

FAQs for RSCs

Customer Service Rep (WFH)/Premier Svc Consultant (WFH)

[General Questions](#)

[Load Balancing Questions](#)

[Work from Home Questions](#)

[Process of Accepting or Declining the Offer](#)

[Accepting the Job Offer](#)

[Declining the Job Offer](#)

[Severance Questions](#)

[Benefit Questions](#)

General Questions

Why are we closing retail stores?

We have a multiyear plan to transform our business and operating model in order to be a leaner, more agile company. After evaluating our portfolio, a decision has been made to close your store as an AT&T owned ATTR location. As a result, your store will cease operations as an ATTR location and all positions in the store are being eliminated.

When will my store close?

For the stores scheduled in November, they will close no later than November 18, 2020. For the stores scheduled to close in December, we anticipate that they will close during the first half of the month. Once exact dates have been finalized, employees will be notified.

What if my store closes early in November? What will I do between then and my last day November 18th?

Prior to the official surplus notification, we will be going through the load balancing process until October 12, 2020. Any RSC remaining at the closing location (who has not been reassigned to an open store or who has not secured another job offer) will receive their official surplus notification on October 19, 2020 which will also include a job offer for a call center Work From Home position.

Load Balancing Questions

What is load balancing?

It is the process of moving RSCs from a store that is either over headcount or is closing to a nearby store that is under headcount.

How does it work?

Qualified RSCs in the store that is either over headcount or closing, will be given the opportunity to select another work location from available locations, as determined by management, based on their seniority.

How far could the store I'm load balance to be from my current store location?

We will only be load balancing at stores that are within 35-miles of your current store location.

What happens if no one in the store wants to go to the other store?

Per the Labor Agreement, reverse seniority will be used to identify the RSCs who will move to the other store.

If I am moved to another store because my store is closing, will I still get the WFH job offer?

No, the WFH offer will only go to those in surplus status on October 19th. If you are moved to another store to fill an open RSC position, you would not be eligible for the WFH job offer.

Can you show an example of how it works?

Below are various scenarios for a closing store with five RSCs:

Scenario 1: There are three nearby stores that have five openings between them. The most senior RSC in the closing store will select which store s/he wants to move to and then the next most senior RSC will select until all RSCs are placed in their new store. As a result, no RSCs in the closing store will get a surplus notification or a WFH job offer.

Scenario 2: There are three nearby stores that have three openings between them. The most senior RSC in the closing store will select which store s/he wants to move to and then the next most senior RSC will select until all three RSCs open position are filled. As a result, two RSCs in the closing store will get a surplus notification and the WFH job offer.

Scenario 3: There are three nearby stores that have three openings between them. The most senior RSC prefers the WFH option and elects not to move to another location. Then, a less senior employee would be selected to move to the new location.

Scenario 4: There are no nearby stores that have openings. All RSCs in the closing store will get the surplus notification and WFH job offer.

Scenario 5: There are no nearby stores. All RSCs in the closing store will get the surplus notification and WFH job offer.

Will discipline affect the load balance process?

No, the load balance process will go in seniority order regardless of any active discipline.

What happens if an RSC that is more senior is on vacation?

We will wait until that person returns.

What happens if a more senior RSC is out on STD or LOA?

We will go in seniority order with all active RSCs.

If I am moved to another location through load balancing, will that affect my time in title?

No, your time in title at your closing location will follow you to your new location.

Will my seniority be affected by moving to a new location?

No, your NCS or Net Credit Service date determines your seniority.

[Work from Home Questions](#)

What will the Job Offer be?

Subject to certain qualifications, you will receive a job offer under the terms and conditions of the Employment Security Agreement (ESC), as it applies to your Regional Labor Agreement. The Job Offer will be for a Customer Service Rep (WFH) in states covered by the Black and Orange Regional Labor Agreements or a Premier Svc Consultant (WFH) role with those states within the Purple Regional Labor Agreement.

If I don't meet the internet requirements at my home, can I work from a nearby store?

If you are unable to secure adequate internet coverage (6Mbs or greater) at home, or otherwise do not meet the qualifications associated with the work from home role, you are not eligible for this position.

If my home internet isn't fast enough, can I use a hot spot to connect?

No, LAN access to the internet with 6Mbs or greater is a requirement.

Will I be reimbursed for using my internet services and office supplies if I work from home?

In accordance with state laws, employees who live in California, District of Columbia, Illinois, Iowa, Montana, New Hampshire, North Dakota and South Dakota AND are qualified for and accept the position to work from home can receive a partial reimbursement for high-speed internet services as outlined below:

- **Internet**
 - Employees performing the work from home position are eligible for a 50% reimbursement of their high-speed internet bill if they reside in one of the aforementioned states.
 - Employees outside of these states are not eligible for internet reimbursements.

Out-of-pocket expenses for office supplies are not eligible for reimbursement. Talk with your supervisor about picking up or ordering supplies if needed.

What shift would I be assigned?

Employees must be able to work any hours that the virtual call centers are open. The CSRs/PSCs WFH positions will all participate in the schedule bidding process as set forth in their applicable labor agreements. Current hours of operations, subject to change at the discretion of the Company, are:

- 7am to 9pm CST Monday through Friday
- 8am to 9pm CST Saturday and Sunday

If I accept the offer, do I have the ability to relocate to any part of the US and continue to work from home?

Employees are only allowed one approved home location and must live and work within the geographic boundaries of their respective Mobility labor agreement. Employees who wish to move to another labor agreement can follow the process of applying for open vacancies as outlined in the labor agreements. Please refer the Mobility Labor Agreement Region Map here: [Labor Relations - Map of CWA & IBEW Districts](#)

Will we receive a new COU device or should I keep my current COU?

RSCs that accept the Job Offer will keep their current COU device.

I am a part-time RSC and cannot work full-time. Can I accept the offer?

RSCs must meet ALL the listed requirements for the Job Offer. The requirements state that you must be able to work full-time in order to accept the position. Additionally:

- Your home must have internet connectivity of 6Mbs or greater
- You must have a private workspace at your home that has access to: (2) three-pronged power outlets and proximity to the router for a wired connection
- COU device, headset and laptop computer will be provided
- You must have consistent voice coverage on your COU inside your home
- **You must be able to work full time**
- You must accept a Work from Home Agreement inclusive of additional AT&T policy requirements

[Process of Accepting or Declining the Job Offer](#)

How do I accept the Call Center Job Offer?

On November 4, 2020, you will receive an email from the Mobility Retail Human Resources Mailbox. The terms and conditions associated with the CSRs/PSCs WFH job offer will be set forth therein. You will have 24-hours to accept or reject the offer. To accept, review the qualifications, and if you meet them simply reply "I ACCEPT" to the emailed offer.

What if I never receive the Job Offer email?

If you haven't received the Job Offer by 5pm CST November 4, 2020, please contact Mobility Retail Human Resources at G12327@att.com.

Can I change my mind after I reject the Job Offer?

The **Customer Service Rep (WFH) or Premier Svc Consultant (WFH) Job Offer is a one-time offer under the ESC.** It is very important that you weigh all your options before responding. A tracking report will be pulled at close of business (6:30 pm PT) on November 5, 2020 which will show your final answer and be the decision on record. If the report shows you rejected the Job Offer and then you change your mind, you will need to apply to an open requisition, interview and be selected for the job prior to your off-payroll date.

I would like to be considered for RSC openings. Can I apply?

You are welcome to apply for any posted position.

What if the RSC is on a step of discipline - will they still get the Job Offer?

All impacted Retail Sales Consultants, regardless of status, will be offered a CSR WFH or PSC WFH position. All current steps of discipline and attendance points that the RSC currently has will move with them if they accept the-Job Offer.

What happens if I do not respond by the deadline?

Unless you were off work for an approved vacation, jury duty, bereavement, illness, STD or LOA, failure to respond by the deadline will be considered a rejection of the Job Offer. If you were off work due to any of the reasons above, you must respond within one working day after returning to work, otherwise you will be marked as rejecting the Offer.

What if my store is closed and I am on Excused with Pay or Excused without Pay, do I have to respond by November 5th?

Yes, you must respond by 6pm local time November 5, 2020.

I'm on vacation the week of November 4th, can I accept the Job Offer before I go on vacation?

No, you must respond to the Job Offer sent on November 4, 2020. If you're out on approved vacation, you must respond to the Job Offer within one working day from the day you return to work. For example, if you are on vacation November 2 through the 8th, returning on November 9, 2020, you have until November 10, 2020 to accept/decline the Job Offer by responding "I Accept" or "I Decline" to the Job Offer email.

What if I am on PTO/LOA/STD November 4th and 5th, can my manager or someone else accept the Job Offer on my behalf?

No, acceptance or rejection of the Job Offer must come from the employee. You will have one working day to respond to the November 4, 2020 Job Offer upon your return to work.

How much time will the RSC get to make his/her decision if she/he was on LOA/STD during the notification and Job Offer period?

RSCs on LOA/STD at the time of the November 4, 2020 Job Offer, will get the detailed information about the CSR WFH or PSC WFH position as soon as they return to active status. The formal Job Offer will then be extended 16 days later, and they will have 24-hours to accept or decline the Offer.

What if I receive the Job Offer and go out on STD or LOA, do I need to accept or decline the Offer by November 5th?

Any active employee who receives the offer on November 4, 2020 MUST respond by November 5, 2020. Failure to respond by November 5, 2020 will be considered a rejection of the Job Offer.

What if I forget to respond by the deadline?

RSCs were notified on October 19, 2020 that a Job Offer would be emailed to them on November 4, 2020 with a deadline to respond by November 5, 2020. If you do not respond by the deadline, it will be considered a rejection of the Job Offer.

How will I know my response was received?

A confirmation email of your decision will be sent out on November 6, 2020.

[Accepting the Offer](#)

When will I start the new position?

Employees covered by either the Purple or Black Labor Agreement will start on November 29, 2020. Employees covered by the Orange Labor Agreement will start on November 22, 2020.

Will I have to go through training? When will it start?

Yes, if you accept the Job Offer, you will be scheduled to complete the MSS (Mobility Sales & Service) CSR WFH or PSC WFH training. Additional details will be provided by mid-November.

What will the training cover?

Initial training agendas will prepare RSCs to take MSS calls using mobility call center tools. These will cover the Call Handling Flow, Mobility Call Center Systems, Handling Billing Inquiries, Plan & Feature Changes, Account Status Changes, Troubleshooting Tool and much more!

What if I am on vacation when they schedule the training? Do I need to reschedule my vacation?

No, if you are enrolled for a session that conflicts with your previously scheduled vacation you can request to reschedule. When you receive the Welcome Letter from your trainer just reply and let your trainer know you are on approved vacation the dates you were enrolled in.

What is the attendance policy for the position?

The attendance guidelines for the CSR WFH or PSC WFH positions can be found within each Regional Labor Agreement.

[AT&T Mobility and Business Customer Service Attendance Guidelines Orange](#)

[AT&T Mobility and Business Customer Service Attendance Guidelines Mobility Black](#)

[AT&T Mobility and Business Customer Service Attendance Guidelines Purple](#)

Where can I find information on applicable wages for the new position?

The CSR (WFH) and PSC (WFH) are new positions so the wage tables are not in the found labor agreement. The wage table for these new positions will mirror the current wage tables for the Customer Service Representative I (CSR I) position for the **Orange** and **Black** Labor Agreements and the Premier Service Consultant (PSC) wage table for the **Purple** Labor Agreement.

- **Mobility Orange (CWA Districts 1, 2-13, 4, 7, 9)** [AT&T Mobility Orange Labor Agreement](#)
- **Mobility Black (CWA District 3)** [AT&T Mobility Black Labor Agreement](#)
- **Mobility Purple (CWA District 6)** [AT&T Mobility Purple Labor Agreement](#)

Are there examples of how the CSR WFH or PSC WFH wages will apply to me?

Per Article 19, the RSC At-Risk as outlined in the Commission "At Risk" Letter of Agreement (LOA) in your respective agreement, \$10,250 per year will be converted to a weekly amount and applied to the RSC employee's current weekly rate prior to slotting. This means that for a Full Time RSC, \$197.12 will be added to the current weekly pay before moving to the CSR I/PSC wage table for the first year in this position. The \$197.12 adjustment is prorated for Part Time Employees. After adjusting your weekly pay, you will be placed on the Customer Service Representative I (**Orange/Black** Labor Agreements) wage step or Premier Service Consultant (**Purple** Labor Agreement) closest to but not less than your current wage step. If your adjusted wage is over the top step of the applicable wage table, you will be pay protected for 1 year, after which will you move to the top of the applicable wage table.

- **Mobility Orange (CWA Districts 1, 2-13, 4, 7, 9)**
 - RSC top pay for 2020 = \$812.50
 - CSR WFH top pay for 2020 = \$818.00
 - Example: Sara is on step 7 on the RSC wage table, \$586.50. $\$586.50 + \$197.12 = \$783.62$. She would move to the CSR I wage closest to but not less than her adjusted weekly rate of \$783.62 to Step 13 at \$812.50.
- **Mobility Black (CWA District 3)**
 - RSC top pay for 2020 = \$803.50
 - CSR WFH top pay for 2020 is \$783.50
 - Example: Sara is on step 7 on the RSC wage table, \$606.50. $\$606.50 + \$197.12 = \$803.62$. Since Sara's adjusted wage is over the top of the CSR I wage table, she would be pay protected for one year at \$803.62 at which time she would be placed on the wage table for 2021 at \$801.00.
- **Mobility Purple (CWA District 6)**
 - RSC top pay for 2020 is \$831.00

- PSC WFH top pay for 2020 is \$830.50
- Example: Sara is on step 7 on the RSC wage table, \$578.50. $\$578.50 + \$197.12 = \$775.62$. She would move to the PCS wage step closest to but not less than \$775.62 which is step 11 \$786.50.

Can you tell me how a part-time RSC would figure out their wage if they accept the job offer?

The key is to know what step you are on currently. Follow these steps below to calculate your new wage step:

Example based on the **Orange** Labor Agreement:

- To determine your wage step, multiply your HOURLY rate by 40 hours:
 - RSC's hourly rate is \$16.35
 - $\$16.35$ hourly rate X 40 hours per week equals \$654 which is Step 9 on the RSC wage table
- The \$197.12 incentive per week is prorated for part-time employees and based on average hours worked
 - Average hours worked calculation is done twice a year (April and October)
 - April calculation is the average of weekly hours from October-March
 - Your HRBP can give you your average hours worked
- If an employee works 20 hours per week, they would get 50% of the \$197.12 added to their current RSC weekly wage
 - (40-hour work week divided by 20 hour work week equals 50%)
 - $\$197.12 \times 50\% = \98.56
 - $\$654 + \$98.56 = \$752.56$
- This employee would be placed on step 12 in the 2020 CSR wage table: \$773.50

If you have additional questions, please contact your HR Business Partner.

If I accept a role within the new title when will I receive a wage step increase?

Wage step progressions will be applied six months after your CSR WFH or PCS WFH job title effective date. For example, if the effective date of your CSR WFH role is November 22, 2020 your next wage increase, if you are not at the top of the wage scale, would be May 22, 2021.

If I am part-time and I accept the full-time offer, what additional PTO will I receive?

A part-time employee moving to the CSR/PSC WFH in a full-time position would get the full full-time allotment for the 2020 year MINUS any time already taken. (Full-time allotment can be found in Article 22 in the appropriate Labor Agreement: [Link to Mobility Labor Agreements](#))

Will I be able to take a vacation that has already been approved?

If you are qualified for and have accept the new position you will be allowed to take approved vacation business as usual. Once you start the new position you can discuss any scheduled and planned PTO with your new supervisor.

What if I accept the guaranteed Job Offer, move into the new position and then decide it's not a good fit for me - can I apply for other positions?

Time in title requirements will be waived until December 1, 2021 for employees who accept the CSR WFH or PCS WFH position. Employees may apply for other positions during this time.

What if I turn down the guaranteed Job Offer and accept a different position? Will time in title requirements be waived too?

No, the time in title requirement will only be waived for RSCs who accept the WFH position.

Will we have the option to be a part-time CSR?

No, Mobility Sales & Service Centers do not have openings for part-time CSR WFH or PSC WFH roles.

I am a part-time RSC. If I accept the CSR job offer, will my seniority be based on my hire date or the date I start as a full-time CSR?

Accepting the CSR (WFH) will not impact seniority.

If I accept the CSR job but see an RSC job is posted. If I apply will I get priority?

No, if you accept the CSR WFH job you no longer fall within the parameters of Article 14 of your labor agreement and would not receive priority placement.

[Declining the Offer](#)

Can I look for another job in the Company anytime?

Impacted RSCs can look for available opportunities at any time. However, if they don't accept the Job Offer by the November 5, 2020 deadline you will remain in surplus status under the terms of Article 14 of your labor agreement. Under those terms, if you do not secure another position by November 18, 2020 you will be released.

Can I apply for other bargained positions outside of Mobility?

Yes, via the National Transfer Plan (NTP). NTP information can be found at the following link: [National Transfer Plan \(CWA\)](#)

Employees should contact their Pension provider and Benefits for any impact to their current entitlements.

If I do not accept the Job Offer and leave AT&T, and they post RSC openings later – do I have priority as a surplus employee over a former RSC who accepted and is currently in the CSR/PSC position?

Black/Orange Labor Agreements: A former surplus employee would be given priority consideration over an off-street applicant – not over a current active employee. There is not a placement guarantee.

Purple Labor Agreement: Per Article 14, Sec 5 – Yes, former employees will be considered prior to internal applicants, except for employees currently in surplus status. Active surplus would be considered first if qualified. There is not a placement guarantee.

What if the RSC is on a step of discipline, will they be able to apply for a different position in the company?

If you decline the Job Offer and apply for any Lateral or Downgrade position in your current bargaining unit for which you are qualified, any active discipline will not disqualify you. However, any active discipline and attendance points will stay with you as you move to the new position.

If you are applying for jobs other than those described above, you will not be disqualified from bidding on open positions. If you are offered a new position, any active discipline and attendance points will stay with you as you move to the new position.

If I accept another position with AT&T, do I still get the severance package?

No, severance is only available for employees who separate from the company.

If I take another job within the company, will I be required to stay in that position for a year before I can transfer to another job within the company?

Yes. The Mobility Labor Agreements have time-in-title provisions which require you to be in your job title for twelve (12) months before you are afforded the opportunity to apply for posted vacancies.

If I decline the Job Offer, when is my last day?

Your last day on payroll will be November 18, 2020.

If I decline the Job Offer and want to leave before November 18th, can I?

You can request an earlier off-payroll date by sending an email to the Mobility Retail Human Resource mailbox g12327@att.com five business days prior to the requested date to allow time to process your separation and final paycheck. Any request to leave early will be subject to BU approval.

Do I have to wait until I receive the Job Offer to decline and get my severance?

No, if you want to leave prior to receiving the formal Job Offer, you can email the Mobility Retail Human Resources mailbox g12327@att.com and request an earlier off payroll date. We will need five business days' notice to process your separation. In this case, you are still severance eligible. Any request to leave early will be subject to BU approval.

What is my schedule and job duties between now and my off-payroll date?

There will be no changes, you will remain in your current RSC role and work the schedule posted until your last day on payroll.

How will I be paid during the 30-day surplus period? What about commission?

You will be paid your base salary plus 100% of your target incentive or ACTUAL commission – whichever is highest. Commission will be prorated if you leave the company earlier or take another position.

Will I get paid out for any unused PTO or EWP?

You will be paid out any remaining unused time in accordance with the terms of your applicable Labor Agreement and/or state law.

Where can I view how much unused vacation time I have banked?

Your supervisor can work with a Group Time Reporter or HRBP to obtain a 1030 report, which will show all banked time in eLink.

What payrate will be used to payout unused or banked vacation time?

Vacation time is paid out at the employee's current hourly rate at the time of termination.

When will I get paid for my unused vacation time?

Any pay in lieu of vacation time you are eligible for will be paid out on your last paycheck.

If I took more vacation that I accrued, will I have to pay that back?

No.

Will I be able to file for Unemployment Benefits if I am severed from AT&T?

The state determines an employee's eligibility for unemployment benefits; however, the company will not contest your claim for benefits as part of this surplus process.

Will employees be eligible for outplacement services?

No.

Severance Questions

How is severance pay calculated?

The individual surplus package that the affected employee will receive can be found in their respective CWA Labor Agreements. [Link to Mobility Labor Agreements](#)

- **Orange Agreement: Article 14, Section 5**

Severance Payments. If the Company determines that a surplus exists as described in Section 1. preceding, resulting in the layoff of a regular employee, that employee shall be eligible for a \$700 Severance Payment or payment equivalent to one week's wages (whichever is greater), for each completed six (6) months of Continuous Service during the first year of employment and an additional \$700 or payment equivalent to one week's wages (whichever is greater), for each subsequent completed year of Continuous Service up to a maximum of **\$18,000**.

- **Black Agreement: Article 14, Section 5**

Severance Payments. If the Company determines that a surplus exists as described in Section 1. preceding, resulting in the layoff of a regular employee, that employee shall be eligible for a \$700 Severance Payment or payment equivalent to one week's wages (whichever is greater), for each completed six (6) months of Continuous Service during the first year of employment and an additional \$700 or payment equivalent to one week's wages (whichever is greater), for each subsequent completed year of Continuous Service up to a maximum of **\$18,000**.

- **Purple Agreement: Article 14, Section 4**

Severance Payments. If the Company determines that a surplus exists as described in Section 1. preceding, resulting in the layoff of a regular employee, that employee shall be eligible for a \$700 Severance Payment or payment equivalent to one week's wages (whichever is greater), for each completed six (6) months of Net Credited Service during the first year of employment and an additional \$700 or payment equivalent to one week's wages (whichever is greater), for each subsequent completed year of Net Credited Service up to a maximum of **\$18,000**. Part-time employees will be paid on a pro-rated basis.

Is the severance based off how long the employee was an RSC or their tenure with the company?

Severance is based on tenure with the company with continuous service. See your labor agreement for the definition of continuous service. Click here and go to your respective Labor Agreement: [Link to Mobility Labor Agreements](#)

- Orange and Black: Article 14, Section 5
- Purple: Article 14, Section 4

I have 6.5 years of service in this month. Will my severance be calculated for 6 years or 6 and a half years?

Per the Labor Agreement, severance is based on **completed** years of Continuous Service. [Link to Mobility Labor Agreements](#)

Will I get a letter with the amount of my severance payout?

There will not be an individual letter with your severance payout.

Will the severance be a lump sum?

Yes

Will the severance pay be taxed?

Yes, taxes will be withheld to the extent required by law.

How will my severance be taxed?

To see tax rates for each state go to [HR Onestop / Money / Payroll & Tax Information / General Tax Info & Forms / Supplemental \(Flat\) Tax Rates](#). In addition, employees can call OneStop, ask for payroll and then ask for the tax unit to get a detailed explanation of what taxes will be taken out of their severance payment.

When will I get my severance check?

The severance payout will be made after the notification period ends and the employee is severed from payroll. This payment will generally be made approximately 30 – 45 days after termination unless otherwise mandated by law.

Are any benefit deductions taken out of my severance for medical, dental, 401k etc.?

There are no benefit deductions taken out for medical, dental, 401k, etc. for severance. The only items taken out are taxes, social security and Medicare.

Can any of my severance payment be deferred to my 401K?

No.

If I opt to retire, would I still be eligible to collect the severance pay?

Retirement eligibility and status do not impact your ability to receive severance pay.

If I am laid off and then later secure another position at AT&T, do I have to pay back my severance amount?

No.

If I am terminated for Attendance, Performance or COBC, do I lose my severance package?

You are expected to meet all expectations for attendance, performance and COBC while you are employed at AT&T. If you are terminated prior to your scheduled last day on payroll, you will not be eligible for severance.

Benefit Questions

Who do I contact if I have questions about my 401K and/or Pension?

Employees should contact the AT&T Benefits Center at 1-877-722-0020. Contact information for all benefits can be found on OneStop: [Benefits Contacts](#)

If an RSC is close to retirement age/tenure, what are the early retirement options?

Rules for retirement eligibility and benefits varies for each employee. Each employee needs to view the benefit plan Summary Plan Descriptions and contact the respective service centers for assistance. Contact information for the AT&T Benefits Center (healthcare/ Life Insurance) and the Fidelity Service Center (pension/ savings) can be found here: [AT&T Benefits and Resources - Retirement Guide for Bargained Employees](#) or here: [AT&T Post-Employment Guide - Bargained](#)

Benefit Center	877-722-0020
Retirement/Pension Fidelity Service Center	800-416-2363

How can employees contact the Employee Assistance Program (EAP)?

Optum administers the EAP programs for Mobility employees. Employees may call 866 263-9253 24-hours a day, 365 days a year, or visit www.liveandworkwell.com (access code ATT). Optum provides confidential services designed to help employees cope with personal, family and work problems.

How long will an employee have medical coverage after being laid off?

Currently, benefit coverage will continue through the end of the month in which the employee is severed from the payroll. Please contact the AT&T Benefit Center at 1-877-722-0020 to discuss your individual benefits.

When will employees receive COBRA information and how long do employees have to apply for COBRA?

Employees can expect to receive a COBRA application two (2) weeks after their severance date. Employees have 60 days from the date their coverage ends to enroll in COBRA.

How much will COBRA cost?

This depends on what insurance the employee has and what level of coverage they need. Employees can get specific rates from the Benefit Center at 877-722-0020.

How will tuition reimbursement be handled if schedules overlap with an employee's severance date?

Employees who are already scheduled to receive tuition reimbursement after successfully completing the course prior to being notified they will be impacted by a force adjustment will still be eligible for reimbursement. Employees that are notified they will be impacted by a force adjustment are not eligible to enroll in any new or additional courses and receive reimbursement through the tuition aid program.

Will I have to pay back any tuition aid I have received?

If an employee separates due to surplus, they are not subject to any provisions that require repayment of tuition assistance received during the two years prior to separation.

What happens to any employee discounts I may currently have?

The Employee Discounts and Offers Exit Checklist can be found here: [Employee Discount Program Exit Checklist](#).

What happens to my EMO line?

You will need to convert your EMO line to a customer rate plan.

What will happen to my EMO account or other employee discounts?

Post-employment eligibility for discounts depends on your exit status and your eligibility to participate in post-employment benefits. Specific information can be found here: [Discounts and Offers Exit Checklist](#)

Will I be able to keep my COU number?

No, COU numbers belong to the company.

If I leave AT&T and come back, will I be able to bridge my service?

Questions regarding bridging service can only be determined by Fidelity. You can contact them at 800-416-2363.

How long do I have to wait to be rehired at A&T if I leave with severance?

Employees that are involuntarily laid off can be rehired without a waiting period as long as they do not take a withdrawal from their 401k and/or pension.

If I leave AT&T and take a withdrawal from by 401k and/or pension, does that affect my ability to be rehired?

Yes, you will have to wait six-months to be rehired. The Former Employee Policy and be found here: [Former Employee Policy](#)