

## Tentative Agreement

### ARTICLE 4- Groups/Classifications

A. Passenger Service consists of the following five (5) groups and the following classifications within each group:

1. The Customer Service Group, which consists of the following classifications:
  - a. Customer Service Coordinator (CSC); and
  - b. Customer Service Agent (CSA).
2. The Customer Assistance Group, which consists of the Customer Assistance Representative (CAR) classification
3. The Premium Guest Customer Services Group, which consists of the following classifications:
  - a. Premium Guest Customer Services Coordinator (PCGSC);
  - b. Lead Premium Guest Customer Services Representative (LPCGSR); and
  - c. Premium Guest Customer Services Representative (PCGSR).
4. The Travel Center Group, which consists of the Travel Center Representative (TCR) classification.
5. The Reservations Group, which consists of the following classifications:
  - a. Office Based Representative (OBR); and
  - b. Home Based Representative (HBR).

B. For the Customer Service Group, there is work that: (1) shall be performed exclusively by CSCs and CSAs; (2) may be performed by CSCs, CSAs or CARs; (3) may be performed by CSCs, CSAs, CARs or contractors; and (4) may be performed by CSCs, CSAs, CARs, contractors or other employees of the Company:

1. The following work is performed exclusively by CSCs and CSAs at airport terminals:
  - a. issuing, reissuing and refunding of passenger tickets;
  - b. booking and confirming flight reservations;
  - c. rebooking passengers on oversold flights and during irregular operations;
  - d. passenger check-in and passenger seat assignment (except curbside);
  - e. issuing, reissuing and refunding of non-revenue tickets;
  - f. issuing vouchers for passenger accommodations, meals and transportation;
  - g. passenger boarding, including ticket lift and/or boarding pass lift/verification;
  - h. operating gate reader/scanner and associated duties;
  - i. issuing upgrades;
  - j. operation of jetways for purposes of boarding and deplaning passengers;
  - k. making on-board arrival announcements;

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- l. making boarding and departure announcements;
  - m. delivery of domestic flight documents;
  - n. passenger service flight close-out procedures;
  - o. accepting, checking and tagging passengers' baggage at resolution centers, full-service ticket counters and first class ticket counters;
  - p. maintaining timeline of flight boarding process; and
  - q. performing customer service on the job training.
2. Work that may be performed by CSCs, CSAs or CARs at airport terminals includes:
  - a. accepting, checking and tagging passengers' baggage at kiosks in the ticket counter area and activation stations;
  - b. processing and completing credit card baggage transactions at kiosks in the ticket counter area and activation stations;
  - c. assisting passengers with self-service kiosk check-in and kiosk baggage processing at ticket counters;
  - d. queuing lines at ticket counter kiosks and ticket counters;
  - e. customer greeting at the door at Flagship check-in locations;
  - f. accept and activate passengers' self-tagged bags at activation stations; and
  - g. clearance of international documents at kiosks in the ticket counter area and activation stations.
3. Work that may be performed by CSCs, CSAs, CARs or by a contractor at airport terminals includes:
  - a. delivering gate checked baggage to fleet service (except for CARs);
  - b. assisting boarding, deplaning and transporting non-ambulatory or other special assist passengers;
  - c. assisting, boarding, deplaning and transporting unaccompanied minors;
  - d. assisting customers needing special assistance or in-station transportation;
  - e. accepting and checking passengers' baggage at non-airport locations;
  - f. customer service work associated with handling regional flights and charter/ground handling agreements or contracts;
  - g. all curbside work (other than ticketing transactions **and collection of fees**); and
  - h. handling of oversized and/or heavy checked baggage (not limited to overweight bags) in ticket counter areas.
4. Work that may be performed by CSCs, CSAs, CARs, contractors or other Company employees includes:
  - a. accepting, processing and delivering cargo, small packages and material;

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- b. providing connecting passengers with gate information;
- c. paging;
- d. classroom customer service instruction and training of employees;
- e. operating air-stair vehicles;
- f. Admirals Club and frequent traveler enrollment;
- g. coordinating with contractors in regards to hotel accommodations and/or transportation for distressed passengers;
- h. assisting international passengers through customs/immigration, including baggage recheck;
- i. delivery of boarding passes, international flight documents and customs/immigration forms;
- j. transporting of checked baggage;
- k. BSO work (e.g., processing and tracing mishandled or damaged baggage, including but not limited to lost and found items);
- l. auditing of all accountable items, documents and monies associated with customer service work;
- m. cart/vehicle transportation of customers;
- n. load planning and related operations work; and
- o. any other passenger assistance or station work not listed above

C. As set forth above, the work of CSCs shall include the same work as that of a CSA and/or CAR. When and where CSCs are utilized by the Company, they will be responsible for the overall performance within their work area. In addition, as working members of the Customer Service Group, CSCs may be required to lead and direct the work of other employees, which includes but is not limited to:

- 1. providing verbal coaching to employees related to their performance;
- 2. providing verbal and/or written input to management regarding the overall or individual employee performance of the workforce within their work area; provided, however, that Management, not a CSC, will make any determination as to whether discipline will be imposed;
- 3. temporarily resolving extreme personnel emergencies when management is not present or available, to include sending employees home pending management investigation and action; provided, however, that management, not a CSC, will make any determination as to whether an unpaid suspension will be imposed;
- 4. performing the functions of Ground Security Coordinator, Complaint Resolutions Officer, or other applicable federal, state, local, or airport required responsibilities;
- 5. performing reasonable and customary administrative duties;
- 6. instructing and training employees covered by this Agreement and other employee groups where so directed; and

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7. resolving customer complaints and performing any other airport work where so directed.

The supervisor and administrative responsibilities of CSCs listed above are also performed by other Company employees not covered by this Agreement.

D. In addition to the work described in Paragraphs B.1 through B.4 above, where a CSC—Tower or CSA—Tower duty assignment is utilized, their work will also include normal and customary tower work as so directed.

E. In addition to the work described in Paragraphs B.1 through B.4 above, where a CSC—POC or CSA—POC duty assignment is utilized, their work will also include normal and customary passenger operation control work as so directed.

F. In addition to the work described in Paragraphs B.1 through B.4 above, where CSC—Training are utilized, their work also includes normal and customary training work as so directed.

G. For the Premium ~~Customer~~ Guest Services Group, there is work that: (1) shall be performed exclusively by PGSCs, LPGSRs and PGSRs; (2) may be performed by PGSCs, LPGSRs and PGSRs or contractors; and (3) may be performed by PGSCs, LPGSRs, and PGSRs, contractors or other Company employees:

1. The following work is performed exclusively by PGSCs, LPGSRs, and PGSRs at Admirals Club lounges, Flagship lounges, Flagship check-in locations, business centers or other areas within the airports established to service the Company's premium customers:

- a. servicing premium customers (ConciergeKey, Five Star Service, Executive Services and International Premium) to include ticketing and problem resolution, domestic and international ticketing functions, management of guest needs, concierge services, and operational functions (e.g., assistance with boarding and assistance with tight connections) (except where performed by CSCs and CSAs when a PGCSC, LPGSR or PGSR is not available);
- b. Admirals Club enrollment/sales;
- c. Frequent traveler enrollment;
- d. passenger check-in and/or passenger seat assignment;
- e. booking of club and lounge conference rooms and arranging associated catering services/business services;
- f. issuing, reissuing and refunding passenger tickets;
- g. issuing upgrades;
- h. booking and confirming flight reservations;
- i. customer check-in, ticketing and baggage acceptance at Flagship check-in locations; and
- j. assisting premium customers with technology provided in lounges and clubs.

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2. Work that may be performed by a PGSC, LPGSR, PGSR or a contractor at Admirals Club lounges, Flagship lounges, Flagship check-in locations, business centers or other areas within the airports established to service the Company's premium customers includes:

- a. providing food and beverages to club and lounge customers;
- b. transporting customer bags to and from Flagship check-in locations (e.g., moving bags from a Flagship check-in location to a screening area); and
- c. maintaining the appearance of the lounges and clubs.

3. Work that may be performed by a PGSC, LPGSR, PGSR, a contractor or other Company employees at Admirals Club lounges, Flagship lounges, Flagship check-in locations, business centers, or other areas within the airports established to service the Company's premium customers includes:

- a. work performed by bar stewards; and
- b. any other premium services work not listed above.

H. As set forth above, the work of PGSCs and LPGSRs shall include the same work as that of a PGSR. When and where PGSCs and LPGSRs are utilized by the Company, they will be responsible for the overall performance within their work area. In addition, as working members of the Premium ~~Customer~~ Guest Services Group, PGSCs and LPGSRs may be required to lead and direct the work of other employees, which includes but is not limited to:

1. providing verbal coaching to employees related to their performance;
2. providing verbal and/or written input to management regarding the overall or individual employee performance of the workforce within their work area; provided, however, that Management, not a PGSC or LPGSR, will make any determination as to whether discipline will be imposed;
3. temporarily resolving extreme personnel emergencies when management is not present or available, to include sending employees home pending management investigation and action; provided, however, that management, not a PGSC or LPGSR, will make any determination as to whether an unpaid suspension will be imposed;
4. performing reasonable and customary administrative duties;
5. premium ~~customer~~ guest services instruction and training of employees covered by this Agreement and other employee groups where so directed; and
6. resolving customer complaints and performing any other airport work where so directed.

The supervisor and administrative responsibilities of PGSCs and LPGSRs listed above are also performed by other Company employees not covered by this Agreement.

I. For the Travel Center Group, there is work that: (1) shall be performed exclusively by TCRs at travel center facilities; or (2) may be performed by TCRs, contractors or other Company employees at travel center facilities:

1. The following work is performed exclusively by TCRs at travel center facilities:
  - a. issuing, reissuing and refunding of passenger tickets;

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- b. booking and confirming flight reservations;
- c. issuing upgrades and/or passenger seat assignments;
- d. issuing, reissuing and refunding non-revenue tickets; and
- e. Admirals Club and frequent traveler enrollment.

2. Work that may be performed by a TCR, a contractor or other Company employees at travel center facilities includes:

- a. voluntary outside sales calls;
- b. inside sales calls;
- c. maintaining the appearance of the travel center facility; and
- d. any other travel center work not listed above.

J. For the Reservations Group, there is work that: (1) shall be performed exclusively by OBRs and HBRs; and (2) may be performed by OBRs, HBRs, contractors or other Company employees:

1. The following work is performed exclusively by OBRs and/or by HBRs at Company Reservation Centers or at HBR residences:

- a. Normal and customary work associated with a customer calling from one of the fifty (50) United States, for assistance from an OBR or HBR for:
  - i. booking, re-accommodating and confirming flight reservations;
  - ii. issuing seat assignments;
  - iii. soliciting and providing ticketing options when applicable;
  - iv. providing required and/or requested information to callers; and
  - v. handling sales and reservations calls.
- b. Normal and customary work associated with the handling of support functions for:
  - i. Resolution Service Desks;
  - ii. Queues;
  - iii. Group and Meeting Travel;
  - iv. Tariffs;
  - v. AAdvantage and Elite traveler award redemption;
  - vi. Admirals Club member services;
  - vii. frequent traveler enrollment;
  - viii. Special Assistance Coordinator Desk;
  - ix. servicing premium **customers guests** (Gold, Platinum, **Platinum Pro**, Executive Platinum, ConciergeKey, and Five Star Service);

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- x. Around the World (ATW) desk;
  - xi. AirPass; and
  - xii. Vacations, including the selling, servicing and administration of all components of vacation packages.
- c. Normal and customary work associated with the handling of telephone calls to the Reservations Group regarding mishandled baggage claims:
- i. providing passengers with status updates on their baggage claims;
  - ii. reviewing/amending/updating damaged, delayed/lost and pilfered baggage reports;
  - iii. creating reports for missing carry-on property;
  - iv. creating claims for damaged and/or pilfered baggage;
  - v. interfacing with station personnel to obtain updated baggage and/or delivery information;
  - vi. providing basic baggage claim processing information;
  - vii. authorizing reimbursement for consequential expenses allowable under the Company and departmental rules; and
  - viii. handling System Baggage Service Desk calls.

Note: The work listed in this Paragraph may also be performed by other Passenger Service employees.

2. Work that may be performed by OBRs, HBRs, a contractor or other Company employees includes:

- a. training and instructing other employees;
- b. foreign language calls;
- c. web and mobile technical assistance, including completing any ticketing; transaction necessary to avoid transferring the call;
- d. social media, including completing any ticketing transaction necessary to avoid transferring the call;
- e. government calls and other work performed by the Washington desk;
- f. testing of new or updated reservations computer programs, functions and systems;
- g. Text Telephone (TTY);
- h. Air Marshal bookings;
- i. rental car or other service solicitation;
- j. home based technical support;
- k. AAdvantage account servicing calls;



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l. non-revenue travel reservations;

**m. Chat work; provided, the Company will train and qualify Reservations employees equal to ten percent (10%) of the number of Company employees who are dedicated to chat work as of Date of Signing of this Agreement and the Company shall maintain at least that number for the term of this Agreement, as measured on a rolling 6-month average); and**

n. any other reservations work not listed above.

3. The ~~Company, if it operates an~~ HBR program shall operate ~~it~~ according to the following:

a. To be eligible for an HBR position, the employee must satisfy the minimum qualifications and performance standards, as applicable, established by the Company.

b. The Company retains the right to determine how many positions are designated as OBR positions and how many are designated as HBR positions (an HBR on the seniority list as of the effective date of this Agreement shall not be adversely affected by the operation of this provision).

c. An employee who holds an HBR position shall reside within seventy-five (75) linear miles of a Company facility. The Company may increase the radius of any HBR at its discretion. HBRs may be required to report to a Company facility as directed by the Company (e.g., for training or meetings, during power failures or technical hardware or software failures, failure to maintain sufficient and stable upload/download speeds, to address performance issues, etc.).

d. An employee who holds an HBR position shall reside where there is access to the communication services required by the Company.

e. Subject to the limitations in Paragraphs 3.a, 3.c and 3.d above, if the Company decides to fill a vacancy in a HBR position, the vacancy shall be filled in accordance with Article 9 of this Agreement; provided, however, the filling of an HBR vacancy will be voluntary, notwithstanding the provisions of Article 9 of this Agreement.

f. The employee will provide, at their sole expense, computer hardware and its maintenance. The employee will be responsible, at their sole expense, for the monthly cost and installation, if applicable, of internet services and, if required by the Company, any additional phone line(s).

a. Employees in HBR positions will be:

i. Required to submit and maintain on file with the Company a current residential address and telephone number.

ii. Required to provide an adequate space in their home that, to the extent reasonably possible, is free from all outside distractions (e.g., noise from children, animals, television/radio or any other noise distractions).



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- iii. Required to obtain any necessary office equipment/supplies including but not limited to a desk, chair, pens, paper, storage, etc.
- iv. Required to maintain adequate transportation and be available to report, as required by the Company, to a facility designated by the Company.
- v. Responsible for the cost of necessary utilities, including any additional ongoing utility cost associated with a HBR position.

~~h. Employees awarded HBR positions will be assigned to a transition desk in order to become familiar and proficient with all HBR procedures including but not limited to troubleshooting, software and hardware repairs, computer and telephone set up and familiarization with technical assistance procedures. Once the employee achieves the necessary proficiency as determined by the Company, the employee will be released to begin working from home.~~

- h. An HBR employee who moves his or her residence, will be responsible for all costs associated with moving, and must notify the Company not less than seventy-two (72) hours prior to working from a new address.
- i. HBR employees who transfer to another position in the Company or terminate employment will be responsible to disconnect and personally return all Company-owned HBR assigned equipment to the location as designated by the Company in good working order and in a timely fashion.

K. Duty assignments and functions will be defined based on the needs of the service and may be redefined at management discretion. Duty assignments may be location-specific and may consist of a single job assignment or a combination of two or more job assignments.

L. Qualified employees may be cross-utilized between groups, classifications and/or duty assignments within the location and may back up other duty assignments under this Agreement based on the needs of the service as described in Article 5 of this Agreement. "Qualified" as used in this Article shall have the same definition as set forth in Article 5.S.

M. An employee designated as open time/relief will bid work schedules as determined on a local basis based on the needs of service. Such work may be a mixture of shifts, classifications and/or duty assignments within a work week.

N. In the event the Company establishes any new job classification or job title involving work covered by this Agreement, the Company shall meet with the Union to establish the rates of pay and other conditions of employment for the new classification or title. If agreement is not reached within ninety (90) days of the first meeting, the Company and the Union will promptly submit the unresolved pay and conditions of employment issues to an independent arbitrator for final determination, using the panel list of arbitrators as described in Article 26 of this Agreement. The arbitrator shall base his/her review on comparisons to similarly situated employees of the following companies: Delta Air Lines and United Airlines. The Company may implement and staff the new position at any time within its discretion, but any negotiated changes or changes as a result of an arbitrator's award will be retroactive to the first day.

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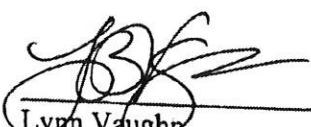
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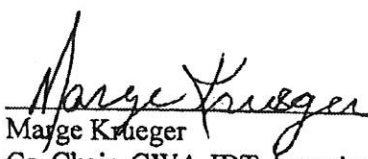
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For the Company:

For the Union:

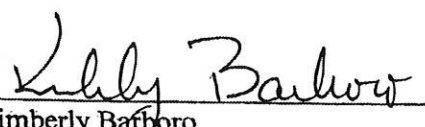
  
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Lynn Vaughn  
Managing Director of Labor

  
\_\_\_\_\_  
Marge Krueger  
Co-Chair, CWA-IBT Association

12/18/23  
Date

12/18/23  
Date

  
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Jerry Glass

  
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Kimberly Barboro  
Co-Chair, CWA-IBT Association

12/19/23  
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