distractions. My printer is near me so I save time, my lunch is close by so I don't have to leave the building. The company has more faith in me, like I'm an adult, like they aren't watching over me."