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Michael G. Lynch  
Director – Labor Relations  
Corporate Relations



February 20, 2009

Reed W. Roberts  
Administrative Director to the Vice President  
Communications Workers of America, District 7  
8085 East Prentice Avenue  
Greenwood Village, Colorado 80111-2745

RE: JOB MOVEMENT IN CONSUMER REGIONAL CUSTOMER CONTACT CENTERS – CREDIT  
CONSULTANT AND CENTER SALES AND SERVICE CONSULTANT POSITIONS

Dear Reed:

As we have discussed, Mass Markets is in the process of moving the credit collections work into the Regional Customer Contact Centers located in Salt Lake City, Des Moines and Boise, with the upcoming closure of the Seattle Customer Financial Services (CFS) Center. This work is currently performed by Credit Consultants, which will continue upon movement into the regional centers. While the Credit Consultant job title is under review, pursuant to Article 6 of the collective bargaining agreement, sales and service opportunities will be added to the Credit Consultant positions in the Consumer Organization.

In preparation for the movement of credit collections work into the Consumer Regional Customer Contact Centers, the Company proposes the following:

**MOVEMENT INTO CREDIT CONSULTANT POSITIONS**

1. Existing Mass Markets' employees in job titles of: Center Sales and Service Associate; Sales Consultant; and Sales and Service Consultant; who express interest in filling an opening in the Credit Consultant job title may do so outside of the Post and Bid Process, pursuant to the provisions contained in this Letter of Agreement.
2. Eligibility for those employees identified in sub paragraph numbered (1) above who desire transfer into Credit Consultant positions in the Consumer Organization shall include the following:
  - a. Employee must meet satisfactory performance standards, as established by the Company, in the current position at the time of the request to express interest in transfer to the Credit Consultant position. Attendance standards shall be waived for employees who are placed into Credit Consultant positions on or before April 15, 2009. Employees who are placed into Credit Consultant positions following this date must meet satisfactory performance standards, including attendance, to meet eligibility requirements.
  - b. Time in Title and Time in Location requirements, pursuant to Article 21, section 21.4 will be waived, if applicable, for employees who have served a at least six (6) months or more in their current job title and location.
  - c. Employees who meet eligibility requirements and are selected to fill open Credit Consultant positions, based on availability, will be placed into the Credit Consultant job title without testing requirements.

3. In the selection of eligible employees for open Credit Consultant positions in the Consumer Organization, under the provisions of this Letter of Agreement, the Company will adhere to the principle of Term of Employment (TOE) when the number of eligible employees exceeds the number of open available positions.
4. Employees who are selected and placed into Credit Consultant positions, under the provisions of this Letter of Agreement, shall have retreat rights back to their former position. Employee initiated retreat rights are subject to available openings and shall be within sixty (60) calendar days from placement into the new job or following completion of formal classroom training. Upon placement into the newly assigned position of Credit Consultant, Time in Title and Time in Location requirements shall be met, in accordance with Article 21, Section 21.4, prior to subsequent job transfer through the Post and Bid Process.
5. While initial placement into Credit Consultant positions is anticipated to occur no later than April 15, 2009, the Company may need to continue to fill open Credit Consultant positions after this date. In the event there are open Credit Consultant positions in the Consumer Regional Customer Contact Centers that occur after April 15, 2009, and there are eligible qualified employees identified in sub paragraph numbered (1) above, who desire transfer into these positions, the Company may, at its discretion, fill such openings through the Post and Bid Process and/or continue to place qualified employees into the Credit Consultant job title outside of the Post and Bid Process, under the provisions of this Letter of Agreement through May 1, 2009.
6. Wage Administration for movement from job titles identified in sub paragraph numbered (1) above into the Credit Consultant positions will be administered as follows:
  - a. Sales Consultants at Fully Competent Level who accept placement into the Credit Consultant job title will move to the top of Wage Scale M, unless otherwise governed by wage administrative practices or other provisions of the Agreement.
  - b. Sales and Service Consultants who accept placement into the Credit Consultant job title shall remain at their current wage step of Wage Scale M, unless otherwise governed by wage administrative practices or other provisions of the Agreement.
  - c. Center Sales and Service Associates who accept placement into the Credit Consultant job title shall use the equivalent wage scale, Wage Scale 11, base top rate, for placement on the step of Wage Scale M that is equal to the current equivalent basic wage rate. If there is no equal rate, the employee will be advanced to the next higher rate on Wage Scale M, unless otherwise governed by wage administrative practices or other provisions of the Agreement.
  - d. Center Sales and Service Associates, Entry and Senior Levels, who accept Credit Consultant positions shall be placed at wage step 30 of Wage Scale M, pursuant to subparagraph 6(c) above, for placements that utilize wage scales, effective October 12, 2008.

For purposes of transfers, the following wage scales (Wage Scale M and Wage Scale 11) from Addendum 7 of the 2008 Qwest/CWA Agreement shall be used, unless otherwise governed by wage administrative practices or other provisions of the Agreement.

Effective 10/04/2009

ZONE	10	20
START	\$382.50	\$380.00
6	\$404.50	\$401.50
12	\$427.50	\$424.50
18	\$453.00	\$449.00
24	\$479.00	\$473.50
30	\$507.00	\$500.50
36	\$536.00	\$529.50
42	\$567.00	\$558.50
48	\$599.00	\$591.00

MOVEMENT INTO CENTER SALES AND SERVICE ASSOCIATE POSITIONS

7. Employees in the Credit Consultant job title who are located in the Consumer Regional Customer Contact Centers who desire transfer into the Center Sales and Service Associate positions may do so outside of the Post and Bid Process, pursuant to the following provisions. Eligibility shall include the following:
  - a. Employee must meet satisfactory performance standards, as established by the Company, in the current position at the time of the request to express interest in transfer to the Center Sales and Service Associate position.
  - b. Time in Title and Time in Location requirements, pursuant to Article 21, section 21.4 will be waived, if applicable, for employees who have served a at least nine (9) months or more in their current job title and location.
  - c. Employees who meet eligibility requirements and are selected to fill open Center Sales and Service Associate positions, based on availability, will be placed into the Center Sales and Service Associate job title without testing requirements.
8. In the selection of eligible employees for open Center Sales and Service Associate positions in the Consumer Organization, under the provisions of this Letter of Agreement, the Company will adhere to the principle of Term of Employment (TOE) when the number of eligible employees exceeds the number of open available positions.
9. Employees who are selected and placed into Center Sales and Service Associate positions, under the provisions of this Letter of Agreement, shall have retreat rights back to their former position. Employee initiated retreat rights are subject to available openings and shall be within sixty (60) calendar days from placement into the new job or following completion of formal classroom training. Upon placement into the newly assigned position of Center Sales and Service Associate, Time in Title and Time in Location requirements shall be met, in accordance with Article 21, Section 21.4, prior to subsequent job transfer through the Post and Bid Process.
10. Employees who desire job transfers from Credit Consultant into Center Sales and Service Associate positions in the Consumer Regional Customer Contact Centers may, at the sole discretion of the Company, fill such openings through the Post and Bid Process and/or continue to place qualified employees into the Center Sales and Service Associate job title outside of the Post and Bid Process, under the provisions of this Letter of Agreement through May 1, 2009.
11. Wage administration for movement from Credit Consultant to Center Sales and Service Associate positions shall be in accordance with the provisions of the sales incentive compensation plan that govern these positions.

This Letter of Agreement is considered non-precedential and non-referable.

If this accurately states your understanding of our agreement, please indicate your concurrence by signing below.

Sincerely,

Concurred: Reed W. Roberts  
Communications Workers of America  
Date: 2/20/09