

**Tentative Agreement**

**Article 36 - Compensation**

- A. All employees covered by this Agreement will be paid on the scales contained below in Paragraph E.
- B. The following general increases to pay scales have been incorporated in the scales contained below in Paragraph E:
  - 1. ~~5/2024 DOS + 12 months~~ **23.0%** increase
  - 2. ~~5/2025 DOS + 24 months~~ **23.0%** increase
  - 3. ~~5/2026 DOS + 36 months~~ **23.0%** increase
  - 4. ~~5/2027 DOS + 48 months~~ **23.0%** Increase
- C. New hire employees will be paid the entry rate or at the Company's sole discretion, will be paid at a higher step of the pay scale. In the event that any new hire employee in a location is paid at a higher step, then, all employees with less pay seniority at that location at that time will be paid at the higher step offered to such new hire employees and will have their pay seniority adjusted to reflect that change. Employees hired or placed on a higher step of the pay scale pursuant to this Paragraph will not progress to next step of the pay scale until they have completed the applicable number of years of pay seniority credit.
- D. Step progression will become effective on an employee's pay anniversary date.
- E. The pay scales for Passenger Service employees are as follows:
  - 1. Customer Service Agent, Premium ~~Guest~~ **Customer** Services Representative, Reservations ~~Office Based~~ Representative and Travel Center Representative:

<u>YOS</u>	<u>DOS</u>	<u>5/2024</u>	<u>5/2025</u>	<u>5/2026</u>	<u>5/2027</u>
1	18.51	19.07	19.64	20.23	20.84
2	19.15	19.72	20.31	20.92	21.55
3	20.05	20.66	21.28	21.92	22.58
4	20.88	21.51	22.15	22.81	23.49
5	22.00	22.66	23.34	24.04	24.76
6	23.65	24.36	25.09	25.84	26.62
7	24.78	25.52	26.29	27.08	27.89
8	25.90	26.68	27.48	28.30	29.15
9	27.36	28.18	29.02	29.89	30.79
10	29.29	30.17	31.07	32.00	32.96
11	35.03	36.08	37.16	38.27	39.42
12+	35.65	36.72	37.82	38.95	40.12

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[Separate Reservations Home Based Representative scale removed. See Reservations Representative scale above in Paragraph E.1 for HBR rates.]

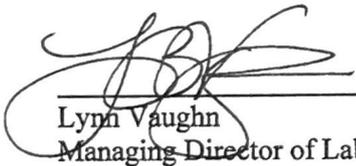
2. Customer Assistance Representative:

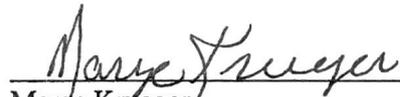
<u>YOS</u>	<u>DOS</u>	<u>5/2024</u>	<u>5/2025</u>	<u>5/2026</u>	<u>5/2027</u>
1	15.17	15.63	16.10	16.58	17.08
2	15.20	15.66	16.13	16.61	17.11
3	15.46	15.92	16.40	16.89	17.40
4	15.54	16.01	16.49	16.98	17.49
5	15.90	16.38	16.87	17.38	17.90
6	19.75	20.34	20.95	21.58	22.23
7	19.77	20.36	20.97	21.60	22.25
8	19.88	20.48	21.09	21.72	22.37
9	20.32	20.93	21.56	22.21	22.88
10	20.97	21.60	22.25	22.92	23.61
11	21.72	22.37	23.04	23.73	24.44
12+	21.72	22.37	23.04	23.73	24.44

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For the Company:

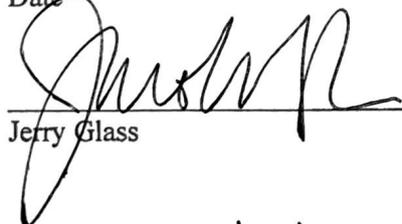
For the Union:

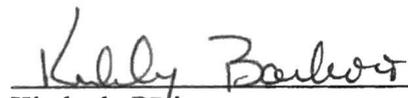
  
\_\_\_\_\_  
Lynn Vaughn  
Managing Director of Labor

  
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Marge Krueger  
Co-Chair, CWA-IBT Association

12/7/23  
\_\_\_\_\_  
Date

12/7/23  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Jerry Glass

  
\_\_\_\_\_  
Kimberly Barboro  
Co-Chair, CWA-IBT Association

12/7/23  
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Date

12-7-23  
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