

**AT&T**  
**Mobility and Business Customer Service**  
**New Hire Attendance Guidelines effective 8-1-2015**

The training programs provided here at AT&T are both rigorous and cumulative. A good attendance record and punctuality is vital to your success. For this reason, the expectations in the initial classroom through week 26 are as follows:

All new hires are expected to be at work and on time every day of the training period.

After completion of classroom training and week 26 of transition, your unscheduled absence points will follow you out of training and will then be part of your attendance record on the AT&T Mobility and Business Customer Service Attendance Guidelines.

“Unscheduled Absence,” meaning any unapproved time away from your scheduled shift due to absences, late arrivals, early departures or absences during the shift, will be tracked using an “Unscheduled Absence Point System”.

Unscheduled Absence Points Will Accrue According To The Following Schedule:

- Less than 5 minutes missed from scheduled shift = No Points
- 5 minutes – 45 minutes missed from scheduled shift = 0.25 Points
- 46 minutes -150 minutes missed from scheduled shift = 0.50 Points
- 151 minutes -239 minutes missed from scheduled shift = 0.75 Points
- 240 minutes + missed from scheduled shift = 1.00 Point

Attendance Coaching and Discipline is applied according to the following schedule:

**Disciplinary Process (Point Accruals Based On Rolling 12 Months of Active Employment)**

<b>Weeks 1-5</b>
<b>1 Point</b> = Final Written Warning
<b>&gt;1.5 Points</b> = <b>Review for Termination</b>
<b>Weeks 6-14</b>
<b>2 Points</b> = Final Written Warning
<b>&gt;2.5 Points</b> = <b>Review for Termination</b>
<b>Weeks 15-26</b>
<b>3 Points</b> = Final Written Warning
<b>&gt;3.5 Points</b> = <b>Review for Termination</b>
<b>Week 27 – AT&amp;T Mobility and Business Customer Service Guidelines</b>
<b>1-3 Points</b> = Coaching / No Disciplinary Action
<b>4 Points</b> = Formal Counseling
<b>5 Points</b> = Written Warning
<b>7 Points</b> = Final Written Warning
<b>8 Points</b> = <b>Review for Termination</b>

These are guidelines. At all times, patterns of attendance will be reviewed and disciplinary steps will be escalated as appropriate. The Company reserves the right to amend, modify and change these guidelines at its sole discretion.

If you believe that you may need assistance in complying with these standards due to a medical condition, you should contact the Integrated Disability Service Center at 866-276-2278.