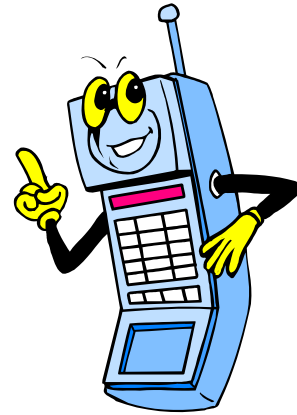


AIT

Home Dispatch: Technician Course



The company and Local 4025 agreed to adopt the SBC Home Dispatch process with the following changes to this issue

A maximum drive of ½ hour at the start and end of tour would be considered as non-compensated regardless of job assignments.

Elimination of Home Garaging participation will not be used as discipline other than non-compliance to the home garaging process as defined in this document.

Course Introduction

Course Objectives

Upon completing this course, you will be able to explain:

- How the Home Dispatch process is set up
- The guidelines for participation in the Home Dispatch process
- How daily operations are conducted in the Home Dispatch process
- The guidelines for vehicle usage in the Home Dispatch process

Overview of the Home Dispatch Process

Role of Home Dispatch

Home Dispatch is a process that allows you to home garage a company vehicle at your residence or at a company-approved location.

You will no longer report to the garage at the start and end of each tour.

Participation in the Home Dispatch process is voluntary and available to all qualified technicians.

Benefits of

The Home Dispatch process creates a win-win situation for everyone

Home Dispatch involved:

- Technicians benefit because they are saving the personal vehicle expense associated with the daily commute to and from work. In many cases, daily commuting distances will also be reduced.
- The company benefits through increased customer service capabilities.
- The customer benefits through increased capacity, which translates to faster, more reliable service.

General Process

Home Dispatch technicians park their trucks at their residences or other approved locations rather than the work center.

Their first jobs should generally be available at least one hour prior to the start of their tours.

Home Dispatch technicians are expected to be at their first job site at the start of their tour and their last job side at the end of their tour.

They report to their work center no more than once a week for the purpose of picking up supplies, dropping off paperwork, etc., unless otherwise authorized by their supervisors.

Whenever possible, a Home Dispatch technician's first and last job will be in his or her Work Reporting Area, or WRA.

Work Reporting Areas (WRAs)

Work Reporting Areas have been established to minimize technicians' commuting times. WRA's will be determined based on DAA availability.

A WRA is defined as a circular geographic area with a radius of 25 miles (in a rural area) or a designated wire center and all adjacent wire centers (in a metropolitan area).

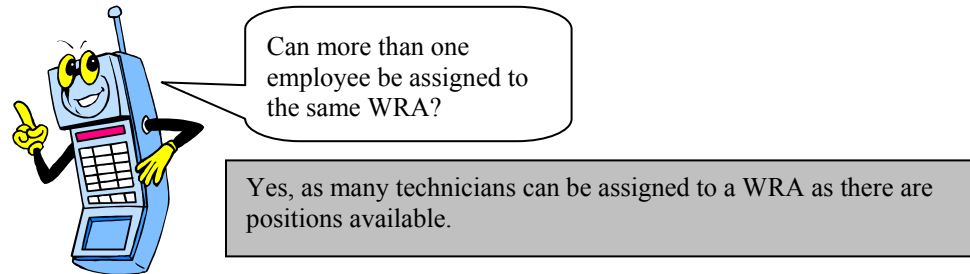
Maintenance Center Managers and Field Supervisors will determine how many Home Dispatch technicians can be assigned to a particular WRA based on the historical work volume in that WRA.

To be eligible to work in a particular WRA, the technician must live within 35 miles of the center of that DAA.

The objective of establishing WRAs is to minimize technicians' travel at the beginning and end of their tours. This will reduce personal commuting

time and vehicle expenses.

First and last jobs requiring Ferry rides will begin and end on the mainland.



Impact to You The following items will not change as a result of your participation in the Home Dispatch process:

- Job responsibilities
- Reporting garage
- Direct supervisor

The following items might change as a result of your participation in the Home Dispatch process:

- Work area (depending on where you live)
- Submitting paperwork/ordering supplies (once a week)
- Regularly scheduled communications
- Personal commuting time and expense

The main thing that will change as a result of your participation in the Home Dispatch process is that you will be expected to be at a job site at the beginning and end of your tour.

Participation Guidelines

Qualifications In order to participate in the Home Dispatch process, you are required to meet certain qualifications. Your supervisor has determined that you meet the following qualifications for participation:

- A technician should be meeting and sustaining minimum performance

appraisal standards including, but not limited to, safety, quality, productivity, and attendance.

- A technician must be qualified and able to perform the daily duties of his or her dispatched job assignments in the field. A technician cannot be on limited duty or special assignment and participate in Home Dispatch. This requirement will pertain to all technicians.
- Any technician participating in the Home Dispatch process will be expected to provide secure and legal storage for the vehicle at the technician's home location.

New technicians must be trained on company methods and procedures and be qualified to perform their intended work duties before they are able to participate in the Home Dispatch process. The qualification period for new technicians will be determined by local management and will generally be a period not to exceed six months.



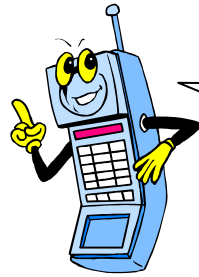
Why is there a mileage requirement between the employee's residence and the center of the WRA?

Some employees who volunteer to participate in the Home Dispatch process and who can properly store their assigned vehicles at their residences may live a considerable distance from the WRA. This could result in an inordinate amount of mileage to the Company vehicle. For this reason, a 35-mile limitation between the employee's residence and the center of the WRA has been included in the provisions of the Home Dispatch process.

Starting, Suspending or Changing the Process

In most cases, management should provide 30 days notice to you and the Union before starting, changing or suspending participation in the Home Dispatch process.

You should provide your supervisor with at least 5 days advance notice if you wish to discontinue your participation in the Home Dispatch process to allow time for system adjustments, unless a shorter time interval is mutually agreed upon by you and your supervisor.



If I initially decide to participate in Home Dispatch but change my mind later and decide not to participate. what should I do?

You should notify your supervisor, who will arrange for you to discontinue participation. Generally, at least 5 days' notice is requested to allow for necessary system changes, although a shorter timeframe may be agreed upon by you and your supervisor.

Participation Reassessment

If a technician is suspended from Home Dispatch for reason, that technician will be re-evaluated within 3 months from the date of suspension to determine reinstatement eligibility.

Technicians must meet all qualifications listed in the participation guidelines to be eligible for reinstatement.

In the event that a technician is suspended from the Home Dispatch process, his or her position in a WRA will be reserved for 3 months from the date of suspension. After 3 months, the WRA position will no longer be reserved for the employee. This policy will also apply to technicians who are removed from the Home Dispatch process for non-disciplinary reasons.

If you move outside the acceptable commuting distance limits of your WRA, an attempt will be made to reassign you to a WRA within the acceptable commuting distance limits (dependent upon position availability in the WRA).

Daily Operations

Workday Start and End Times

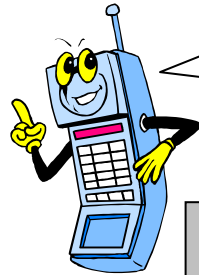
As a Home Dispatch technician, you will start and end your work tours at your assigned job sites, either the customer's premise or an alternate location approved by management.

You will no longer report to the work center at the start or end of your tour. The only times you should report to the garage are for safety and informational meetings, your scheduled weekly site visit, or when authorized to do so by your manager.

Your paid time will begin and end at regularly scheduled tour times, unless overtime is approved. In the event that overtime is approved, your paid

time will end at the time you leave your last job site.

When your work tour starts or ends at an assigned job site located outside the boundaries of your assigned WRA, you may be entitled to commuting allowances according to contractual agreements.



Am I entitled to be paid for time spent calling in outside of my normal working hours, such as in the morning before I leave home for my first job site?

Under the Fair Labor Standards Act, such time spent before or after scheduled hours is not compensable so long as it requires ten minutes or less to accomplish. Therefore, in most cases you would not be paid for such time because it normally would require less than ten minutes.

Communication

In order to maintain close contact between supervisors and technicians even when participating in the Home Dispatch process, alternate means of communications will be used.

Some methods that may be employed include e-mail (when available), conference calls, pagers, g-mail, voicemail, cellular phones, LMOS mail, and increased field visits.

There should also be at least one monthly meeting for Home Dispatch technicians at the work center. This meeting will be used for discussing job-related issues, team building and improving the overall communication process.



What should I do if I'm going to be late reporting to my first assignment?

You should notify your supervisor as quickly as possible. The supervisor would then take whatever action is appropriate based on the circumstances.

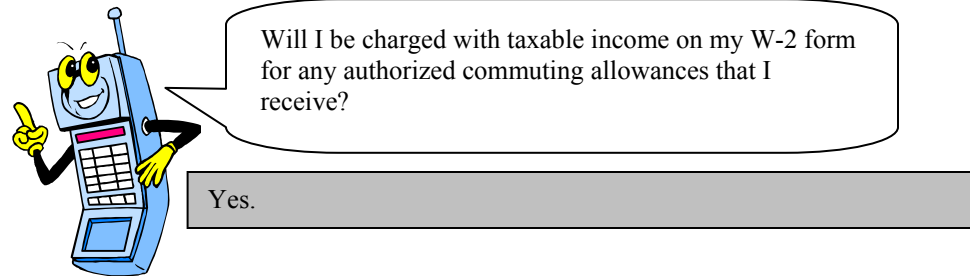
Commuting Guidelines

As a general rule, Home Dispatch technicians should live within 35 miles of the center of their WRAs.

Maintenance Centers will attempt to assign your first and last jobs within your WRA to minimize your commuting time and expense.

When your work tour starts or ends at an assigned job site located outside the boundaries of your assigned WRA, you may be entitled to commuting allowances based on contractual agreements. Where distance is a factor in

determining commuting allowances, GPS can be utilized to determine the distance used to calculate compensation.

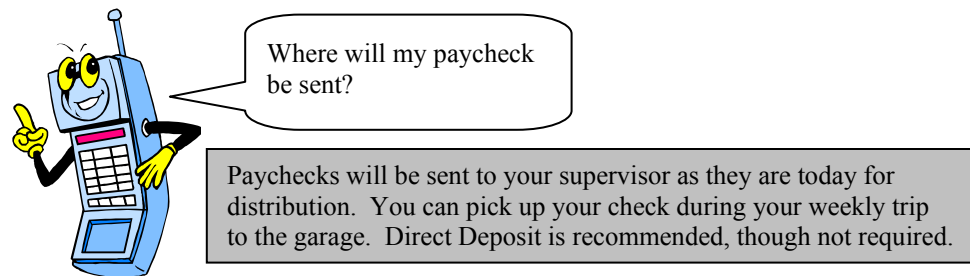


Time Reporting and Other Administrative Tasks

You should complete all administrative duties during your scheduled tour.

You should visit your garage or company facility once a week for dropping off paperwork and completing any additional administrative tasks. You can make arrangements with your supervisor as to when you report to the garage.

You are responsible for documenting commuting allowances you have earned as an exception on your normal daily time report. Your manager can give you the appropriate code.



Meetings & Garage Visits

As a Home Dispatch technician, you should visit the garage or designated facility once per week to restock materials, supplies and administrative forms, drop off paperwork, and complete any additional administrative tasks.

Daily trips to a garage or company facility for supplies, mail, etc., are not permitted unless authorized by your supervisor.

Technicians participating in the Home Dispatch process will attend regularly scheduled safety and informational meetings.

Local management will determine the location and timing of meetings and provide the schedule to participating technicians.

Supplies

You will continue to order supplies using current local practices.

Rather than restocking each day prior to the start of your tour, you should restock materials and supplies during your weekly garage visit.

Supply inventories should be maintained in your company vehicle and stocked at levels high enough to ensure that you will only need to visit the garage once per week. These levels should not exceed established inventory profiles, which will be adjusted to allow for the increase in supplies necessary to support weekly site visits.

Where practical, supplies may be delivered to designated company locations, such as central offices, existing work centers, and centralized supply locations.

Receipt of Work

You will continue to receive jobs in the same manner as you did before participating in the Home Dispatch process. Work assignments will be made available via the same craft access system you are currently using.

You will be expected to be at your first job at the start of your tour and your last job at the end of your tour.

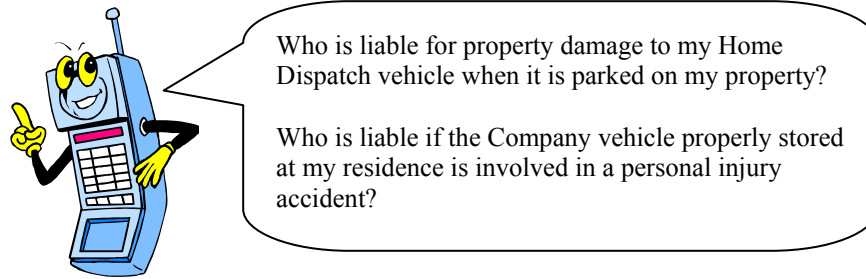
Your first and last jobs will be within your WRA as often as possible and practical.

Whenever possible, work order assignments should be made available to you at least one hour prior to the start of your tour to allow time for you to travel to your first job site.

Liability and Insurance

The company will indemnify and hold harmless from liability employees who are determined to be liable to others as a result of simple negligence when using a company vehicle.

Additional questions should be referred to your local risk management team.



This falls under state law and Company legal representatives at the state level should be consulted.

Vehicle Usage

General Information

Your vehicle is to be used for company business only.

Alcohol or other illegal substances may NOT be carried in a company vehicle at any time.

You are expected to take the most direct route between your first and last job locations and your home dispatch garage location. This data may be tracked by your supervisor using GPS.

Only company-authorized personnel are allowed to ride in and/or operate company vehicles.

The types of vehicles eligible to be used for Home Dispatch will be determined by the local management team.

Vehicle Storage

You will be expected to provide secure and legal storage for the vehicle at your residence. You are expected to store the vehicle in a manner which will minimize damage, theft and vandalism and that does not violate any laws, codes or ordinances.

The decision regarding the appropriateness of the storage site rests with the local management team.

If the vehicle cannot be properly stored at your residence, the company may arrange for an alternate storage facility.

You must obtain management approval before changing storage locations.

Company parking and safety policies must be adhered to when storing company vehicles at your home dispatch garage location.

Your vehicle should be parked in a secure location that minimizes the potential for vandalism.



As a Home Dispatch technician, I'm expected to provide "secure legal storage" for my vehicle at my residence. What is meant by that?

You are expected to provide a storage location for your vehicle in which the possibility of accidental damage to the vehicle is minimized (preferably parked off the street), where the possibility of theft or vandalism is minimized, and in a location that violates no rules, laws, regulations, codes, or ordinances. Vehicles are to be stored with doors and compartments locked. The final decision regarding the appropriateness of the storage location rests with local management. You are responsible for notifying your supervisor prior to making any change in the storage location of your vehicle.

Vehicle Maintenance

Vehicle operation and maintenance expenses will be at the company's expense.

You are responsible for submitting any necessary reports and properly accounting for any out-of-pocket expenses associated with vehicle operations and maintenance.

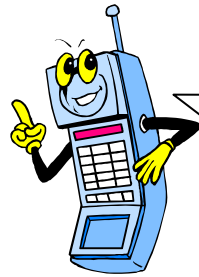
You must also adhere to preventative maintenance and vehicle inspection schedules and arrange for any necessary work to be done in accordance with company procedures.

You are expected to arrange for delivery and return of your assigned vehicle for repairs and maintenance with minimal interference with normal work assignments. If overnight maintenance is required the supervisor will work with the technician to provide transportation home.

Routine maintenance should be scheduled during vacation whenever possible.

In the event that Home Dispatch is cancelled or suspended it will be the technicians responsibility to provide their own transportation home. The supervisor will provide 30 days notice prior to this event occurring

When your assigned vehicle is undergoing repairs, you should contact your supervisor for other assignments or an alternate vehicle.



Is having company-provided transportation between the vehicle storage location and my first and last job sites considered taxable income?

No. If a vehicle is a marked, Company-identified “specialized utility vehicle” (as opposed to a plain passenger vehicle), then the use of that vehicle as transportation to and from work is not considered taxable income, and you should not have to pay income tax for the use of the vehicle.

Review

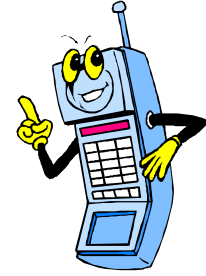
Q&A Session

This is your opportunity to ask your supervisor any questions you may have regarding the Home Dispatch process.

Key Points

The key things to remember as a Home Dispatch technician are:

- You should be at a job site at the start and end of your tour.
- All measures should be taken to promote safety, quality, and productivity.
- Participation in Home Dispatch is voluntary and contingent upon meeting minimum eligibility requirements.
- Vehicles must be parked in a secure and legal manner that does not violate any laws, codes or ordinances.
- Once activated for the Home Dispatch process, you must report to your work center no more than once a week unless otherwise authorized by your supervisor.



Have technicians sign this form and submit it to you before releasing them to participate in Home Dispatch. Keep this form in their files along with the Home Dispatch Request Form.

Acknowledgement of Home Dispatch Training

I have received information regarding my responsibilities as a Home Dispatch technician. I understand that Home Dispatch is a voluntary process and that my participation may be revoked if I fail to comply with the Home Dispatch process as defined in this training packet. I also understand that, unless otherwise authorized by my supervisor, I am expected to:

- Be at a job site at the beginning and end of my tour
- Report to the garage no more than once a week to pick up supplies and drop off paperwork
- Comply with the Home Dispatch process as listed in this guide.

Name (Please print)

Signature

Date

Please sign, detach and submit this page to your supervisor.