

**2010 PAGER DUTY GUIDELINES**  
**PHOENIX Cable**  
**Effective January 1, 2010 through December 31, 2010**

- Pager duty will be assigned by crew on a rotating basis.
- There are two crews required to provide pager callout techs each week: one East side and one West side. Each crew will be required to provide two technicians.
- Technicians will be selected on a rotating basis.
- If there are no volunteers for the required crew, a page will go out requesting volunteers from other crews. Technicians will be selected by seniority.
- If no volunteers are available, the crew responsible for providing pager call-out will force by inverse seniority.
- Pager duty coverage will be from Friday, 12:01 a.m. thru Thursday, 11:59 p.m.
- Technicians will be notified two weeks prior to their pager assignment.
- Technicians are expected to be available 24/7 for the week they are on duty. Anyone who does not respond to a call by management (in a reasonable time from approximately: 15-20 minutes) will not be paid ACA for that day. Anyone asking to be excused from pager duty for a particular day because of personal plans will not be paid ACA for that day.
- Any technician not present on the day management asks for volunteers will be skipped until the next opportunity for pager duty on their crew.
- Supervisors will identify those technicians that currently have the skills necessary to complete tasks and will make a good faith effort to train the technicians that currently lack these skills. This will be accomplished by the technician, and the supervisor identifying what training is needed.

Note: These guidelines will be reviewed/renegotiated if requested by the Company or Union at any time during the effective dates of the guidelines.

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Union Representative

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Date

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Company Representative

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Date

(12/15/09)