

2019 PAGER DUTY GUIDELINES
PHOENIX METRO CENTRAL OFFICE
Effective January 1, 2019 through December 31, 2019

- Call out's must be approved in advance by the CO Duty Supervisor. Dispatch and Field peers will contact Duty Supervisor for approval and should not call COT directly unless already approved.
- T1 Day COT will be assigned Sunday pager duty based on the weekend rotation assignment for each crew.
- T1 Day COT pager duty will be for Sundays and Holidays will begin at 5:00am and end at 5:00pm, unless otherwise notified.
- T1/Switch Night, IOF, and Power COT pager duty will be assigned on a rotating basis.
- T1/Switch Night COT pager duty will be for Saturday, Sunday, and holidays from 5:00 pm and end at 5:00 am.
- IOF COT pager duty will begin on Friday 4:30 pm and end on Friday the following week at 8 am.
- Power COT pager duty will begin on Wednesday 12:00 am and end on Tuesday the following week at 11:59 pm.
- The company expects employees designated to carry company issued cell phone and to respond to a call or text by Management or Dispatch within 20 minutes. Required to provide eta for dispatch.
- After the COT has completed the assigned work, they are expected to Dynamic Load prior to leaving an office to verify and complete any remaining priority tickets.
- All pager duty trades will need Manager approval.
- The technician is required to contact the Duty Supervisor immediately, should an emergency situation arise and they are unable to fulfill any of the assigned duties.

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



Union Representative

Date

Company Representative

Date