



AT&T CORE NETWORK INFRASTRUCTURE OPERATIONS (CNIO) TECHNICIAN EXPECTATIONS

APPLIES TO:

CENTRAL OFFICE

CENTRAL OFFICE-4 WALL

CENTRAL OFFICE- POWER

DATA CENTERS

DIGITAL ELECTRONIC GROUP

UNDERSEA CABLE OPERATIONS AND MAINTENANCE

GLOBAL CABLE STATION OPERATIONS

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The following general expectations have been established for our CNIO technicians. This is not meant to be an exhaustive list, but rather guidelines to help complete daily assignments while meeting customer service requirements and service objectives.

Every CNIO technician is accountable for being familiar with and adhering to the Company's Code of Business Conduct (COBC) and these Expectations. Violations of the Code of Business Conduct or these Expectations may result in discipline, up to and including termination of employment.

These Expectations are intended to address and facilitate routine situations that arise on a regular basis. However, every situation must be assessed based on its own merits and supervisors have the discretion to determine what the appropriate course of action is depending on the situation. These Expectations are not intended to change, alter, or supersede existing contractual provisions, OSHA requirements, safety requirements, Company policies, Company Code of Business Conduct (COBC) and applicable federal, state, and local laws. No one has the authority to direct any employee to violate the law, the Company's Code of Business Conduct, or the Company's policies.

It is the supervisor's responsibility to ensure these Expectations are covered with each technician annually and with any new technician who is added to the workforce. For purposes of this document, "supervisor" is defined as your direct supervisor, or any other management employee designated by your direct supervisor as your direct supervisor's temporary delegate. For purposes of this document, "customer" is defined as an internal or external customer. These Expectations will be updated and revised as needed. If you have any questions regarding these expectations or how to deal with a particular situation, please consult your supervisor.

Our Company policies & guidelines support the COBC. Technicians are expected to follow all Company policies and always behave ethically. Refer to the entire COBC for further details: [COBC](#).

1. GENERAL EXPECTATIONS

- Technicians are responsible for checking their work schedule or calling the supervisor to verify updates and changes. Technicians are required to abide by their work schedule and report at the start of their workday prepared to work.
- It is every technician's responsibility to notify management as soon as possible when unable to report to work. Technicians must give this notice to management prior to the start of the technician's scheduled shift every day

they are unable to report to work. To secure a copy of the attendance guidelines or policies that apply to you, or for other attendance related questions, please contact your immediate supervisor.

- Dress in a professional manner and present a professional appearance. Practice good personal hygiene habits.
- Technicians are expected to adhere to the Appearance expectations and EH&S policy in your region based on your title. Technicians participating in a Branded Apparel Program, whether mandatory or voluntary, are expected to adhere to that program.
- Appropriate footwear must be worn on work time and must comply with the existing footwear job aid [Foot Protection Job Aid](#).
- Technicians are required to wear their Company-issued photo ID clearly visible at all times while on work time, or on Company premises.
- Technicians are expected to adhere to the [On and Off Duty Misconduct Policy](#). This includes self-reporting if any of the events described in the policy occur while they are an employee of the Company. Failure to comply with these reporting requirements may result in discipline, up to and including termination.
- Technicians are to never use tobacco, tobacco-containing or smoking/vaping products inside a Company owned or leased facility, parking structures, work center garages, near doorways, ventilation louvers, fresh air intakes, windows, garage door openings, in Company vehicles, or anywhere on or near a customers' property. Technicians should also comply with all local smoking ordinances.
- Technicians must never drive without a valid license on their person for the type of vehicle they are driving. The loss, expiration, suspension, or other invalidations of a driver's license must be reported immediately to the supervisor and in the [Incident Reporting Tool](#).
- Only one technician should be on a single job site unless authorized by the supervisor.
- Technicians are expected to utilize their primary dispatching tool. Always use the proper codes to report time daily.
- During periods of severe weather/disasters, it is critical technicians take all necessary safety precautions to protect themselves and AT&T assets. When invoked follow AT&T YesOkay guidelines and procedures. Technicians are

expected to report to work as scheduled during severe weather/disaster and stay in contact with the supervisor.

- Refusal to carry out any business-related directive of any manager during working time is unacceptable.
- Personal electronic device use is limited to the meal period, rest breaks or emergency situations.
- Company Official Use (COU) or Mobile Work Force (MWF) Subscriber Identity Module (SIM) cards shall NOT be placed in personal devices.
- Technicians are expected to adhere to the [Wireless Device Policy](#). Personal cell phone use is limited to the meal period, rest breaks or emergency situations.

2. SAFETY, QUALITY & EFFICIENCY

- No job is so important, and no service is so urgent that we cannot take time to perform our work safely and in an environmentally responsible manner.
- Technicians are expected to adhere to all safety expectations including wearing the appropriate Personal Protective Equipment (PPE).
- Technicians must complete and pass all required EH&S compliance training and follow all EH&S policies and guidelines.
- Technicians must not exceed established maximum weight limits. Technicians are responsible for staying within the weight limitations and must notify the supervisor immediately if they exceed these limitations.
- Technicians must report all on-the-job injuries, illnesses, motor vehicle and other incidents, including near misses, to the supervisor immediately, in person or by phone. If the technician is unable to reach the supervisor live, the technician must then call the area manager if there was no live discussion with the supervisor.
- Technicians are expected to meet and/or exceed all specified performance standards.
- Technicians must correct all safety hazards when possible and must report all safety infractions, work that cannot be performed safely and/or emergencies to the supervisor immediately.
- Technicians must report lost/stolen/damaged devices & equipment to the supervisor immediately.

- Should you cause damage, you must immediately report that damage to the supervisor. The supervisor will facilitate the creation of a damage claim on the customer's behalf, if needed, so that the damage can be cared for and/or the customer can be compensated.
- Adhere to all regional and state policies regarding proper waste disposal, including those noted on the Corporate EH&S [Hazardous Material and Regulated Waste Management](#). Place work-related trash and regulated waste only in specifically designated containers at your work location. Never use an AT&T waste container to dispose of personal waste from your home.
- Technicians are expected to follow the nine (9) lifesaving behaviors:
 1. Wear a hard hat when there is a possibility for accidental head contact with electrically energized objects or working aloft.
 2. Properly secure ladders when working on a pole or aerial cable.
 3. Use a body belt and safety strap/lanyard when working aloft.
 4. Properly test, ventilate, and monitor utility holes.
 5. Wear seat belt when operating a motor vehicle.
 6. Properly shore or slope trenches.
 7. Test for electrical hazards with Foreign Voltage Detector every time.
 8. Wear insulated gloves when there is any reasonable expectation of contracting electrical power.
 9. Do not use any tablet, cell phone, or other technology while driving (including to text). However, hands-free technology may be used for voice calls and navigation using a company device, but only if permitted by applicable law.

Failure to follow any of the 9 LIFE SAVING BEHAVIORS will result in corrective action, up to and including dismissal. Discipline will be administered in accordance with regional practices and guidelines.

3. COMPANY VEHICLES

- While on company time, you must use the company vehicle for transportation unless prior approval from supervisor.
- The Company vehicle must stay in route throughout the day during work time; be where you should be, doing what you should be doing.
- If a technician uses a Company vehicle during rest breaks or a meal period, the vehicle must remain within reasonable proximity of the technician's last job or work location or next job work location.

- Technicians must follow the EH&S safe driving requirements, Company policies and any regional Driver's License Guidelines/Policy. This includes but is not limited to following applicable federal, state, and local laws regarding the operations of a motor vehicle.
- Technicians must follow all driving and defensive driving expectations. This includes but is not limited to expectations concerning reporting to work, driving on Company business, or driving a Company vehicle while under the influence of alcohol or any drug. Access and review the [Substance Abuse Policy](#) for more information.
- Technicians must drive defensively and take the safest, most direct route to the job location. Use controlled intersections whenever possible. Technicians should avoid backing up whenever possible. Do not back across or into lanes of traffic.
- Do not drive a service vehicle through any drive thru.
- Use of seat belts is mandatory.
- Technicians must perform a brief daily visual Pre-Driving Inspection prior to operating the vehicle. Company vehicle drivers should ensure back up camera lenses are clean.
- Technicians must complete proper cone placement upon arrival. Technicians must perform a "Circle of Safety" before any departure. If the technician has been back in the Company vehicle after performing the circle of safety and has not immediately departed, the technician must repeat the circle of safety before leaving the parked area. Technicians must select the safest location to park the Company vehicle per EH&S guidelines [Vehicle Parking and Cone Placement Requirements](#). The Third Cone Policy will also apply.
- The cab/interior of the Company vehicle should remain free of trash, tools, and unauthorized materials. Technicians must ensure any items in the vehicle are properly secured or stowed away.
- Technicians should not use tobacco, tobacco-containing, or smoking/vaping products etc. in Company vehicles.
- The Company vehicle shall remain free of unauthorized bumper stickers, decals, and license plate holders, etc.
- Technicians are expected to maintain an orderly well-stocked vehicle, have all tools, materials, and personal protective equipment on their Company vehicles necessary to complete their daily work. The technician should stock their vehicles on days and times specified by the supervisor.

- Technicians must minimize idling. Company Vehicles shall not be left idling while unattended or while fueling. Idling necessary to operate defrosters, heaters, air conditioners, or other equipment to prevent a safety or health emergency is permissible, but not solely for the comfort of the driver.
- Traffic citations and parking tickets issued while driving a Company vehicle are the responsibility of the technician or driver.
- Intelligent Vehicle Device (IVD)/plug and play Telematics or GPS device shall be protected from tampering, loss, obstruction, and damage. It is not permissible to remove or detach the IVD from the vehicle. Technicians should immediately inform the supervisor any time the device becomes dislodged, disconnected, or is not otherwise properly secured and in a satisfactory physical state.
- Company vehicles and bins must be locked at all times and keys stored securely when unoccupied.
- Company vehicles shall not be used for personal business. No unauthorized passengers, materials or animals are allowed in the Company vehicle.
- Technicians are to follow their local practice as to when their vehicles are fueled. Use the WEX card to purchase fuel and vehicle fluids only (purchase lowest cost/regular grade fuel) and keep the WEX card secured in the properly assigned vehicles. As applicable per local practice, it may be acceptable to use the WEX card once per month to get a company vehicle washed. The car wash expense is not to exceed ten dollars.
- Technicians must accurately record the actual odometer reading at the time of fueling.
- Technicians may not sleep in a Company vehicle at any time. This includes any rest breaks and/or meal periods. For technicians in CA/NV, see Appendix D.
- As noted previously in the nine (9) Life Saving Behaviors, hands-free technology may be used when driving for voice calls and navigation only, using a company device, but only if permitted by applicable law. The company device must be secured and physical interaction with a device, such as entering an address into the device, is only allowed when the vehicle is safely parked.

4. **CUSTOMER SERVICE**

- Technicians must keep all Company devices turned on and operative while working.
- Calls from customers should be answered in a professional and helpful manner. Technicians must identify themselves and the Company when answering the phone (e.g., “AT&T this is Adam”). However, calls should not be answered while a technician is on his or her rest break or meal period, while driving, during non-working hours, or in any unsafe situation etc. Technicians are to create an appropriate greeting on their Company cell phone that includes their name and AT&T (if applicable, follow the local practice for greeting instructions). Technicians must ensure their Company cell phone voice mail box has been activated and allows the option for a message to be left by a caller.
- Technicians are expected to check their Company voicemail and text messages throughout their scheduled work time for customer calls and supervisor voicemail and text messages. If a customer or the supervisor leaves a voicemail message, it is expected that the technician will return the call as soon as possible and when it is safe to do so during work time, except in emergencies. If a customer or supervisor communicates via text message, it is expected that the technician will respond in a professional manner as soon as possible and when it is safe to do so during work time, except in emergencies.
- Upon arrival at the customer premise, a technician should greet the customer by name and show the technician’s AT&T ID to the customer. Technicians should introduce themselves by first name and AT&T in the greeting with the customer (use appropriate greeting for CLEC customers).
- Technicians occupy a position of trust, confidence, and responsibility. Therefore, all customer contacts should be positive, professional, and appropriate. First impressions set the tone of contact with the customer. All customers should be treated with respect, and at no time should you become hostile, condescending, sarcastic, indifferent, or respond with profanity. Technicians should never disparage any AT&T department or technician or make false or opinion-based statements about competitors in any communications with customers, suppliers, or third parties. Technicians must represent the AT&T brand in a positive way.
- Technicians should listen to the customer and confirm that the work order will deliver the best solution. Technicians should confirm their understanding of

the customer's needs. Verify with the customer that everything is accurate. Prior to performing any work, notify the customer first.

- Advise the appropriate supervisor of any roadblocks or excessive time on job.
- AT&T strictly prohibits all forms of workplace harassment. AT&T expects all technicians to act in a professional manner at all times respecting the customer's home, privacy, and personal belongings. A customer's home and areas where a technician is performing work e.g., SAI, pole, SNI etc., are all considered the technician's workplace. A technician's words, actions or behavior must not create an intimidating, hostile or demeaning environment. Never intimidate, threaten, or demean coworkers or customers, or any others with whom we come in contact.
- Fix it right the first time. Do not close the ticket if there is still trouble on the line. Talk with the customer and/or appropriate center to ensure the problem is resolved and all AT&T services work correctly.
- Utilize the Ask Yourself principles in all aspects of the order/ticket process, and all interactions with the customer.
- Clean up work areas after the job is complete. All cardboard, paper products, and wire scraps should be removed from all work areas before the end of your shift. There should be no combustible materials in the equipment rooms and technical space unless it is covered by an approved fire-retardant tarp. Administrative areas must also be kept neat and clean.
- Technicians must utilize all tools and applications to ensure customer service is repaired/installed to the satisfaction of the customer as well as AT&T Quality Standards. If additional support or help is needed, contact your supervisor to ensure appropriate handoff.
- Technicians should never end their shift with a customer out of service, without first contacting their supervisor, duty supervisor, or area manager.
- Technician should handoff work activities at the end of their tour to the next designated technician, Dispatch Optimization Center (DOC) or a supervisor (if applicable).
- Gifts of cash or cash equivalents are never acceptable, and technicians should never offer them to customers or accept them from customers.

5. LOAD & TIME MANAGEMENT

- Time management has a direct impact on our Company's future, our fellow technicians, and our customer's perception of the Company. All technicians are

expected to make full use of their time by giving their best effort every day. Technicians should work as efficiently as possible to plan their work in a manner which avoids unnecessary tasks, unnecessary trips or wasted time.

- All time spent on work activities must be reported so that technicians are paid for all time worked.
- Daily timesheets (if required), work tickets and service orders must match the time actually worked and reported in the dispatch system. The timesheet (if required) and/or dispatch system information should also match the assigned vehicle's location data.
- Technicians must complete all work activities before reporting their end time/overtime in the time reporting system and/or on their timesheet (if required). If the system prevents work activities to be completed or returned, then the technician must notify the supervisor.
- Technicians must not perform any work or any work activities (e.g., stocking trucks, calling customers, etc.) during rest breaks, meal periods, or before or after the scheduled workday, without advance approval from the supervisor and in accordance with applicable federal, state and local laws. Time must be accurately recorded for pay purposes.
- Technicians are expected to take rest breaks and meal periods at appropriate times and for the appropriate durations every day they work consistent with Company policies and applicable federal, state, and local laws.
- Technicians must notify the supervisor as soon as it becomes apparent that they will be unable to complete the workload, keep commitment times, or if their workload is otherwise in jeopardy.
- Technicians are expected to close out their current job in the dispatch system upon completion. Technicians are expected to close out each job from the location of that job.
- Technicians must notify their supervisor if they complete their work early, or if there is no additional work in the workload.
- Technicians must notify their supervisor if the additional work requested will interfere with their ability to take rest breaks or meal period or require overtime.
- Personal business will not be conducted during the technician's working time unless it is an emergency. This includes but is not limited to personal calls, text messages, etc. made or received during work time.

- Personal mail (e.g., bills, catalogues, personal correspondence, etc.) should not be sent to or received at Company locations or on Company equipment.
- Newspapers, magazines, books, other reading material and personal electronics not related to Company business must not be used while on work time. When these items are being used during breaks and meal periods in the Company vehicle or on Company premises, these items must be appropriate for the work environment since each technician is in a customer-facing position.
- Union-related business should not be conducted during working time.
- All technicians are responsible for knowing when they are supposed to work. All time worked must be reported thoroughly and accurately.
- Home-based technicians must comply with the applicable guidelines.
- Incidental Overtime: Based on needs of the business it may be necessary to work incidental overtime to complete a current job and/or the rest of the load.
- Technicians must contact the supervisor prior to working any incidental overtime and all incidental overtime must be recorded for pay purposes. If a technician works overtime without approval, the technician will be paid for such time, but the unapproved event will be documented.
- Technicians assigned or who volunteer for overtime are expected to work the hours they are assigned or have volunteered to work.
- Technicians who are scheduled as standby/on call are to be available for contact at all times on their Company Official Use (COU) device during the scheduled timeframe. Once contacted, technicians are to dispatch to the work location or remotely access the site based on the issue at hand or direction provided by management.
- Dispatch During Meal Periods. Technicians should not be dispatched on a job or have a ticket in a “Taken” status during their meal period. The technician should:
 - Contact the supervisor for guidance when the technician is unable to complete the job prior to taking their meal period.
 - Take a meal period within the allotted time period. If the technician uses a Company vehicle, the vehicle must remain within reasonable proximity to the technician’s last work location or job or within their next work location or job.

- There should be no work performed during the meal period (this includes using Company mobile devices, laptops, answering Company cell phones, returning work related calls, etc.).
- Dispatch on the next job or place next work item in a Taken status at the end of the allotted time for the meal period.

6. COMPANY ASSET MANAGEMENT

- Technicians are expected to follow the [Operating Practice 78](#) (OP78) policy and report violations to their supervisor.
- Technicians who are not Home Based may not take home any Company asset without prior supervisor approval. This includes, but is not limited, to all wireless devices, iPad's, laptops, tools, supplies, and equipment.
- All technicians are responsible to maintain and properly store all wireless devices, iPad's, laptops, tools, supplies, and equipment, etc. Unattended Company vehicles and equipment must be properly secured.
- Technicians who spend Company funds, travel on Company business, or submit personal expenses for reimbursement are personally accountable for these expenditures. Strict adherence to the AT&T [Global Travel & Expense Guidelines](#) is expected.
- Technicians should follow the Electrostatic Discharge (ESD) process for the handling of Plug in Equipment (PIE) or network elements.
- All technicians are required to keep an accurate circuit pack inventory by maintaining full compliance with the Plug-In Management (PIM) tool. All circuit pack inventory transactions must be timely and completed per the established guidelines. The technician physically moving the circuit pack must be the same technician performing the PIM transaction.
- All technicians are expected to review the [Social Media Policy](#) and adhere to it.
- The communications systems in place at AT&T are primarily for business use. We may use these systems occasionally for personal e-mail or Internet access, but we do not allow this use to be disruptive to the needs of the business. We do not use these systems to access or distribute obscene or offensive media. Usage should always follow the provisions in the Code of Business Conduct.
- All technicians are responsible for maintaining the security of our computer systems as well as the proprietary information stored within them. Do not reveal passwords or leave them in any place unsecured.

DOCUMENTED COVERAGE

All CNIO technicians are expected to follow these Expectations, as well as all Company policies. These Expectations are not intended to change, alter, or supersede existing contractual provisions, OSHA requirements, safety requirements, Company policies, Company Code of Business Conduct (COBC) and applicable federal, state, and local laws. These Expectations may be modified or interpreted by local management in a manner that is consistent with local practices and ensures compliance with applicable federal, state, and local laws.

These Expectations will be covered with all CNIO Technicians upon hire and annually. These Expectations are subject to change.

It is expected that every CNIO Technician will adhere to each of the Company's Code of Business Conduct, these Expectations, and Company policies at all times. Failure to do so may result in discipline, up to and including termination of employment.

This coverage will be documented and retained.

Acknowledgment

I have read these guidelines and agree to comply with them. I understand this coverage will be documented and retained within my online AT&T University Personal Learning Experience (PLE) training History. (NOTE: Failure to sign or acknowledge these Expectations will not excuse you from having to comply with them).

Technician Name (Printed)

Technician Signature

Date

Supervisor's Name (Printed)

Supervisor's Signature