

Comm to RSCs with **November** store closures - To be Sent Monday Oct 5

By now you have heard from leadership that your store is closing in November. Here is a timeline of what will happen next and some additional information to answer questions you may have.

What Happens Next:

- Your ARSM will review stores assigned to your location by the Work Force Management team and start the load balance process
- If you move to a new location under the load balance process, your leadership will determine the start date in that location based on the contract, payroll period and your store closure date
- If you move to a new location under the load balance process or accept another AT&T job, you will not receive a surplus notification or a WFH job offer
- You must continue to work in your current location unless the following occurs
 - You are load balanced to another location and your start date is before the store closes
 - You accept another AT&T job and your supervisor agrees to release you prior to your store closure
 - Your store is closed
- After your store is closed, if you have not been load balanced to another location, you may be assigned to work in another store within a commutable distance until the following occurs (provisions of the travel article will apply to a temporary assignment)
 - You accept and start another AT&T job
 - You accept and start the WFH job with Care
 - You leave the company
- Surplus notification - October 19th
 - If applicable, the email will come from Mobility Human Resources mailbox
- Job offer for Customer Service Representative (WFH) (Orange/Black contracts) Premier Service Consultant (WFH) – November 4th
 - If applicable, the email will come from Mobility Human Resources mailbox
- Deadline to Accept/Decline job offer – 6:00pm local time November 5th
- Last day on payroll – November 18th

Resources

- FAQs (attached)
- WFH job description (attached)
- myCSP article 811616 (Store Closure Hub)
- Your leadership, HRBP or the [Mobility Retail Human Resources](#) (g12327@att.com)