

**2010 PRIORITY PERSONAL DAY ADMINISTRATION
PHOENIX DESIGN SERVICES (DSO/DS1) and DESIGN CABLE
Effective 1/1/10 Through 12/31/10**

The following guidelines have been established for Priority Personal days in 2010 for Phoenix Metro for Design Services:

- Each employee will be entitled to four (4) Priority Personal Days in 2010.
- Priority Personal Days can be taken in one (1) hour increments. All thirty-two (32) hours can be taken in one (1) hour increments.
- Priority Personal Days can be taken as a Personal Day Not Paid (PDN) or as a Personal Day Paid (PDP)
- Demand days can be requested starting at 12p-4p, one business day prior (excluding recognized Holidays as per the contract). And requests can be made day of starting at 6am the day of. Requests must be made prior to the start of the tour. **NO pages will be responded to between the hours of 4p-5:59a.** ***When requesting demand time on the day prior starting at 12p, it will be the technicians responsibility to check to see if there is vacation time available on the vacation calendar.*
- Requests for demand days must be made through the demand pager at 877-474-9382. This pager will be staffed 7 days a week (including holidays). Someone will call you back within 20 minutes. Technicians may request a demand day one (1) hour prior to the beginning of the earliest tour.

Demand days will be capped on the following days:

- One (1) demand day for Provisioning and Repair, Monday and Friday
 - Two (2) demand day for Provisioning and Repair, Tuesday thru Thursday
 - One (1) demand day for Design/Cable Repair, Monday thru Friday
- Demand day caps will be recalculated based on headcount additions/decreases)

Saturday caps are as follows:

- One (1) demand day for all technicians scheduled
 - There will be no Priority Personal days granted on Sundays
 - There will be no Priority Personal days granted on recognized Company Holidays
- (Demand day caps will be recalculated based on headcount additions/decreases)

In the event an employee experiences an urgent need (i.e. urgent childcare or medical situation) for time off after they have started their tour, the Company will attempt to meet the employee's needs on a case by case basis. The field supervisor will determine if the Company can accommodate the employee request. The LRAC and the employee's supervisor will collectively determine if the company can accommodate the employee request.

The company and the Union reserves the right to review these guidelines at any time. Any changes to the above guidelines would be discussed with the Union prior to implementation.

Union Representative
(12/15/09)

Date

Company Representative

Date