IEFS
Home Dispatch Program Management Guidelines
Eff 07/01/2018, version 1.0

This document is specific to Internet and Entertainment Field Services (IEFS) employees and supersedes all previous versions of the AT&T Home Dispatch Program Management Guidelines
Table of Contents

1. Eligibility ......................................................................................................................... 6
2. Participation Conditions ................................................................................................. 6
3. Enrollment process .......................................................................................................... 7
4. Commuting guidelines ................................................................................................... 8
5. Work assignment / schedules ....................................................................................... 8
6. Vehicle storage ............................................................................................................... 9
7. Vehicle use .................................................................................................................... 10
8. Vehicle maintenance ...................................................................................................... 10
9. Administrative responsibilities ...................................................................................... 11
10. Supplies ....................................................................................................................... 11
11. Communications .......................................................................................................... 12
12. Manager's Responsibilities .......................................................................................... 12

Appendix A: Home Dispatch Checklists ........................................................................... 14
   1.1 Field Operations Managers ......................................................................................... 14
   1.2 Field Operations Regional Coordinators .................................................................. 14

Appendix B: Regional HDP Contacts List ......................................................................... 16

Appendix C: Frequently asked questions ......................................................................... 18
   1. How do I participate in the HDP? ................................................................................. 18
   2. Are employees currently in a formal discipline process eligible to participate in the HDP? ............................................................................................................................................ 18
   3. Can an employee opt to leave the HDP once they have signed up? ........................ 18
   4. Does the HDP cause any unique review with respect to current driver's license status? ............................................................................................................................................ 18
   5. Are there any employee related taxes, such as fringe benefit taxes, associated with the HDP? ............................................................................................................................................ 18
   6. Must the Company provided vehicle be parked in a garage at participating employees’ homes? ............................................................................................................................................ 18
   7. Can the vehicle be used for personal business? .......................................................... 18
   8. Can an employee make non-work related stops on the way to or from home, for example to pick up some items from a store? ............................................................................................................................................ 18
   9. Who is responsible for maintenance of the vehicles? .................................................. 18
  10. What is the definition of a tardy? .................................................................................... 18
  11. How will ACATS-VTS reports reflect current measures such as late starts, early returns, out of route? How will ACATS-VTS reflect HDP compliance? .................................................................................................................. 18
  12. What time can an employee leave to go home if, for example, their last job is completed 15 minutes prior to the end of their shift? ............................................................................................................................................ 18
  13. How will work be reallocated in the event of an employee reporting off work, especially the first job of the day? ............................................................................................................................................ 18
  14. What is the policy around bringing a vehicle, tools, or special equipment to a garage location if an employee goes on vacation? ............................................................................................................................................ 18
  15. When a vehicle needs to be left at the garage location for maintenance, how does
18. Are we going to route employees near their home locations? ................................................................. 21
19. When should timesheets be turned in? ........................................................................................................ 21
20. When and how will paychecks be distributed? ............................................................................................. 21
21. Will employees be issued cell phones? How will they communicate with the Dispatch Center or Management? Can they use the GPS phones? ................................................................. 21
22. How will doctor appointments during the day be handled? ......................................................................... 21
23. With Company vehicles being visible in neighborhoods, will there be a formal response for employees when neighbors report trouble and ask for their assistance? ................................................................. 21
24. Will locks be provided for ladders? ................................................................................................................ 21
25. Will WEX card limits change (i.e. dollar amount, frequency per day)? ..................................................... 21
26. If an employee is participating in the HDP, can that employee be on loan to another administrative unit? ......................................................................................................................... 21
27. If an employee has a personal event in town at the end of their shift, can the employee park the Company vehicle at a Company location, have someone pick them up, go to the event, then return to the Company location in the evening and drive their Company vehicle home? ........................................................................................................ 21
28. If, for example, an 8 a.m.-4:30 p.m. HDP employee works overtime (with Management approval) until 5 p.m. at their last worksite, and then drives home and arrives home at 5:15 p.m., how will pay be handled? ........................................................................... 22
29. Can e-mail be used to help with communications and timesheet submission? ........................................ 22
30. Will employees be provided a replacement vehicle and will employees be able to take the replacement vehicle home? ........................................................................................................... 22
31. Will alarms be placed on the vehicles? ........................................................................................................... 22
32. Will employees need to remain in an unsafe area to close their tickets at the end of their shifts, or can they go to another location and still be considered as closing from the prem? ........................................................................ 22
33. What titles will participate in the HDP? .......................................................................................................... 22
34. Are employees with prior Code of Business Conduct (COBC) violations eligible to participate in the Program? .................................................................................................................. 22
35. Must the Company provided vehicle be parked in a garage at participating employees’ homes? ........ 22
36. Is there a limit as to how often an employee can volunteer/un-volunteer for the program? ................. 22
37. What if traffic, winter-driving conditions, or something else out of the participant’s control, causes the participant to exceed the 60 minute commute either to or from work? ........................................................................ 23
38. If an interested employee chooses not to sign the HDP Acknowledgement Form, Can they still participate? ................................................................................................................................. 23
39. When will callbacks or call aheads be done? How? Where? ..................................................................... 23
40. If an employee’s supervisor calls the participant to change the location of the first assignment prior to the beginning of the participant’s scheduled work day, will it be considered a callout for pay treatment purposes? ........................................................................ 23
41. If an employee is commuting from their home to the first work location, or from the last work location to their home, and gets in an accident, what is the pay treatment and liability? ................................................................................ 23

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45. Where can the employees get ice? ......................................................................................... 23
47. How will call-outs be handled? ................................................................................................. 24
48. How should the disposal of job-related trash be handled? .................................................. 24

Appendix D: FFSHDP Request to Participate & Management Approval Form ....................... 25
Appendix E: Agreement Regarding Company Use Of Vehicle for Commuting Flexibility .......... 26
### Document Change Record

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<thead>
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Introduction

The purpose of the Home Dispatch Program Guidelines is to clarify the expectations of employees who participate in the IERF Home Dispatch Program (HDP). These guidelines are not intended to change, alter, or supersede existing contractual agreements or existing OSHA and safety requirements, Company policy, or laws.

1. Eligibility

1.1 Employees must live no more than 35 driving miles from their normal work reporting area. Exceptions to the 35 driving mile rule must be documented in the form of a mileage waiver and approved by the Local Field Operations Director where required by the Regional Vice President. A copy of this waiver must be provided to the Regional HD lead coordinator. As described below, employees who live within 35 driving miles from their normal work reporting area at the time that they enroll in the program, and later move to location more than 35 miles away, must inform their managers, so that their eligibility for continued participation can be evaluated.

1.2 Demonstrate satisfactory understanding and application of safe driving principles as observed by management.

2. Participation Conditions

2.1 Typically, participation is voluntary. However, AT&T reserves the right to make participation in HDP mandatory, subject to the needs of the business and where allowed by union contractual obligations, local, state, and federal laws. Thus, in certain Regions participation may be either mandatory or voluntary depending on local business needs and local, state, and federal laws. In areas where participation is voluntary, volunteers may elect to cancel their participation with written notice provided to their Managers. Employees may be removed from participation if the Company determines that they no longer meet the HDP requirements.

2.2 The HDP may be cancelled, modified or curtailed by Management with thirty (30) days’ notice. Participation may be suspended or revoked at any time, and participation will be revoked if the employee fails to comply with the HDP guidelines.

2.3 The HDP does not allow participation by employees who drive aerial vehicles (bucket trucks) or vehicles pulling trailers.

2.4 If an employee moves their residence, it is their responsibility to notify their Manager of the move. (This should be done 30 days in advance or as soon as possible prior to the move). The Manager should ensure that the employee’s home location is no farther from the assigned work area than their assigned work area is from their reporting work area. It is important for Managers in more rural areas to exercise good judgment before placing an employee on the Home Dispatch Program.

2.5 If an employee is loaned outside their normal work reporting area, their
participation in HDP will be reevaluated by their sending and receiving Managers based on the needs of the business. This reevaluation will consider, among other things, the length of time of the loan and the location of the loan. When a technician is loaned for 5 or more consecutive days, the Manager will notify the regional coordinator to temporarily remove the technician from HD for the loan period.

2.6 If an employee is removed from HDP for any reason, that employee will be reevaluated to determine re-instatement eligibility in the HDP.

2.7 Any employee participating in the HDP will be expected to provide secure legal storage for the vehicle at the employee’s home location.

2.8 The HDP vehicle must be equipped with Location Services and registered in ACATS-VTS. It is the responsibility of the employee to notify their Manager if the Location Services device on the vehicle is not operational. It is the responsibility of the Manager to ensure that the Location Services device on the vehicle is continuously operational and that vehicle reports are available in ACATS-VTS. Before an employee starts the program, at least two weeks of the employee’s data should be available through ACATS-VTS reports. This information will be reviewed to make sure placing an employee on the HDP does not significantly increase that employee’s driving mileage.

2.9 It is important to report all changes in the status of Home Dispatch Program participants to the Regional HD lead coordinator (refer to the Appendix for the Regional HD lead coordinators contact information). Failure to do so can significantly distort the employee’s results.

3. Enrollment process

The following steps must be completed in order to successfully enroll an employee as a participant in the Home Dispatch Program:

3.1 At least 15 days prior to starting the HDP, managers will identify qualified HD employees and provide a Voluntary Request to Participate to the employee(s). If the employee chooses to participate in HD, the employee will have five (5) working days to submit the participation form to their manager.

3.2 The Manager must assess whether the employee meets the eligibility requirements.

3.3 The employee must receive coverage of the HDP guidelines before they are allowed to take the company vehicle home.

3.4 Employees who participate in HDP and commute in a Company-provided vehicle must sign the Agreement Regarding Company Use Of Vehicle for Commuting Flexibility (refer to Appendix E for the Agreement) as required by (federal or individual state) law. The employee will have five (5) working days to return the form to his/her manager.

3.5 The employee’s interest in participating in the HDP, the Manager’s approval, as well as any necessary participation waivers, and Agreement Regarding Company Use Of Vehicle For Commuting Flexibility must be documented and communicated to the Regional HD lead coordinator (refer to Appendix A).

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4. **Commuting guidelines**

4.1 Please refer to applicable labor contract for any commuting treatment.

4.2 Normally, the work reporting area (WRA) or dispatch allocation area (DAA) applicable to HDP participants should be sufficient to avoid commutes to or from the first and last jobs in excess of 60 minutes. Regardless, the first and last assignments should exist within the participants WRA or DAA.

4.3 Time spent in excess of 60 minutes commuting from home to the first work location or to home from the last work location will be considered as time worked for pay treatment purposes as required by (federal or individual state) law.

**Pay Treatment Examples:**

a. Technician obtains first assigned job, departs his/her residence and arrives at the customer premise/SAL 90 minutes later at the start of their tour.

   **Technician will receive 30 minutes (90 min - 60 min = 30 min) of additional pay treatment**

b. Technician completes last job, departs for home at the end of his/her tour and arrives 90 minutes later.

   **Technician will receive 30 minutes (90 min - 60 min = 30 min) of additional pay treatment**

5. **Work assignment / schedules**

5.1 Employees will obtain their field device or utilize another method (as directed by the employee’s Manager) to obtain their first job of the day. There is no set time for this activity and employees have flexibility in obtaining their first job of the day so long as they can ensure their arrival at the customer’s premises or at the cross box (according to regional direction) at the start of the scheduled tour and participate in the huddle from that location if it is being conducted at that time. Employees may not perform work before the start of their scheduled work hours or after the completion of their scheduled work hours or during their commute without their manager’s advance approval. Calls to the customer, or other customer or supervisor contact should not be made until the start of the employee’s scheduled tour.

   Technicians who simply check their field device to get their first assignment of the day before leaving for the job are not expected to spend more than a minute or two to do so and the time is not counted as work except where required by law. However, when employees spend more than minimal amounts of time conducting required work from home, such as working on projects or answering emails, this...
counts as work and employees are expected to record this time and be paid for it. The employee should also advise their supervisor.

5.2 *For Legacy IP California technicians participating in the HDP: Every effort will be made to have a job pre-assigned to each technician on the previous day, so that the technicians can retrieve, prior to the end of their tour the information needed to know where to report the next morning. If a technician is off 2 or more consecutive days, the technician should report to their assigned garage as their one visit to the garage per week visit. If for any reason a technician has not been pre-assigned a job before the end of their current tour, that technician will report to their assigned SAI box/ work reporting location (according to regional direction) at the start of their next scheduled tour unless instructed otherwise.

5.3 If a job is not available on the field device or if there is no work available, the employee must travel to the assigned SAI box/work reporting location (according to regional direction) for the start of their tour and then contact either their appropriate dispatch center or their Manager to obtain the initial assignment for the day.

5.4 Employees will begin their tour at the customer’s premises or at the cross box (according to regional direction).

5.5 Employees will end their tour at the customer’s premises.

5.6 Employees should not be en-route to their home location prior to their tour ending.

5.7 Employees must ensure all vehicle fueling and vehicle restocking takes place during their tour not prior to or after.

5.8 Employees must record and report all time worked. If an employee performs work-related tasks prior to the beginning of his scheduled tour or after its completion, the employee must record and report the time worked and be compensated for this time.

5.9 Any deviations from one’s schedule must be approved by Management.

5.10 If an employee is late reporting to their first job, the employee must notify their Manager as soon as possible but not later than the end of the day.

6. **Vehicle storage**

6.1 Employees will provide secure and legal storage for the vehicle at the employee’s home location.

6.2 The employee will store the vehicle in a manner which will minimize damage, theft, vandalism, and in a location, that violates no laws, rules, regulations, or ordinances. Vehicles are to be stored with their doors and compartments locked. The vehicle must be secure from obvious traffic hazards and vandalism / theft.

6.3 If parking at an employee’s residence is not practical or allowed by ordinance, HOA etc., other locations for storage, such as a central office or other Company location may be considered at Management discretion. Alternate parking situations and addresses should be documented via waiver and approved by the local Director. A copy of the waiver should also be provided to the Regional HD lead.

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6.4 Company parking and safety policies must be adhered to when storing Company vehicles at an employee’s home dispatch location.

6.5 The decision regarding the appropriateness of the storage site rests solely with local Management. The employee’s immediate Manager is responsible for verifying that the home dispatched employee’s vehicle storage complies with all local laws and ordinances regarding parking.

6.6 The employee is responsible for informing their Manager of any changes in the vehicle's storage location.

7. Vehicle use

7.1 The vehicle is to be used solely for Company business and travel between the approved parking location and the employee’s first and last work locations. Only properly authorized persons may ride in or operate the vehicle. Personal use of the vehicle is prohibited.

7.2 Supervisors must keep a set of keys for all vehicles and their compartments.

7.3 Nothing that violates the AT&T Code of Business Conduct may be carried or stored in the Company vehicle at any time.

7.4 The Company will cover road tolls. However, employees voluntarily participating in the HDP are expected to take the lowest cost route (as directed by local Management) from their residence to the 1st job, between jobs and from their last job back to their home dispatch location.

7.5 For purposes of routine maintenance, travel time from the last customer location to the Company garage or facility, and travel from the Company garage or facility to a customer location, is considered to be paid Company time. However, every effort should be made to do this within normal scheduled working hours as directed by local Management.

7.6 Employees are responsible for operating the vehicle in a safe defensive manner and in accordance with all traffic laws and regulations.

7.7 Employees who participate in the HDP will be responsible for paying fines associated with parking tickets and moving violations.

7.8 If an employee is involved in a motor vehicle accident, either on the way to the first job or returning home after the last job, they should immediately report the incident to their Manager and proceed according to the Manager’s instructions.

8. Vehicle maintenance

8.1 Vehicle operation and maintenance expenses will be at the Company’s expense. The employee will incur no costs for driving, parking, or otherwise maintaining the vehicle.

8.2 It is the responsibility of the Company to maintain the vehicles, but the employee
is responsible for returning the vehicle for regular maintenance and for monitoring and maintaining adequate tire pressure, fluid levels and for notifying Management if any unscheduled repair or maintenance is needed.

8.3 When maintenance is required, Management is to be notified for the appropriate action. The Manager will arrange for repair of the vehicle and loaner vehicle to be used on the job if the repair requires the vehicle to be out of service for an extended period of time.

8.4 It is solely the employee’s responsibility to arrange for travel between the work center and home if a loaner vehicle is not required or available.

8.5 Routine maintenance should be scheduled during vacation whenever possible.

9. Administrative responsibilities

9.1 Employees must complete their required administrative duties during their scheduled tours, unless approved in advance by a manager. However, employees must record and will be compensated for all work time.

9.2 Each employee must visit their garage or Company facility as directed by local Management or on as needed basis with prior supervisory approval.

9.3 The local Management team is responsible for implementing procedures to ensure that the appropriate number of visits to the garage is made by the employees.

9.4 Participants are responsible for documenting any eligible commuting expenses, such as tolls, as identified and approved in advance by Management, on their daily time reports or as directed by local Management. Managers are responsible for reviewing these reports and verifying that the participants meet the conditions necessary to be eligible for reimbursement.

9.5 Daily trips to a garage or Company facility for supplies, mail, etc., are not permitted.

10. Supplies

10.1 When an employee begins participation in the Home Dispatch Program, the Manager must notify Inventory Planning to supplement the garage’s seed stock for the program. This will get the initial load of the employee’s assigned vehicle to the fully stocked level for a week’s worth of work.

10.2 Employees will continue to order supplies using current local practices and must restock materials and supplies during their scheduled garage visit.

10.3 Employees assigned to Transit Connect vehicles are permitted a maximum of two work center visits per week to allow adequate re-stocking of supplies. This is a vehicle specific exception to the one visit per week rule for Home Dispatched employees.

10.4 Supply inventories must be maintained in the employee’s Company vehicle and stocked at levels, as directed by local Management, high enough to ensure that only
one trip (two trips in the case of employees driving Transit Connect vehicles) to the garage is needed each week. These levels should not exceed established inventory profiles, which should be adjusted to allow for an increase in supplies necessary to support scheduled garage visits.

10.5 Where practicable, supplies may be delivered to designated Company locations, such as central offices, other work centers, and centralized supply locations.

11. **Communications**

11.1 It is good practice for Managers to meet in-person with their employees at least weekly.

11.2 Manager huddles must occur, via conference call, with home dispatched employees. Such huddles should occur after the employees’ shifts have started or before their shifts have ended as scheduled by their supervisor. These huddles must not occur during the HDP participant’s commute.

11.3 In order to maintain close contact between Managers and employees, alternate means of communications may be used. Some methods that may be used include conference calls, texts, voicemail, WFE e-mail, and increased field visits. However, Managers should not call or otherwise contact their employees during the employee’s commute. The HDP participant should not perform any work during their commute.

11.4 Various AT&T conference bridges are available for Managers.

12. **Manager’s Responsibilities**

12.1 The Manager is responsible for reviewing these guidelines with each participating employee.

12.2 The Manager is the primary administrator for the HDP and must help employees understand the process.

12.3 Managers must monitor the performance of HDP employees just as they do for non-HDP employees and verify the adherence of HDP employees to the HDP guidelines.

12.4 Managers are required to notify the Regional Coordinator immediately if the employee is directed to report to a garage or other company location five or more consecutive days (i.e. training, loaned out, relieving supervisor).

12.5 If an HDP employee’s vehicle is driven by another employee, that employee must update WFE to reflect the change. Failure to do so will affect results.

12.6 Exception reports from ACATS-VTS and other appropriate systems should be monitored, reviewed, and discussed with the HDP participants. These items include
a. Return visits to the work center / central office
b. Leaving or arriving to work location late
c. Multiple visits to same location
d. Multiple technicians at same location
e. Vehicle being out of route and excessive idle times
## Appendix A: Home Dispatch Checklists

### 1.1 Field Operations Managers

<table>
<thead>
<tr>
<th>Role</th>
<th>Date</th>
<th>Action</th>
</tr>
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| 1109              |      | • Gather acknowledgement forms from employees interested in joining the program.  
|                   |      | • Gather Agreement Regarding Company Use Of Vehicle for Commuting Flexibility.  
|                   |      | • Evaluate the employee's qualifications as listed in the Home Dispatch Program Guidelines.  
|                   |      | • Sign the employee’s acknowledgement form and keep a copy on file.  
|                   |      | • Inform the Regional Coordinator of the selection(s) with the following information:  
|                   |      | 1) Employee's ATTUID  
|                   |      | 2) Employee’s name  
|                   |      | 3) VP’s name  
|                   |      | 4) Region  
|                   |      | 5) State  
|                   |      | 6) Director’s name  
|                   |      | 7) Area Manager’s name  
|                   |      | 8) Manager’s name  
|                   |      | 9) Manager’s cell number  
|                   |      | 10) Work Center Address  
|                   |      | 11) Employee’s home address  
|                   |      | 12) Miles from home to Work Center  
|                   |      | 13) Employee’s vehicle number  
|                   |      | 14) Primary Turf(s) assignment and secondary turf(s) if applicable  
|                   |      | 15) Starting and End location (if technician’s home address is outside of their WRA/DAA)  
|                   |      | 16) Ensure that the employee’s GPS unit is operational and that ACATS-VTS reports are available.  

### Prior to an employee’s start on the HDP

- Ensure that the employee’s GPS unit is operational and that ACATS-VTS reports are available.  
- Validate that the home dispatch vehicle will be parked in a safe, secure location at the employee's home. Verify that no local codes or ordinances will be violated by having the vehicle parked at the employee's home.  
- Change the employee’s schedule to begin at the start of the first customer appointment (i.e., if the employee’s current schedule starts at 7:30 a.m. and the first customer appointment is given at 8 a.m., change the employee’s schedule to start at 8 a.m.).  
- Ensure that the employee has adequate inventory supplies to be away from the work center for a week. Schedule a regular, weekly visit to the work center to cover the employee on safety and other required meetings, remove trash from the vehicle, and restock inventory on the vehicle. This visit will take place during the tour.

### Ongoing

- Include the home dispatched employees in your Manager huddle (via conference call) with the garage dispatched employees. *This call cannot take place prior to tour start.*  
- Monitor the crew's performance.
| Ongoing cont'd | • If the employee's living situation changes and the new location does not meet the standards listed in the Vehicle Storage section of the Home Dispatch Program Guidelines, or outside of the 35 mile rule (unless Director Waiver approved) give the employee written notice that they have seven days to make arrangements to return to a garage-based technician status.
• If an employee must be removed from the HDP for any reason, notify the Regional Coordinator immediately.
• As new employees join the work group, make them aware of the Home Dispatch Program Guidelines. |
### 1.2 Field Operations Regional Coordinators

<table>
<thead>
<tr>
<th>Role</th>
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<tbody>
<tr>
<td>Regional Coordinator</td>
<td>Complete prior to the 1st or 15th of the month.</td>
<td>• Compile the list of employees submitted from the field to be added to the Home Dispatch program. The following verified information is required: 1) Employee’s ATTUID 2) Employee’s name 3) VP’s name 4) Region 5) State 6) Director’s name 7) Area Manager’s name 8) Manager’s name 9) Manager’s cell number 10) Work Center Address 11) Employee’s home address (Street, City, State, Zip in separate columns) 12) Miles from home to Work Center 13) Employee’s vehicle number 14) Primary Turf(s) assignment and secondary turf(s) if applicable 15) Alternate Parking Location address (Street, City, State, Zip in separate columns) 16) Mileage/ Alternate parking location Director Approved Waiver 17) Ensure that the employee’s GPS unit is operational and that ACATS-VTS reports are available.</td>
</tr>
</tbody>
</table>

### 1.1.2

| Regional Coordinator | Send the list of technicians that will be starting on HD to the Force Mapping Team, Force Admin and Supply Chain contact a minimum of 7 business days prior to your regional launch. | • Finalize the list of employees submitted from the field to be added to the Home Dispatch program. 1) Employee’s ATTUID 2) HD Start Date 3) ORG 4) Garage ID 5) VSLOC 6) Primary Turf (up to 2, separated by a ;) 7) Secondary Turf (up to 2, separated by a ;) 8) Home Street Address 9) Home City 10) Home State 11) Home Zip 12) Employee’s vehicle number 13) Primary Turf(s) assignment and secondary turf(s) if applicable 14) Starting and End location (if technician’s home address is outside of their WRA/DAA) Ensure that the employee’s GPS unit is operational and that ACATS-VTS reports are available. |
| Ongoing | • Provide potential candidates for the Home Dispatch Program based on Regional qualification metrics.  
• Coordinate all additions and removals of the home-based indicator with the National Dispatch Center and Supply Chain.  
• Maintain the official HDP master list of employees entering/leaving the program and tightly coordinate the Home Dispatch start and end dates in order to prevent any distortions to an employee’s measurements. |

**Important:** Remember to report all changes in the status of home dispatched employees to the HDP lead coordinator. Failure to do so can significantly distort the employee’s Efficiency measures.
## Appendix B: Regional HDP Contacts List

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Phone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southeast Regional Coordinator</td>
<td>Sally Hermely</td>
<td>(772)878-4668</td>
<td><a href="mailto:sh0331@att.com">sh0331@att.com</a></td>
</tr>
<tr>
<td>Midwest Regional Coordinator</td>
<td>Karina Kern</td>
<td>(708)865-9969</td>
<td><a href="mailto:kk2353@att.com">kk2353@att.com</a></td>
</tr>
<tr>
<td>Southwest Regional Coordinator</td>
<td>Stacy Shields</td>
<td>(816)275-7578</td>
<td><a href="mailto:sp7376@att.com">sp7376@att.com</a></td>
</tr>
<tr>
<td>West Regional Coordinator</td>
<td>Janel Prator</td>
<td>(310)498-6126</td>
<td><a href="mailto:jp4797@att.com">jp4797@att.com</a></td>
</tr>
<tr>
<td>Procurement/inventory planning</td>
<td>SE - Krista Giblin</td>
<td>(770)495-1618</td>
<td><a href="mailto:kg7499@att.com">kg7499@att.com</a></td>
</tr>
<tr>
<td></td>
<td>SW - Travis Woodworth</td>
<td>(314)825-7744</td>
<td><a href="mailto:tw6811@att.com">tw6811@att.com</a></td>
</tr>
<tr>
<td></td>
<td>MW - James Phillips</td>
<td>(440)340-8532</td>
<td><a href="mailto:jp3195@att.com">jp3195@att.com</a></td>
</tr>
<tr>
<td></td>
<td>W - Lesley Austin</td>
<td>(775)858-1727</td>
<td><a href="mailto:la1381@att.com">la1381@att.com</a></td>
</tr>
<tr>
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<td>Yuwanda Evans</td>
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Appendix C: Frequently asked questions

1. **How do I participate in the HDP?**
   Techs volunteering to participate in the HDP must meet the eligibility requirements and review the HDP guidelines. Your Manager will determine whether or not you meet the eligibility requirements. Upon confirmation, you must receive coverage on the HDP guidelines before you are allowed to take your Company assigned vehicle home.

2. **Are employees currently in a formal discipline process eligible to participate in the HDP?**
   Management will make a determination regarding eligibility based on regional criteria.

3. **Can an employee opt to leave the HDP once they have signed up?**
   Yes, employees who are voluntary participants may elect to cancel their participation at any time with written notice provided to their Manager.

4. **If participating employees arrive early at their first job, are they expected to begin work immediately or wait until their scheduled starting time?**
   Employees must start work based on their assigned schedule. Any deviations from one’s schedule must be approved by their Manager. Managers should set employee schedules to start at the time that the first customer appointment is available. However, employees must record and will be compensated for any work performed outside of their assigned schedule.

5. **Does the HDP cause any unique review with respect to current driver’s license status?**
   No.

6. **Are there any employee related taxes, such as fringe benefit taxes, associated with the HDP?**
   No.

7. **Must the Company provided vehicle be parked in a garage at participating employees’ homes?**
   No; however, participating employees must provide secure and legal storage for the vehicle.

8. **Can the vehicle be used for personal business?**
   Absolutely not; the vehicle is to be used solely for Company business. Personal use of the vehicle is prohibited.
9. Can an employee make non-work related stops on the way to or from home, for example to pick up some items from a store?
   No. An employee is expected to drive directly from their home to their first work assignment location and from their last work location to home after their last assignment of the day, without stopping for personal reasons.

10. What if a participating employee has to drop off their child or pick up their child, on their way from home or to home, from child care? Is that OK?
    No; only authorized persons may ride in or operate the vehicle.

11. Who is responsible for maintenance of the vehicles?
    It is the responsibility of the Company to maintain the vehicles, but the employee is responsible for returning the vehicle for regular maintenance, as described in the HDP Guidelines. Employees also are responsible for monitoring and maintaining adequate tire pressure, fluid levels and for notifying Management if any unscheduled repair or maintenance is needed. Time spent performing those tasks will be compensated, but should be performed during the employee’s assigned tour.

12. What is the definition of a tardy?
    There is no change to the Company’s definition of a tardy or absence as identified in the Company’s attendance policy.

13. How will ACATS-VTS reports reflect current measures such as late starts, early returns, out of route? How will ACATS-VTS reflect HDP compliance?
    Today the ACATS-VTS Exception reports contain information regarding late starts, early returns and out of route information. This will not change. Management’s use of ACATS-VTS as a Management tool will remain the same and will apply as outlined under local contractual agreements.

14. What time can an employee leave to go home if, for example, their last job is completed 15 minutes prior to the end of their shift?
    Per the HDP guidelines, any deviation from one’s schedule must be approved by Local Management first. In some cases, where approved by Management, the employee may be able to leave early to get gas, for example, but, again, prior Management approval is required.

15. How will work be reallocated in the event of an employee reporting off work, especially the first job of the day?
    Employees are expected to contact their Manager prior to the start of their shift if there is a need to report off from work. The work load will then be redistributed by the Manager and dispatch center as is the current practice today.

16. What is the policy around bringing a vehicle, tools, or special equipment to a garage location if an employee goes on vacation?
    Local Management will make this decision based on vehicle needs, vehicle routine
maintenance requirements, or special equipment needs. Arrangements will be coordinated between the employee and their Manager prior to the employee’s vacation.

17. When a vehicle needs to be left at the garage location for maintenance, how does the employee get home?
It is solely the employee's responsibility to arrange for travel between the work center and home if a loaner vehicle is not provided.

18. Are we going to route employees near their home locations?
An attempt will be made to route employees to jobs near their home location; however, employees will continue to be routed to jobs as they are today, based on needs of the business.

19. When should timesheets be turned in?
Employees are expected to follow their Manager's instructions.

20. When and how will paychecks be distributed?
Employees on the HDP may, but are not required to, participate in payroll direct deposit or make arrangements to have their paycheck mailed to their home.

21. Will employees be issued cell phones? How will they communicate with the Dispatch Center or Management? Can they use the GPS phones?
This should be business as usual. As a reminder, employees must not perform any work during their commutes to and from work, including receiving or making any telephone calls to dispatchers, Managers, co-workers, access of field device to obtain work assignments, except for accidents or other similar emergencies.

22. How will doctor appointments during the day be handled?
The HDP participant will be responsible for making arrangements.

23. With Company vehicles being visible in neighborhoods, will there be a formal response for employees when neighbors report trouble and ask for their assistance?
This should be handled business as usual.

24. Will locks be provided for ladders?
Only if Management believes it is in the best interest of our assets to do so.

25. Will WEX card limits change (i.e. dollar amount, frequency per day)?
No, current WEX card limits are appropriate for those participating in the HDP.

26. If an employee is participating in the HDP, can that employee be on loan to another administrative unit?
Yes, but eligibility for employees on loan will be determined by Management.

27. If an employee has a personal event in town at the end of their shift, can the employee park the Company vehicle at a Company location, have someone pick
them up, go to the event, then return to the Company location in the evening and drive their Company vehicle home?
No, unless the exception is approved by Management.

28. If, for example, an 8 a.m.-4:30 p.m. HDP employee works overtime (with Management approval) until 5 p.m. at their last worksite, and then drives home and arrives home at 5:15 p.m., how will pay be handled?
In the above example, if the employee reported to work at 8 a.m., took a 30 minute lunch, and worked through 5 p.m., they are paid through 5 p.m. (30 minutes of overtime). The commute home (5:00 to 5:15 p.m.) is not considered time worked for pay treatment purposes, pursuant to the HDP guidelines.

29. What should an employee do if there is no work available at the start of their tour? If there is no work available, the employee should first contact the appropriate dispatch center to see if other work is available and then contact their Manager.

30. Can e-mail be used to help with communications and timesheet submission?
Yes.

31. Will employees be provided a replacement vehicle and will employees be able to take the replacement vehicle home?
Replacement vehicle availability will be determined by local Management.

32. Will alarms be placed on the vehicles?
No. Employees are responsible for storing the vehicles in a safe location; tools, field devices, and testing equipment and the like must be safeguarded by the employees.

33. Will employees need to remain in an unsafe area to close their tickets at the end of their shifts, or can they go to another location and still be considered as closing from the prem?
Employees must continue to follow current safety procedures and proceed to a safe and secure area and notify their Manager.

34. Will day trip loans apply for those employees participating in the HDP?
Yes; however, current local practices, including local selection processes, will continue to apply.

35. What titles will participate in the HDP?
Management reserves the right to determine which titles will participate.

36. Are employees with prior Code of Business Conduct (COBC) violations eligible to participate in the Program?
Management will make a determination regarding eligibility on a case by case basis.

37. Must the Company provided vehicle be parked in a garage at participating employees’ homes?
No, but the parking location must meet all specifications within the Guidelines.
38. Is there a limit as to how often an employee can volunteer/un-volunteer for the program?  
No.

39. What if traffic, winter-driving conditions, or something else out of the participant’s control, causes the participant to exceed the 60 minute commute either to or from work?  
Deviations should be reported to the technician’s supervisor. However, any commute time in excess of one-hour will be compensated.

40. If an interested employee chooses not to sign the HDP Acknowledgement Form, can they still participate?  
Yes. However, the form must still be completed in its entirety.

41. How will GPS reports reflect current measures such as late starts, early returns, out of route? How will GPS reflect HDP compliance?  
Management’s current use of GPS as a Management tool will continue to apply.

42. When will callbacks or call aheads be done? How? Where?  
Call aheads for the next job should be done while still at the prior job location, using Company issued cell phones. Call backs should be made at any point while the vehicle is parked and should only occur during your tour. The Company does not permit the employee to place a call while driving a vehicle. Exact processes will be determined by local Management. For your safety, cell phones should not be used while driving (refer to cell phone guidelines).

43. If an employee’s supervisor calls the participant to change the location of the first assignment prior to the beginning of the participant’s scheduled work day, will it be considered a callout for pay treatment purposes?  
No, this would not be a callout. Unless required by any applicable state law, time spent obtaining the first assignment normally is not compensable time.

44. If an employee is commuting from their home to the first work location, or from the last work location to their home, and gets in an accident, what is the pay treatment and liability?  
When employees are using a Company vehicle, the Company will indemnify and hold harmless from liability employees who are determined to be liable to others to the same extent that the Companies would indemnify them and hold them harmless from liability if they were driving their Company vehicle on actual work time. Refer to the “Commuting Guidelines” section of the HDP Guidelines for pay treatment.

45. Where can the employees get ice?  
Participants should get ice from their home before the start of their tour.

46. Can a Tech use their WEX Card to have their company vehicle washed?  
No, company vehicles are washed as part of the normal maintenance routine.
47. How will call-outs be handled?
   Participants will be paid for call-outs in accordance to existing local contractual agreements. There is no mileage consideration.

48. How should the disposal of job-related trash be handled?
   The employee should dispose of trash at the employee’s primary work center during the once per week visit.
Appendix D: IEFS HDP Request to Participate & Management Approval Form

Have the employee sign this form and submit it to you as part of their request to participate in the voluntary Home Dispatch Program. Keep this form in their files.

1.1.2.1 Request to participate

- I have received information regarding the HDP and completed the associated course. By signing this form, I am expressing my interest in participating in this program and my commitment to adhere to the program guidelines if my participation is approved by Management.

- I understand that the HDP may be cancelled or curtailed by Management with thirty days notice. I further understand that my participation may be revoked at any time and that my participation will be revoked if I fail to comply with the Home Dispatch guidelines.

- Be at a job site at the beginning and end of my tour

- Report to the garage no more than once a week (twice a week if assigned a Transit Connect vehicle carrying U-verse inventory) to pick up supplies and drop off paperwork.

- Comply with the Home Dispatch process as listed in this guide

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<tr>
<th>Name (please print)</th>
<th>Signature</th>
<th>Date</th>
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1.1.2.2 Management approval

- By signing this form, I acknowledge that I have reviewed this employee’s eligibility to participate in the HDP, and I am approving the employee’s participation.

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<tr>
<th>Name (please print)</th>
<th>Signature</th>
<th>Date</th>
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Appendix E: Agreement Regarding Company Use Of Vehicle for Commuting Flexibility

Have the employee sign this form and submit it to you as part of their request to participate in the voluntary Home Dispatch Program. Keep this form in their files.

AGREEMENT REGARDING USE OF COMPANY VEHICLE FOR COMMUTING FLEXIBILITY

The Company has agreed to provide the undersigned employee ("Employee") with a Company-provided vehicle for his or her use in connection with commute transportation and Employee has agreed to use that vehicle subject to the following terms and conditions.

1. Use of Company Vehicle for Commuting
   a. Employees Participating in Voluntary Home Dispatch

   Typically, participation in the Home Dispatch Program is voluntary, however, the Company reserves the right to make participation in the Home Dispatch Program mandatory, subject to the needs of the business and where allowed by union contractual obligations, local, state, and federal laws. This paragraph applies only if the Employee is voluntarily agreeing to participate in the Home Dispatch Program. Employee understands and agrees that participation in the Company’s Home Dispatch Program, and related use of a Company-provided vehicle for commuting is completely optional and voluntary. Employee is not required to participate in the Home Dispatch Program or commute between home and the worksite in a Company-provided vehicle. Employee understands that s/he has the option of commuting in a personal vehicle, and picking up a Company-provided vehicle each day at his/her Company work location, where parking would be provided for Employee’s personal vehicle. Employee has accepted the option to use a Company-provided vehicle for commuting because it provides commuting flexibility that Employee finds personally advantageous and desirable. Employee understands that he or she may revoke this agreement and cease to participate in the Home Dispatch Program at any time upon written notice to the Company, and return to use of his or her personal vehicle or other means of transportation for commuting between home and the worksite.

   b. Employees Where Home Dispatch Is Mandatory

   The Company reserves the right to make participation mandatory, subject to the needs of the business and where allowed by union contractual obligations, local, state, and federal laws. This paragraph applies only if participation in the Home Dispatch Program is mandatory for the Employee. Employee understands and agrees that participation in the Company’s Home Dispatch Program, and related use of a Company-provided vehicle for commuting is a condition of Employee’s employment. Employee agrees to use a Company-provided vehicle for commuting in accordance with the Company’s Home Dispatch Program and applicable terms of this agreement.

2. Use of Company Vehicle for Commute Transportation Subject to Limited Restrictions

   Employee understands and agrees that he or she may not use the Company-provided vehicle to transport family members, to transport other passengers for non-business purposes, or to conduct personal business other than commuting as referenced in paragraph 1 above. There are no other restrictions on use, other than those pertaining to its safe operation and maintenance, in accordance with the Company’s fleet and other applicable policies.
3. **Vehicle Equipment and Decals**

Employee understands that cargo-type vehicles are provided with a safety screen to protect the driver, and decals for Company identity. These items must remain affixed to the vehicle at all times.

4. **Entire Agreement**

This agreement is the entire agreement between the parties on the subjects covered and supersedes all previous agreements and understandings.

Understood and agreed this _____ day of ________, 20__. 

By: ____________________________

    Employee