

Mobility Call Center Attendance Policy

Cingular Wireless Customer Services group is committed to providing the highest quality service to our customers. Maintaining adequate and consistent staffing is crucial to the operation of the call center and to our ability to deliver quality service. Unscheduled time away from work causes a breakdown in work performance, imposes added work on the team, and directly impacts the level of service we can offer. For this reason, regular attendance and timeliness are essential job functions for every non-exempt employee. Repeated unscheduled absenteeism may result in discipline up to and including termination. ***It is your responsibility to maintain acceptable attendance performance. Please read the following attendance guidelines and discuss any questions you may have with your Manager.***

1. Regular attendance and timeliness are essential parts of your job responsibilities. You are expected to be at your workstation and available for work when scheduled.
2. Unscheduled absences negatively impact our customers, your coworkers and the Company's business operations. Whenever possible, you are required to schedule **IN ADVANCE AND ACCORDING TO YOUR DEPARTMENTAL GUIDELINES**, any time off you will need to attend to medical care or personal needs if it will interfere with your regular scheduled shift. If for any reason you encounter a situation that requires you to miss any time from your regular shift, you must contact your immediate Manager and / or the attendance line in accordance with your call center guidelines, at least one hour before your shift start time. If an emergency prevents you from contacting your Manager one hour before your shift, you must contact your Manager as soon as possible. In addition, if you must leave before the end of your scheduled shift due to illness or emergency, you must notify your Manager (or another Manager if yours is unavailable) and / or the attendance line in accordance with your call center guidelines prior to leaving. Failure to properly call in, or failure to notify your Manager prior to leaving early, will be dealt with as performance issues and may result in discipline up to and including termination. If an employee is absent from work for (3) or more consecutive workdays without Company approval, the employee will be considered to have abandoned their job and voluntarily quit his / her job without notice.
3. The following types of absences will not count as "unscheduled time away" under this Attendance Performance Statement:
 - Approved Leave of Absence
 - Scheduled Vacation
 - Jury Duty
 - Bereavement
 - Court Subpoenas
 - Military Leave
 - Company recognized Holidays (unless scheduled to work on a Holiday)
 - Short Term Disability

- Federal / State mandated Leaves (i.e. FMLA, etc.)
- Company initiated closings (i.e. inclement weather, etc.)
- Contracted time Off (Union Business)
- Approved / Company Mandated Time Off, (i.e. EWP, vacation, disciplinary time, etc.)

As stated above, unless the need for time off is unforeseeable, these absences must be pre-arranged with management and scheduled in accordance with your departmental guidelines.

4. “Unscheduled time away,” meaning any time away from your scheduled shift due to absences, late arrivals or early departures that is not excused under paragraph 3, above, will be tracked using an “Unscheduled Absence Point System”.

Unscheduled Absence Points Will Accrue According To The Following Schedule:

5 minutes to 30 minutes missed from scheduled shift = ¼ Point

31 minutes to 120 minutes missed from scheduled shift = ½ Point

121 minutes to 1 full scheduled shift missed = 1 Point

Attendance Performance Management Process

(All Point Accruals Based On Rolling 12 Month Calendar)

3 Points = Coaching *
5 Points = Coaching *

Disciplinary Process

7 Points = Counseling Notice
9 Points = Written Warning

11 Points = Final Written Warning

12 Points = Termination Of Employment

Any unscheduled time away from your scheduled shift equaling 12 points or more in a 12-month period, regardless of reason, will be considered unacceptable absenteeism and may result in termination, unless due to extraordinary circumstances as determined by the Company in its sole discretion.

Note: Late returns from lunches and breaks will not be tracked according to the point system for employees where these issues are tracked and handled through schedule adherence performance tracking and discipline however formal discipline may be administered if a pattern of lateness issues is identified (see below)

** Coaching - Coaching is an ongoing method for the manager to use to improve performance and may occur at point levels beyond 3 points / 5 points if deemed necessary by the manager.. This is accomplished through formal and informal means, such as scheduled meetings or through regular interaction with the employee. Coaching may also be used to correct performance that is not meeting expectations. However, note that Coaching is not part of the disciplinary process.*

5. Unscheduled time away is not an entitlement, and is intended for use only for illness or emergency. The Company may monitor your attendance for **Unacceptable Patterns Of Absences, Lateness Issues or Early Departures** (for example, absences the day before or after a scheduled day off, more than 4 combined lateness and/or early departures in any calendar month (including any combination of - late arrivals to work and / or early departures from work), absences on a particular day of the week, calling out absent on a date previously denied off, repeated tardies of less than 5 minutes), and other failures to adhere to these guidelines. If the Company determines that you are abusing these guidelines, discipline up to and including termination may result regardless of the number of Unscheduled Absence Points you have accrued.

6. Leave of Absence Application Denial – If an employee takes time away from their scheduled shift / work week pending a leave of absence application approval and that leave application is denied, the employee will receive the appropriate amount of points for each unscheduled day missed. Upon return from denial of leave employee may be subject to the appropriate level of discipline up to and including termination of employment.