



FAQs On Customer Ambassadors, OSRs and Data Specialists Titles Moving to AT&T with Lumen Sale

Timeline

What do you know on your end about other things outside of us already knowing about the October 28th deadline?

We do not have any additional information. We have been getting the information right before or while they are making announcements to employees. Right now, you know everything we know. All employees' responses are due on October 28th.

Facts Around Taking / Declining AT&T offers

What happens if I decline the offer?

You would still be a LUMEN employee

What happens if you accept the AT&T job offer but change your mind prior to reporting to the new job? Is your Lumen job safe?

No job with LUMEN is guaranteed; no difference from it is today. In this case, the work is going to AT&T, if LUMEN makes the decision to announce a force adjustment, it falls under Article 19; whether it is through a voluntary or involuntary process, they would have to follow the contract.

What happens if an employee fails a background check or drug test? Do they still have a position at Lumen?.

If they rescind their offer while you are still working at LUMEN and you have not reported to AT&T yet, you would remain in your current position.

Will our current “work from home” (WFH) arrangements continue, or is there a reasonable chance the Company will require changes to come back onsite? Will our

current “work from home” (WFH) arrangements continue, or is there a reasonable chance the Company will require changes to come back onsite?

As with LUMEN, the company could change their WFH requirements to WFH. These types of changes are usually discussed and/or negotiated with the union. Currently there are only two brick and mortar centers - one in Minnesota, the other in Arizona.

What if an employee was terminated for attendance at AT&T 25 years ago?

Since AT&T has full discretion on who they hire and it is a conditional offer of employment they could rescind their offer. In this case the employee would remain as a LUMEN employee.

If we move to AT&T (or a related transition), will we be eligible for raises over the next couple of years? Or would our pay be capped at the current rate?

Pay protected employees will continue to receive annual GWIs in a lump sum.

What is our role with AT&T? Will this be a sales position? We do not do sales for Lumen as Ambassadors?

Mobility has no union sales positions at this time for call center work. They do have incentives for selling, but they are required to offer.

For occurrences, tardy, and DD or discipline, do they get a clean slate?

AT&T is a separate company, these do not carry over.

What are the differences in vacation, excused days with pay, holidays, illness?

[Attendance Guidelines - Mobility Consumer CS - Trial Mobility Orange \(eff 08-21-22\).pdf](#)

Do we know what the business hours will be and what days?

We don't have the answer to that.

Do we keep our seniority?

Yes

Do our occurrences and or tardiness follow us?

No, this is a different company.

What does healthcare look like for AT&T?

The 2026 Healthcare is not out yet. Here is the previous one that is in effect today: [Orange Benefits from 2022 TA \(1\).pdf](#)

Can we work out of state with AT&T?

This has not been done to date because you need to be on a secure network, get approval from management and must be within the Orange footprint. Great suggestion for bargaining.

How long do we have to be in the current position before applying for another one within the Orange contract.

You will be pay protected when you move and most of your wages are considerably higher than theirs. If you move to a lower paid job you will not be pay protected.

What are AT&T overtime guidelines?

AT&T would determine it and would be based on their needs and agreements they may have with the union.

If we leave before using all of our current entitlement time, will we be paid out on our remaining entitlement?

Yes, you are separating from LUMEN so they have to pay out your entitlement time per the contract.

Orange Mobility Contract

What information do you have about integrating us into the orange contract book for AT&T EX: Armour Globe or and LOA or something else?

There is a settlement agreement where the company agrees to hire CWA Customer Ambassadors, OSRs and Data Specialists. Your current pay will be protected and you will bring over your seniority for benefits. You will be under the protections and provisions of the Orange Mobility contract on day 1.

As a result of this, your seniority entitles you to be treated as an active employee instead of new employee and you will receive the healthcare premium rate of the current employee premium instead of the higher "new hire" premium".

Are we going to demand effects bargaining?:

The Mobility BA Pat Talesco already has demanded to do effects bargaining

When does negotiations start for the Mobility contract?

Negotiations begin on January 12, 2026.

Who is on the bargaining committee?

From D7 it is Rosa Wilson, President Local 7110 and as alternate Corey Davis, President Local 7103

Will the Customer Ambassadors have input and be a part of the negotiations?

Yes

***Will there be bargaining for wage increases when the AT&T contract expires next March?
If so, will our titles be included?***

Yes

***Why don't we have a Q&A on the effects being given up under the Lumen contract
compared to the AT&T Orange contract?***

The Orange Contract is available for all employees to review. [2022 MOBILITY Regional Labor Agreement - CWA.pdf](#)

Are we covered on day 1 with the Union?

Yes, Mobility Orange is a closed shop.

***Will there be bargaining for wage increases when the AT&T contract expires next March?
If so, will our titles be included?***

Based on current language, employees whose wages are red-lined don't get an increase in the hourly wage, but they do get it in a lump sum. You would be a part of the Mobility contract at that point. How wage increases are done going forward would be based on what is negotiated at the table next year.

AT&T vs. NetworkCo Employment

***We realize this is a shorter timeframe; however, was the district able to obtain
agreements from AT&T regarding NetworkCo's wages, sign-on bonuses, benefits, etc.
Is there something comparable being discussed for the ambassadors?***

No. Regarding the sign-on bonus for NetworkCo, the company currently has no employees or a Union contract, and they were worried about incentivizing enough LUMEN employees who are fully trained to come in to do the work on day 1. Unfortunately, this is not the case with AT&T Mobility, which already has employees who do similar work. Both companies have different needs and attitudes..

As Mobility Employees, you will have a union contract on day 1, and you will know what you are getting because you will be under a contract. Network Co employees do not have a contract on Day 1. They still have to organize and get to their first contract.

Voluntary Separation or Expanded VSPP

How can the ambassadors take advantage of the enhanced VSPP verbiage that was negotiated at bargaining?

If the company decides to offer a VSPP, the Customer Ambassadors would be eligible for the enhanced VSPP.

If we do not accept the AT&T job offer, will Lumen still be obligated to give us a VSSP/ISPP offer, or would we lose out on that?

If LUMEN makes an announcement for a VSPP or ISPP with the Customer Ambassador work group, they would be eligible to take it.

Can the district negotiate STLA for those who need 2 years from the sale to get to the needed retirement date?

We currently have STLA for those employees under the provisions of Article 19.

We are being told that there are no Lumen Jobs. What is the district doing regarding this? Examples: Are you communicating with them (Lumen) now about getting rid of vendors in other departments so those who want to stay will have the opportunity to do so.

We are aware that there are vendors, and the EWC oversees that activity. Since LUMEN is selling its fiber assets to AT&T, it is unknown if they will have a business need to keep them. If there are any involuntary announcements, we will address any contracting that is going on. The company has to follow Article 19 regarding the contracting of work if there is going to be a center closure or involuntary layoff.

Pension Questions

Does the Mobility contract offer a pension?

Yes, it is a cash balance Program, similar to LUMENs ABF Pension plan.

What happens to my LUMEN pension and 401K If I take the position? Will the 401k will be transferred to ATT or if I will have to get it rolled over to my personal IRA? Will my pension carry over or will that need to be rolled to my IRA or do we lose that all together?

Any pension (pre 2009 and after) remains vested; you will start a new one at AT&T. They can consult with a financial advisor on what to do with their pension and 401k

AT&T did not obtain any of the pension assets as part of the sale, and there is no pension portability. There are two separate plans, two different employers. You do not lose your pension or 401K. You would start a new pension and 401K at AT&T. They are separate companies with separate plans. How to handle rollovers or withdrawals etc, should be discussed with your financial advisor.

If pension eligible, can we start drawing our pensions if we accept an offer with AT&T?

AT&T is a separate company. If you are pension-eligible, you can start collecting your pension even if you are working for a different company.

At what age can we draw on our pension without a penalty?

There are different factors that come into play on this. Please refer to the Pension SPD or call the pension center to get a correct answer for your situation.

Short-Term Disability

What if we are on an approved short-term disability case at the time of transaction close?

According to the Company's FAQ, STD ends at the date of the separation.

If a member is out on short-term disability, when is their job offer response due?

All employees' responses are due on October 28th.

Outstanding Questions

Will we stay with my current local or be moved to a different local if I work for Mobility?

That is being reviewed.

Lumen keeps stating that we will be considered Lumen employees until the close of the sale. The offer, however, states that we would be AT&T employees starting 01/01/2026. Which is correct?

We are getting clarification on that. LUMEN was not aware that the Customer Ambassadors were given that start date. We will let you know what we find out.

From what I understood from someone, the remaining QF accounts that are NOT going to AT&T will be converted back to GPON? I know that companies try and scare us, but do we have any info if we decline, what kind of position we would be placed in, WFH, back to office, would have to move, etc?.

We do not have that answer. We have asked LUMEN who will be doing the GPON work and the remaining work in the wire centers that are not being sold. We are waiting for them to get back with us.

Where are the customers that are not going to AT&T going, and who will be taking those calls?

We have asked LUMEN this question.

Is Lumen moving Quantum Fiber contractors over to AT&T?

That is a good question; we do not know what AT&T or LUMEN's plans are around the contractors.

How many openings are there for each title going to AT&T?

All we know is that they are offering to take 108 CSAs. We do not know if they actually need that many or if they will need to hire more PSCs to perform the fiber work.

We have coworkers who will get their final pay scale wage increase this November, yet they have received an offer from AT&T at the pay they are currently receiving, resulting in a pay cut with AT&T. Will this be addressed?

We were not made aware of it until the call, but based on what was discussed, it is being addressed. If this is not cleared up please let the local know so we can escalate this issue to AT&T.

Can we take an already canvassed vacation with us to AT&T?

Pat is checking on that. We do not know if they will honor it or not.

How long is the training?

We don't know that yet

How long do we have to be in the current position before applying for another one?

Question for Pat if these people would be held to time and title

Is there a probationary period?

We will check with Pat

Will Customer Ambassadors be required to pass a drug test for the PSC title?

One of the locals reached out to AT&T HR, and they were advised it would not be required.

How do I get a hold of AT&T HR for LUMEN employees moving over

Their email is g09081@att.com>

Upcoming Lumen Negotiations - 60 Days Post Ratification

What can you reveal about increasing the age and seniority to get toward pension eligibility?

This is one of the topics that LUMEN has agreed to discuss when we negotiate increases to the EVSPP letter. We are in the process of setting up a meeting.

Falsehood

Lumen said that departing employees get 36 months of educational benefits. If so, what are the rules?

This is not true

Resources

- Orange Mobility Contract: [Q-119 Attachment 1 att_mobility_orange_contract.pdf](#)
- Orange Contract Health Care Plan: [Health plan.pdf](#)
- Orange Attendance Guidelines: [Attendance Guidelines - Mobility Consumer CS - Trial Mobility Orange \(eff 08-21-22\).pdf](#)
- AT&T FAQ: [FAQ.pdf](#)
- Lumen Pension Plan: [Q-119 Attachment 4 2020 Qwest Pension SPD final.pdf](#)
- AT&T Pension Plan: [Q-119 Attachment 3 20250711 - SPD - Bargained Cash Balance Program #2 of the ATT Component Part of the ATT Pension Benefit Plan - NIN 78-74506 \(1\).pdf](#)
- Job Description: [PSC-WFH.pdf](#)

Disclaimer: This information is provided for general guidance only. The provisions of the governing documents, collective bargaining agreements (CBA), and any future amendments or changes will take precedence.