

October 7, 2012

LOTC 9h

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

RE: ESTABLISHMENT OF PREMISE TECHNICIAN JOB TITLE

Dear Mr. Roberts:

The Company will introduce a new job title by this Letter of Agreement – Premise Technician. The work functions that may be performed by Premise Technician positions may overlap and/or be shared among other represented positions that include but are not limited to Network Technicians, Broadband Technicians and Assistant Technicians. Work inside the home or small business is not exclusive to Premise Technicians but may be performed by other job titles referenced herein.

Premise Technicians will perform work at the consumer or small business customers' premises that falls on the Customer-side of the network interface connection/block (i.e., Subscriber Network Interface (SNI) or Network Interface Device (NID)). Such work may include the following work functions:

- Installation and maintenance work inside the home or business location for voice, broadband, IPTV, data and other services that target consumer and small business market segments.
- Testing, trouble isolation and analysis, as well as installation, rearrangement, reconfiguration and/or terminating of inside wire on the Customer-side of the SNI/NID.
- Setup, installation, modification or removal of associated devices including the hardware and software such as but not limited to: IPTV set top boxes; modems; computers; printers; peripherals; wired/wireless devices; video recorders; in-home networking; other communications, entertainment or security devices; and other customer premises equipment.
- Customer education on various products and services, features, functionality, settings, configuration, remote control operation, etc.

Work that falls on the Network-side of the SNI or NID for consumer and small business segments that connect to remote terminals, central offices and other distribution devices will be primarily performed by Network Technicians and Broadband Technicians, which typically includes the installation and maintenance for voice, broadband, IPTV, and data services, unless otherwise permitted under this Letter of Agreement.

There may be incidental occasions where Premise Technicians work together with other support resources and technicians, including Network Technicians and Broadband Technicians to resolve customer installation and maintenance issues. On those occasions, where higher rated work is assigned to the Premise Technician, the Daily Upgrade Differential shall apply, pursuant to Article 7, Section 7.3.

It is also understood by the parties that the Company anticipates that Premise Technicians may be placed into the Installation and Repair/Maintenance workload and assigned higher rated work on the Network-side of the SNI/NID, which is work typically performed by Network Technician or Broadband Technicians. In situations where the Company assigns Premise Technicians to work on the Network-side of the SNI/NID without the assistance of a Network Technician or Broadband Technician, the Temporary Upgrade Daily Differential shall apply, pursuant to Section 7.3, for assignments up to **three hundred twenty hours (320) annually**. **Work assignments of this nature that exceed 320 hours annually** shall be subject to a \$4.00 hourly differential in lieu of the Temporary Upgrade

Daily Differential. Work assignments outside of an employee's job title shall be treated in accordance with Section 7.3, unless otherwise modified by the terms of this Letter of Agreement.

The Company plans to utilize the Premise Technician in metropolitan areas such as: Phoenix, AZ; Denver, CO; Salt Lake City, UT; Minneapolis/St. Paul, MN; Seattle/Tacoma, WA; Portland, OR/Vancouver, WA; and the surrounding areas of such locations. In addition, as the Company deploys the Prism product (IPTV) or other new products or markets it determines appropriate that expands the use of the Premise Technician job title beyond the above identified locations, the Company shall provide a minimum of thirty (30) days notice to the Union. The Company, at its sole discretion, will determine the appropriate location(s) and timing of deployment when introducing the Premise Technician job title.

This Letter of Agreement sets forth the terms of the agreement between the parties.

1. Wages: Premise Technician

Wage Scale 8A

Title List: Premise Technician

	<u>Zone 10</u>	<u>Zone 20</u>
Pension Band	107	107

Wage Step	Zone 10		Zone 20	
	Hourly	Weekly	Hourly	Weekly
Start	\$16.05	\$642.00	\$15.75	\$630.00
6 months	\$16.70	\$668.00	\$16.35	\$654.00
12 months	\$17.35	\$694.00	\$17.00	\$680.00
18 months	\$18.00	\$720.00	\$17.65	\$706.00
24 months	\$18.65	\$746.00	\$18.30	\$732.00
30 months	\$19.35	\$774.00	\$18.95	\$758.00
36 months	\$20.00	\$800.00	\$19.60	\$784.00
42 months	\$20.65	\$826.00	\$20.25	\$810.00
48 months	\$21.70	\$868.00	\$21.30	\$852.00

2. Time-in-Title / Location:

The Time-in-Title and Time-in-Location for Premise Technicians shall be as follows:

<u>Time-in-Title</u>	<u>Time-in-Location</u>
24 months	15 months

3. Health and Welfare Plans

Pension Band – The following pension bands will apply for the Premise Technician job title, unless otherwise covered by the Account Balance Formula (ABF), based on date of hire, rehire or transfer under the CenturyLink National Self Nomination Transfer Plan for employees who fill these positions.

Zone 10 – Pension Band 107
Zone 20 – Pension Band 107

Premise Technicians shall be eligible to participate in and vest, where applicable, in the employee health and welfare benefit plans available to other represented employees who are covered by the Qwest/CWA Agreement on the same terms and conditions as those plans currently provide or otherwise as negotiated by the parties.

4. Test Screens and Assessments

The Company will establish the appropriate test screens and assessments for the Premise Technician job title.

5. Temporary Upgrade Daily Differential

Premise Technicians shall not be eligible for the Temporary Upgrade Daily Differential, pursuant to Article 7, Section 7.3 when performing work inside the consumer or small business customers' premises that may have been or currently is performed by Network Technicians or Broadband Technicians.

6. Uniform Program

Premise Technicians shall participate in the Uniform Program on a mandatory basis, pursuant to the terms of the parties' Letter of Agreement in Addendum 3 titled, "Uniform Program."

Upon execution of this Letter of Agreement, the Company will integrate the relevant components of this Agreement for inclusion into the parties' 2012 collective bargaining agreement, where applicable, including but not limited to:

- Addendum 5 - Titles
- Addendum 7 – Wages
- Addendum 8 – Pension Bands

The Company will begin utilizing the Premise Technician job title as soon as practical following the execution of this Agreement.

Sincerely,

Michael G. Lynch
Director – Labor Relations
CenturyLink

Concurred: Reed W. Roberts
Assistant to the Vice President
Communications Workers of America