



**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**



Wireless Device Policy Applies to Non-Management Employees in Consumer Field Operations / Business Field Services / Core Network Infrastructure Operations

Employees are expected to use Company Official Use (COU) wireless devices in a safe, responsible and courteous manner. Laws regarding the use of wireless device/services may vary, so employees are responsible for ensuring they are aware of the applicable law governing the use of wireless services in their usage area, especially when driving.

AT&T needs each employee to be completely focused on serving our customers with the highest degree of professionalism, the greatest quality, the lowest cost, and operating in the safest manner possible. Therefore, the following rules for wireless device use are to be observed by employees.

Company Official Use (COU) Wireless Devices

- 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.
- Hands-free method of operation. This can include, but is not limited to:
 - Bluetooth headset
 - Vehicle-integrated communication system
 - Bluetooth hands-free speaker/microphone device
- Physical and visual interaction with the device must be limited to answering or terminating calls. Initiating calls or entering additional information, such as passcodes or phone numbers, must only be conducted while the vehicle is properly parked.
- COU wireless devices should not be used during a work operation if such use would distract the technician and thus increase the possibility of injury.
- COU wireless devices that could ring in the presence of a customer should only use ring tones that convey a professional image.
- COU wireless devices should not be answered while interacting with a customer. The customer should receive our full attention during all customer-facing interactions.
- Employees are prohibited from using data services on their wireless devices, such as texting, accessing internet content or other distracting activities, while driving (see the [Equipment & Communication Services Policy](#) for additional information).

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- COU wireless devices with navigation capability may be used for audible directions. An address should only be entered into the wireless device while the vehicle is properly parked. A route overview should be conducted before departure. The wireless device must then be secured, and no physical interaction is permitted.
- Employees are to create an appropriate greeting on their COU cell phone that includes their name and reference to their role at AT&T (if applicable, follow the local practice for greeting instructions). Technicians must ensure their COU voice mail box has been activated and allows the option for a message to be left by a caller.
- Calls and messages should not be forwarded from the COU to a personal device.

Personal Wireless Devices

- All personal wireless devices must be turned off and secured out of the driver's sight (in the rear of vehicle and hands-free should be disabled).
- The use of any personal wireless device (including phones, tablets, watches, etc.) while driving is prohibited.
- Personal device use is limited to meal and rest periods or emergency situations.
- COU Subscriber Identity Module (SIM) cards shall NOT be placed in personal devices.
- Calls and messages should not be forwarded from a personal device to a COU.

Policies and Regulations

The use of wireless devices in company vehicles is subject to applicable law. This policy controls to the extent it is more restrictive than applicable law.

COU equipment and communication services are intended for business use. Limited, occasional personal use of COU equipment and communications services is acceptable. Any use of COU equipment and communication services must be in accordance with applicable company policies and guidelines, including but not limited to the Code of Business Conduct, and the Records and Information Management and Personal Use of Company Systems policies and applicable laws.

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