

# Demand Agreement

## Phoenix Cobros

### 2019 PRIORITY PERSONAL DAYS

Personal Priority Days (PPD)/ Demand are a part of each occupational employee's contractually allotted personal time.

- PPD/demand entitlements will be as follows:
  - At least 6 months T.O.E. on 1/1/2019: Entitled to 8 Personal Days Paid (PDP) and 2 Personal Days Not Paid (PDN), of which 8 days (64 hours) can be used as PPD/demand time.
  - Employees hired in 2018 with less than 6 months T.O.E. on 1/1/2019: Entitled to 4 PDPs for the year. Four of these days (32 hours) may be taken as PPD/demand.
  - Employees hired during any given quarter of 2019: Entitled to 1 PDP day (8 hours) per quarter, including the quarter in which they were hired. Employees will not be entitled to the 8 hrs of PDP until they have worked any portion of the quarter. Once the employee has earned their PDP for the quarter they can use it as PPD/Demand
- As outlined in the Contract PDP can be prescheduled or taken as PPD/demand.
- Priority Personal Days/Demand Days may be taken for all hours of the scheduled tour or in one (1) hour increments. When a partial slot is requested (hour increments default 8 to hours) the RAS team will allow the remainder of the hours to be scheduled, however, the hours within the slot may not overlap.
- Data Specialists and New Hire Training Classes are not covered by this policy. These other groups of employees will be covered by their own Priority Personal Day/Demand policy.
- Contract Section 11.29 – “Personal days taken as priority personal days shall be taken during the calendar year earned.” (no PPD/demand time carry over)
- Only Personal Day (paid and unpaid) time can be used for PPD/demand time. No vacation time may be used as PPD/Demand.
- As outlined in the Contract, PPD/Demand must be requested **prior to the start of the tour**. Urgent same day requests made after the start of an individual's tour may be granted based on the needs of the business and are not to exceed the available PPD/Demand slots for the day.
- Requests are taken on a “first call” basis by phone to the designated number only no earlier than 60 minutes prior to the opening of the Center. The number to call is 844-238-8216.

**Phoenix Cobros**  
**2019 PRIORITY PERSONAL DAYS (Continued)**

- Either party has the option to reopen negotiations during the life of this current agreement. If no agreement is reached, then this agreement will remain in effect.
- This agreement is in effect from January 1, 2019 through December 31, 2019.
- The PPD/demand caps are in place on a daily basis and are based on the monthly center headcount, excluding Initial Training Classes.

Center Headcount (less Students and Data Specialists) divided by ratio number = demand slots (rounded up or down to the nearest whole number)

Example:           250 employees in center headcount divided by 70 = 3.5 = 4 demand slots  
                   230 employees in center headcount divided by 70 = 3.2 = 3 demand slots

**Allotment of PPD/Demand Slots by Week Day**

**Mondays – 1 slot per 70 reps**  
**Tuesday – Friday 1 slot per 40 reps**

- The following dates are also capped at 1 slot per 70 Consultants.

- Tuesday May 28, 2019
- Friday July 5, 2019
- Tuesday September 3, 2019
- Thursday, December 26, 2019

Signatures

<i>Mindy Kepler</i>	<i>Ron Fagan</i>
Print: <i>Mindy Kepler</i>	Print: <i>Ron Fagan</i>
CenturyLink Manager	Union President or Designee
Date: <i>November 30, 2018</i>	Date: <i>12/20/18</i>