


Tentative Agreement

Article 32 – Call Monitoring

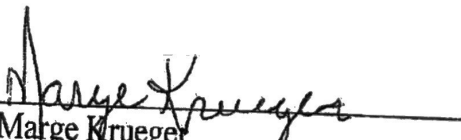
- A. Call monitoring may be utilized by the Company. To assure courteous treatment, accurate information and superior service, customer calls may be monitored to assist in the training and development of employees, identification of customer needs and product evaluation.
- B. Where monitoring is conducted, it will be performed by trained observers with consistent standards applied at all locations and to all employees. Monitoring includes but is not limited to the following:
1. Service Observations: Monitoring of this type is intended to randomly review the performance of the work group to determine their effectiveness in providing quality service to customers. Official service observations, made at the direction of the Company for the primary purpose of determining the overall quality of service furnished to customers, are not intended nor will they be used for the purpose of identifying or rating the performance of individual employees.
 2. Diagnostic: Monitoring of this type is intended to review and evaluate new or changed products, practices and procedures.
 3. Evaluative/Developmental: Monitoring of this type is intended to be handled in a confidential manner to document performance of the individual employee for evaluation purposes. Call monitoring of an employee will be based on criteria established by the Company. The criteria to determine the amount of monitoring and standards expected of each employee will be provided to each employee. Any changes to the criteria will be immediately communicated to the Union.
- C. Feedback from all calls monitored will be provided to the employee within three (3) scheduled work days of the completed contact, except that (i) any disciplinary feedback will be provided to the employee by the end of the day of the completed contact or no later than their next scheduled work day, and (ii) the employee will be notified of exceptional service or gross misconduct immediately.
- D. Employees shall not be disciplined as a result of call monitoring except for gross misconduct, fraud, violation of privacy of communications, or when developmental efforts have not been successful.
- E. The Company reserves the right to record calls that will be used for monitoring.

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For the Company:


Lynn Vaughn
Managing Director of Labor

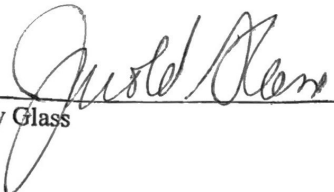
For the Union:


Marge Krueger
Co-Chair, CWA-IBT Association

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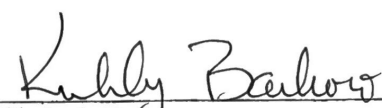
Tentative Agreement

12/18/23
Date


Jerry Glass

12/19/23
Date

12/18/23
Date


Kimberly Barboro
Co-Chair, CWA-IBT Association

12-19-23
Date