

2010 PAGER DUTY GUIDELINES
PHOENIX CENTRAL OFFICE SWITCH TECHNICIANS
Effective January 1, 2010 through December 31, 2010

- **Pager Duty:** Pager duty will be utilized for the Switch Technicians. Pager duty will be coordinated and tracked by crew supervisor. Volunteers will be solicited. Should there be no volunteers, all Switch COT's will be placed on a pager duty list .
- **Call for Work/ Home Call Pay:** When charging HCP (Home call pay) you must resolve a problem.
 - o Example of resolving a problem "(i.e., repairing the trouble over the phone or provides critical information that aids in the repair of a job)"
 - o Example of NOT resolving a problem "(i.e., call the other pager tech or it is not my area)"

Listed below are the pager duty guidelines:

- Pager duty will be assigned by the supervisor.
- All pager duty trades will need supervisor approval, with supervisor taking into consideration skill sets and OT guidelines.
- 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.
- Required to perform pager duty work in the same capacity as Technician's normal scheduled shift.
- Required to contact duty supervisor immediately, if technician is unable to full-fill any of the above stated expectations.
- Pager duty coverage will be from Friday, 12:01 a.m. thru Thursday, 11:59 pm.
- It is the employee's responsibility to secure a volunteer replacement when they schedule entitlement time during their pager rotation. If there are no volunteers, the pager duty will be scheduled by inverse seniority. The change in schedule will not affect the original rotation schedule.

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

Union Representative

Date

Company Representative

Date

(12/15/09)

