



Communications Workers of America, AFL-CIO

District 6 Arkansas, Kansas, Missouri, Oklahoma, Texas

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July 23, 2015

TO: Local Presidents (AT&T SW Only)

FROM: Claude Cummings, Jr., Vice President

CCJ

SUBJECT: Company Responses to CWA Questions Regarding DirecTV Acquisition

As you will recall, I had previously advised that the CWA Legal Department was sending an information request to AT&T relative to the Company's pending acquisition of DirecTV and the resulting impact it will have on our members. Attached is the list of questions submitted to the Company as well as their responses to them. While this issue will be discussed further at the upcoming District 6 Conference, I wanted to provide this information to you as I received it.

/at

C: D6 Administrative Staff
D6 Staff Representatives

Company Responses to CWA Questions Provided July 15, 2015

AT&T provides the following responses to questions based on available information. AT&T provides these uniform responses to CWA subject to its right to amend, modify and supplement answers. Objections are not waived by providing responses below. Company may subsequently object on any legal ground including but not limited to relevance, overbroad, subject is or is not covered by terms of a current collective bargaining agreement, matter is proprietary and confidential subject to terms of a valid nondisclosure agreement by law, waiver (express and implied), and consent.

General information about the DirecTV acquisition and its impact on Bargaining Unit work

1. Provide all documentation relevant to the business plan and its execution that may affect bargaining unit members, including portions of the agreement between AT&T and DirecTV that describe or outline in way the work, the organization of work, the compensation, and other matters that will affect employees of AT&T and DirecTV.

The merger agreement is publicly available as it was attached as Annex A to a Form S-4 Registration Statement that AT&T Inc. filed on July 1, 2014 with the SEC. Below is a link to the publicly available document in EDGAR:

<http://www.sec.gov/Archives/edgar/data/732717/000119312514256347/d750736ds4.htm>



01. Public Interest
Statement Redacted

Please also see the FCC docket for matters filed as AT&T and DirecTV, MB Docket 14-90

<https://www.fcc.gov/transaction/att-directv>

Please also see investor relations websites sites for AT&T and DirecTV

<http://www.att.com/gen/landing-pages?pid=5718>

2. Provide information and documentation of the coverage area encompassed by DirecTV including geographic description, population covered, and numbers of current customers

DTV link, <http://investor.directv.com/investor-relations> contains public information outlining number of subscribers in its quarterly reports and additional information listed under its “Our Company” link located at the bottom of this web page.

3. Describe how DirecTV will interface with services offered by AT&T including U-Verse, wireless and traditional wireline.

Marketing and sales plans are currently in development.

4. Will AT&T continue offering U-verse to new and existing customers?
How will the DirecTV acquisition impact the bundle offered by AT&T?
Will DirecTV replace or substitute for U-verse in any areas?

Current sales plan will allow for customer choice regarding their TV delivery platform where choice is available. Detailed marketing plans have not yet been released.

5. Will AT&T provide internet service over DirecTV satellites?

There are no current plans to offer satellite based internet access.

6. Will AT&T fixed wireless broadband be offered in conjunction with DirecTV services?
Will it be offered as a substitute for any non-U-verse broadband currently provided by AT&T? Will it be offered as a substitute for any U-verse service currently provided by AT&T?

Marketing and sales plans are currently in development.

7. Will there be an employee discount for DirecTV subscriptions?

Plans are being developed to offer employee discounts of services enabled by the DTV technology platform.

Impact of DirecTV Acquisition on Premise Technician/Wire Technician Work

8. Provide a detailed description of the work and duties associated with DirecTV Techs/Wire Techs which will be expected to perform. Provide a list of job titles and the scope of work for each title for DirecTV employees currently performing this work.

Premises/Wire Technicians may be expected to perform the installation and repair of digital broadcast satellite television service. This includes placement of the outside dish assembly and set top boxes. Information regarding DTV operations will be provided appropriately and at such time as prescribed under the CCN (Card Check Neutrality) agreement.

9. Describe in detail, including training, methods and practices, the transition of this new work to the Premises Technician/Wire Technician title.

Premises/Wire Technicians are receiving classroom training over the course of a week covering the installation and repair of outside dish assemblies, home wiring and set top boxes supporting digital broadcast satellite television service. Technicians are also being trained on additional safety procedures including the carry and placement of a 36' ladder, installation and testing of ladder locks, transitioning onto the roof using the Gravitech fall protection system and ascending ladders with an outdoor dish assembly. Each technician will also be provided two ride days with another trained AT&T employee to perform this

work in actual field conditions. Methods and Procedures are still being developed and are not available at this time.

10. What type of work load is anticipated? What are the anticipated hours of work and scheduling requirements?

Any work load volumes anticipated would be based on sales forecasts and projections which have not yet been released.

11. Describe in detail the plans for a single-truck-roll to accomplish current AT&T and new DirecTV work to be conducted by Current AT&T Prem Techs/Wire Techs. What will the employee role be under these new circumstances?

Plans for operations as described are currently in development. When customers order bundled service that includes digital broadcast satellite video combined with AT&T broadband service the order may be installed via a single dispatch by a trained AT&T Premises/Wire technician. Orders for stand-alone digital broadcast satellite video will continue to be installed by the same work forces for satellite services used by DTV today, including DTV employees, contractors and agent resellers.

12. Who will bury the coax from the dish to the house if not mounted on the house?

At this time the Company will use existing practices/process for this work in each region.

13. What will be the policy for digging the hole for the post or structure to hang the dish on?

When using a pole mount which requires digging a hole, we will follow all local municipality requirements around cable locates prior to digging.

14. Will new equipment be required for Prem Techs/Wire Techs to perform work currently done by DirecTV employees? Describe the equipment.

In addition to similar equipment used today to deliver video services, new equipment necessary to perform digital broadcast satellite video work may include the following: outdoor dish assembly and mounting hardware, set top boxes, coax cable splitters, AIM meter, inclinometer. Various tools may include a ratchet with varying socket sizes, wrenches, pliers, drill bits and 36' ladder. Additional safety equipment may include ladder locks and use of the Gravitech fall protection system.

15. Where will the techs put all the extra equipment they will be carrying?
How will the technicians carry the equipment needed in the transit vans?

Technicians will carry all necessary equipment in Company vehicles.

16. Will AT&T Prem Techs/Wire Techs be required to do installations in locations where there is no AT&T wireline? Not AT&T wireless contract? How will the company handle the workload in the non U-verse green areas?

In locations where there is no AT&T wireline, current plans are to continue to utilize the same work forces for satellite services used by DTV today, including DTV employees, contractors and agent resellers.

In non U-verse green areas, current plans will be to handle the work load in non U-verse green areas in the same manner utilizing the same work forces as is performed today.

17. Who will perform work outside of AT&T territories? AT&T employees? DirecTV employees? Contractors?

Current plans are to continue to utilize the same work forces for satellite services used by DTV today, including DTV employees, contractors and agent resellers.

18. Will there be time studies done to decide how much time is required per job?

Yes, we currently are developing estimated times, based on DTV experience, that will initially be used at launch. We may adjust estimated times in the future based on additional time studies when completed.

19. Will techs be under a new evaluation plan?

The process of technician evaluation are continually improved and modified as necessary which may be changed from time to time. There is no current plan to introduce a new evaluation plan as the result of the DTV acquisition.

20. Provide a list of all metrics and expectations employees will be required to meet.

The process of employee evaluation, including the metrics and expectations employees may be required to meet are continually improved and modified as necessary which may be changed from time to time. There is no current plan to introduce a new evaluation plan.

21. What is the planned increased compensation for the technicians doing this work?

There are no current plans for increased compensation for any technicians performing this work. Work is expected to be performed under existing Prem Tech/Wire Tech scope of work.

Impact of DirecTV Acquisition on Call Center Work and Clerical/Administrative Work

22. Provide an explanation of any impact the DirecTV acquisition will have on AT&T call centers and call center workers.

Plans for how call center work will be handled are currently in development.

23. Will any of the call center work currently performed by DirecTV employees be migrated to AT&T call centers or from AT&T to DirecTV centers? If yes, please elaborate.

Plans for how call center work will be handled are currently in development.

24. Where are DirecTV call centers? How many employees at each center? Describe the type of work performed at each center.

Information regarding DTV operations will be provided appropriately and at such time as prescribed under the CCN agreement. DTV link, <http://investor.directv.com/investor-relations> contains public information and additional information to include call centers is listed under its “Our Company” link located at the bottom of this web page.

25. Will AT&T employees be required to perform the dispatch work for DirecTV orders? Where are the locations for DirecTV dispatch offices?

Plans for how dispatch work will be handled are currently in development. Information regarding DTV operations will be provided appropriately and at such time as prescribed under the CCN agreement.

26. Will any clerical/administrative work currently conducted by DirecTV employees be shifted to AT&T employees? Will any AT&T clerical/administrative work be shifted to DirecTV employees? Describe the work and the work locations. How many employees will be impacted? Will there be any additional clerical or administrative work created as a result of this acquisition? If so, are new hires anticipated?

Plans for how clerical/administrative work will be handled are currently in development. Information regarding DTV operations will be provided appropriately and at such time as prescribed under the CCN agreement.

Training

27. Provide all training timelines and plans for training new and existing premises technicians/wire technicians who will be performing this DirecTV work.

Initial training began on 7/6/15. The plan is to train approximately 750 technicians per week and complete training of our embedded base of technicians by March, 2016. The training organization is working towards incorporating this training into our initial Premises/Wire technician training near the beginning of 2016.

28. Will training be provided in seniority order?

No; a percentage of each garage will be assigned to training based on technician skill sets, experience, work load, schedules and other factors.

29. Are the trainings pass/fail?

Not at this time, currently once the tech completes training it is assumed he/she is proficient.

30. Will the company eventually migrate this training to the core techs?

Do you foresee any additional training for core techs related to the DirecTV acquisition?

At this time, there are no current plans to train core techs to install satellite TV. There are no current plans for additional core tech training.

DirecTV Employees

31. Provide a listing of all job titles, job functions, headcounts, work locations, and rates of pay for DirecTV employees.

Information regarding DTV operations will be provided appropriately and at such time as prescribed under the CCN agreement.

32. Will the DirecTV techs be included in AT&T's performance tracking program?

There are no current plans to do so.

33. Provide a descriptive list of all benefits offered to DirecTV techs and call center workers. Include any contributions and out of pocket costs required of employees.

Information regarding DTV operations will be provided appropriately and at such time as prescribed under the CCN agreement.

34. Will work in rural areas be done by DirecTV employees or contractors? Provide a listing or map of areas where DirecTV employee or contractors will continue to perform their work.

Current plans are to continue to utilize the same work forces for satellite services used by DTV today, including DTV employees, contractors and agent resellers. Information regarding DTV operations will be provided appropriately and at such time as prescribed under the CCN agreement.

35. Will AT&T eliminate the contractors currently performing work for DirecTV? If contracted work will continue to any degree, provide the location, the name of the contractor, they number of employees.

There are no plans to eliminate contractors at this time. Information regarding DirecTV operations will be provided appropriately and at such time as prescribed under the CCN agreement.

36. Will DirecTV employees and AT&T employees work in the same geographic area?

As they do today, we do anticipate that some DTV technician may work in part of the same general geographic area as some AT&T employees.

37. Please identify the locations of DirecTV garages (or other technician workforce report locations). Are there any plans to close any of these locations?

Information regarding DTV operations will be provided appropriately and at such time as prescribed under the CCN agreement.