DIRECTV

2026
Care
Labor Agreement

Communications Workers of America
Districts 2-13 & 7

and

DIRECTV, LLC

Effective February 15, 2026 through February 9, 2030

2026 CARE LABOR AGREEMENT
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ARTICLE 1
AGREEMENT

THIS AGREEMENT is made and entered into effective February **15**, **2026** by and between DIRECTV, LLC; as to those employees covered under Article 2 (hereinafter referred to as the “Company”, the “Employer”, or “Management”) and COMMUNICATIONS WORKERS OF AMERICA (hereinafter referred to as the “Union”).

ARTICLE 2
RECOGNITION AND ESTABLISHMENT OF THE UNIT

Section 1. The Company recognizes the Union as the sole collective bargaining agent for the purpose of collective bargaining with respect to rates of pay, wages, hours of employment and other conditions of employment for those covered employees in CWA Districts 2-13 **and** 7 as defined February **15**, **2026**. The term covered employee and/or employees as used in this Agreement shall mean, those employees within the job titles set forth in Appendix A. **A**ll employees exempt by the National Labor Relations Act are excluded.

Section 2. For the purpose of determining whether employees employed in newly created job classifications or titles shall be included or excluded from the bargaining unit covered by the terms of this Agreement, the parties agree as follows:

a. The Company shall have the right to create and define any new job classification or job title in the bargaining unit and to establish duties in connection with the creation of a job title/classification herewith as it shall deem appropriate.

(1) The Company shall notify the Union in writing of any newly created classifications or titles, the duties established therefore, and the temporary wage rate.

(2) Upon such notification the Company shall be free to staff such positions.

b. The Union shall have the right, within thirty (30) calendar days of the date the Union was notified by the Company of the new classification or title, to initiate negotiations concerning the temporary wage rate established by the Company. If negotiations are not so initiated within thirty (30) calendar days, the temporary wage rate will be made permanent. If negotiations are so initiated within thirty (30) calendar days, they shall commence within thirty (30) days after the Union's request to initiate negotiations. The parties agree that they shall negotiate for a period of no more than sixty (60) days from the date such negotiations commenced.

(1) If an agreement is reached by the parties within the said sixty (60) days as to the appropriate permanent wage rate, such agreement shall be applied retroactively to the day of the establishment of the new classification or title.

(2) If no agreement as to the appropriate permanent wage rate for such classifications or titles has been reached within the said sixty (60) days, the issue of the appropriate permanent wage rate shall be subject to a binding mediation process. A mediation conference shall be held as soon as possible but no later than thirty (30) days following conclusion of negotiations.

(a) If agreement is reached in the mediation process, as to the appropriate permanent wage rate, such agreement shall be applied retroactively to the day of establishment of the new classification or title.

(b) If no agreement is reached in the mediation process, each party shall submit a final proposed permanent wage rate to the mediator at the conclusion of the mediation conference. The mediator shall determine which of the final submissions is appropriate, taking into account the facts, discussions and arguments presented by the parties during the conference. The permanent wage rate designated by the mediator shall be applied retroactively to the day of the establishment of the new classification or title.

(3) The mediator used in the mediation process referred to in paragraph (2) above, shall be selected by mutual agreement of the parties within seven (7) days following the conclusion of negotiations. If the parties are unable to agree on a mediator within this timeframe, they will select from a list of five (5) mediators compiled by the American Arbitration Association. Such individuals on the list shall possess acknowledged expertise in the area of job evaluation.

ARTICLE 3
DEFINITIONS OF EMPLOYEES

Section 1. An “employee” is defined as any person designated as active on the payroll of the Company and covered by this Agreement as provided in Article 2 (Recognition). Each employee will be classified as either regular or temporary as determined by the Company based on the employment period expectations at the time of hire.

Section 2. A regular employee may be either full-time or part-time.

Section 3. A regular full-time employee shall be deemed to be any employee regularly scheduled to work forty (40) hours per week and whose employment is reasonably expected to continue for longer than twelve (12) months.

Section 4. A regular part-time employee shall be deemed to be any employee regularly scheduled to work less than forty (40) hours per week. **The business unit will determine the scheduled hours for the part-time tours. Treatment of a part-time employee under the Company’s benefit plans and payment programs is dependent on the scheduled tour the employee selects as described in this section.** The Company may reclassify part-time employees to full-time employees. Should the Company determine it appropriate to reclassify full-time employees to part-time employees; it will first seek volunteers from the affected work group and then force in reverse order seniority.

a. **For periods of service as a part-time employee, calculations for wages or service for each of the following benefit plans and payment programs will be based on the relationship of the individual part-time employee’s scheduled tour to a forty (40) hour workweek:**

   - **Comprehensive Disability Benefit Plan**
   - **Life Insurance Plans**
   - **Savings Plan**
   - **Severance Plan**
   - **Holidays, Excused Days With Pay, and Vacation**
   - **Paid Illness days**

b. **Monthly contributions to the Medical, Dental, and Vision Plans will be as outlined in Appendix B.**

c. **Vacation, Excused Days With Pay, and paid illness hours will be determined by the schedule tour the part-time employee selects compared to a forty (40) hour workweek.**

Section 5. A temporary employee is one who is engaged for a specific project or a limited period, with the definite understanding that his/her employment is to terminate upon completion of the project or at the end of the period, and whose employment is expected to continue for more than three (3) consecutive weeks, but not more than twelve (12) months, unless extended by mutual agreement. However, if the project becomes indefinite, the Company may reclassify temporary employee(s) to regular full-time or regular part-time employees.

The termination of the employment of such temporary employees for reasons other than “work completed” shall be subject to the grievance provisions of this Agreement, however, such termination will not be subject to the arbitration provisions of this Agreement.

Section 6. Temporary Agency workers shall not be deemed to be employees of the Company and, as such, shall not be covered by any of the terms or conditions of this Agreement. The Company will provide a report to the Union, on a monthly basis, of the use of temporary agency workers. The use of such temporary agency workers shall be kept to a minimum, generally not longer than ninety (90) days, but no more than one hundred eighty (180) days, unless mutually agreed to extend.

ARTICLE 4
AGENCY SHOP

Each employee, employed on or before the effective date of this Agreement and covered by the terms and conditions of this Agreement shall, as a condition of employment, either become a member of the Union, or pay or tender to the Union amounts which are the equivalent of periodic Union dues.

Employees employed or entering into the bargaining unit after the effective date of this Agreement shall, on or before the thirtieth (30^{th}) day of their employment, and as a condition of such employment, either become a member of the Union or pay or tender to the Union amounts which are the equivalent of periodic Union dues.

The condition of employment specified above shall not apply during periods of formal separation from the bargaining unit by any such employee but shall reapply to such employee by the thirtieth (30th) day following their return to the bargaining unit. The term "formal separation" includes transfers out of the bargaining unit, removal from the payroll of the Company, and unpaid leaves of absence.

The paragraphs above shall apply only in those states where the law permits the Union to enter into this type of Union security agreement. If during the term of this contract the Union shall become duly authorized under the laws of any other state to enter into this type of Union security agreement, the effective date of this Article as to employees in such state shall be the date upon which the Company receives proper written evidence from the Union that it is fully qualified to enter into such an agreement in such state.

The foregoing shall be subject to any prohibitions or restrictions contained in the applicable state laws.

ARTICLE 5
DEDUCTION OF UNION DUES

Section 1. The Company agrees to make collections of Union dues, or agency fees**, and CWA-COPE, a separately segregated Political Action Committee (PAC) sponsored by the Union** each payroll period, through payroll deductions from the employee's pay, upon receipt of a**n** electronic authorization form signed by the employee and delivered electronically by the Union to the Company. This authorization shall continue in effect until canceled by electronic notice from either the Secretary-Treasurer of the Union or the employee as **described in the Memorandum of Agreement for Union Dues Deductions**.

Section 2. The Company shall bear the full cost of dues deduction as set forth in Section 1. except that the Union agrees to **maintain the electronic dues process as described in the Memorandum of Understanding Regarding Electronic Dues Authorization**.

Section 3. In addition to this Article, the parties have concurrently executed separate Memorandum of Agreement for Payroll Deduction of CWA-COPE, Memorandum of Understanding Regarding Electronic Dues Authorization, and Memorandum of Agreement for Union Dues Deductions regarding Union dues, COPE deductions, and electronic dues authorization.

ARTICLE 6
MANAGEMENT RIGHTS

Subject to applicable law, all rights possessed by the Employer prior to the recognition of the Union, which rights are not governed by the terms of this Agreement, are reserved and retained by the Employer.

ARTICLE 7
GRIEVANCE PROCEDURE

Section 1. All complaints and prospective grievances may be taken up informally by either the Company or the Union in advance of the formal grievance steps set forth below. Nothing in this Article shall be construed to deprive any employee or group of employees from presenting individually to the Company any complaint, and to have such complaints adjusted without the intervention of the Union, as long as the adjustment is not inconsistent with the terms of this Agreement, and provided further that a Union representative has been given opportunity to be present at such adjustment.

Section 2. The Company and the Union agree that grievances shall be confined to differences arising out of the interpretation or application of the terms or provisions of this agreement, or disciplinary action for just cause and shall be processed according to the grievance procedure set forth in this Article. It shall be the objective of both the Company and the Union to settle any grievance promptly and at the lowest step of the grievance procedure.

Grievances shall be reduced to writing, setting forth, if applicable, specifically the substance of the grievance and the provision or provisions of the Agreement allegedly violated, delivered by a Union representative to the designated Company representative in accordance with Section 3. following, within thirty (30) calendar days of the action complained of.

Section 3. The formal grievance procedure shall consist of two (2) successive steps. Notice of grievance and appeals of decision shall be forwarded in accordance with the following:

<u>STEP 1</u>

The designated Company representative shall contact the Union representative within seven (7) workdays of receipt of written notice of the grievance for the purpose of setting a mutually agreeable meeting date and location**, which may be virtual**. The designated Company representative will provide a decision in writing within ten (10) workdays after completion of the meeting(s) unless mutually agreed otherwise by the parties.

If the Company fails to offer a meeting date which is within fourteen (14) calendar days of receipt of the written notice of the grievance and no mutual agreement has been reached by the parties to extend the timeframe, the grievance may be advanced to the second step at the Union’s option.

STEP 2

If the answer or decision of the Company at the conclusion of the Step 1 is unsatisfactory to the Union, the grievance may be appealed to the designated Labor representative, in writing, within fifteen (15) workdays after a decision has been rendered at the first step. The designated Labor representative shall contact the Union representative within seven (7) workdays of receipt of written notice of the grievance for the purpose of setting a mutually agreeable meeting date and location. Upon mutual agreement, the grievance may be conducted by telephone. The designated Labor representative will provide a decision in writing within fifteen (15) workdays after completion of the meeting(s), unless mutually agreed otherwise by the parties.

If the Company fails to offer a meeting date which is within fourteen (14) calendar days of receipt of the appeal to the second step of the grievance process and no mutual agreement has been reached by the parties to extend the timeframe, the grievance may be advanced to the arbitration process. The option is only applicable to articles of the **2026** Labor Agreement or the provisions of such articles which are subject to the arbitration process as stated in the **2026** Labor Agreement.

Section 4. A decision at Step 2 of the formal grievance procedure, as set forth in Section 2 above shall be construed as full completion of the formal grievance procedure.

Section 5. After a notice, as set forth in Section 2 above, has been received by the Company neither the Company nor the Union will attempt to adjust the grievance with any employee or employees involved. Any proposed adjustment will be presented by the Company to the designated Union representative.

Section 6. The Company will keep the Union fully informed, in writing, on a current basis, of the designated Company representatives referenced in Sections 2. and 3. above.

Section 7. Formal grievance meetings shall be held at mutually agreeable times and locations. For the purpose of presenting a grievance, those employees of the Company including the aggrieved employee(s) and the employee representative(s) designated by the Union, who shall suffer no loss in pay for the time consumed in, and necessarily consumed in traveling to and from grievance meetings, shall not be more than **three** (**3**) at any level of the grievance procedure**, when the grievant attends the meeting**.

Section 8. Failure to submit or pursue a grievance under the conditions and within the time and manner stated in Section 2 above shall be construed to be a waiver by the employee and the Union of the formal grievance.

Section 9. Any provision in this Article to the contrary notwithstanding, no forms of discipline, including suspension and discharge, of employees with less than thirty (30) days of service with the Company shall be subject to the grievance procedure, provided, however, that the Company may extend said period for an additional thirty (30) days upon written request to the Union.

ARTICLE 8
INTENTIONALLY BLANK

ARTICLE 9
ARBITRATION

Section 1. It is agreed by both parties that arbitration shall be confined to matters processed through all steps of the formal grievance procedure, and in such event, the following procedures shall be exclusive.

Section 2. If the answer or decision of the Company's representative at the conclusion of Step 2 of the formal grievance procedure, as described in Article 7, is unsatisfactory to the Union, the Union shall, in writing, to the designated Company representative, within sixty (60) calendar days thereafter, request arbitration, if such is desired.

Section 3. A panel of at least eight (8) but no more than ten (10) qualified arbitrators per district will be selected by the parties. To select this panel, each party shall initially be entitled to recommend up to five (5) arbitrators subject to objection by the other party. The arbitrators on this panel must be a member of the American Arbitration Association (AAA) and act in accordance with the AAA rules. Each arbitrator will serve until the termination of this Agreement unless his/her services are terminated earlier by written notice from either party to the other. The arbitrator will be notified of his/her termination by a joint letter from the parties. The arbitrator will conclude his/her services by settling any grievance previously heard. A successor arbitrator will be mutually selected by the parties from the AAA membership. Arbitrators will be assigned cases in rotating order designated by the parties.

The compensation and expenses of the arbitrator and the general expenses of the arbitration will be borne by the Company and the Union in equal parts. Each party will bear the expense of its representatives and witnesses. Any expenses incurred because of any cancellation or postponement of a hearing will be borne by the party requesting such cancellation or postponement.

Section 4. The arbitrator shall be confined to the subjects submitted for decision, and may in no event, as a part of any such decision, impose upon either party any obligation to arbitrate on any subjects which have not been herein agreed upon as subjects for arbitration. The arbitrator shall not have jurisdiction over the rights of Management not specifically restricted by this Agreement and shall not have the power to add to, subtract from, or vary the terms of this Agreement, or to substitute his/her discretion for that of Management, but shall be limited in power and jurisdiction to determine whether there has been a violation of this Agreement. The arbitrator's decision shall be final and binding upon both parties and any employees affected.

Section 5. Except where otherwise mutually agreed, failure to submit a matter to arbitration within the times above stated or failure to pursue subsequent steps within the time and in the manner above stated shall constitute a waiver by the employee and the Union of the right to arbitration.

Section 6. Upon the Union's providing the Company with a reasonable period of advance notice, the Company shall allow reasonable time off without pay for Grievant and/or Union witnesses to prepare for arbitration. For the purpose of presenting an arbitration, the Grievant and one Union representative need not clock out if the proceeding occurs during Grievant's and representative's regularly scheduled working hours, but other Union representatives who are employees of the Company and all other employees participating in the arbitration proceeding shall clock out for that purpose.

Section 7. Any provision in this Article to the contrary notwithstanding, no form of discipline, including suspension and discharge, of employees with less than twelve (12) months of service shall be subject to arbitration.

ARTICLE 10
NO STRIKE - NO LOCKOUT

Section 1. During the life of this Agreement, the Union and the employees covered under this Agreement, shall not cause, call, or sanction strikes of any kind, including sympathy strikes and strikes in protest of alleged unfair labor practices, boycotts, work stoppages or slowdowns which interfere with the Company's production or business.

Section 2. In the event any violation of the previous Section occurs, which is unauthorized by the Union, the Company agrees that there shall be no financial liability on the part of the Union or any of its officers or agents, provided that in the event of such unauthorized action the Union promptly advises the members of the Bargaining Unit that such action is unauthorized and that the involved members should return to work or cease such action.

The Company and the Union will work together to bring any such unauthorized action to an end.

Section 3. The Company agrees that there will be no lockouts during the duration of this Agreement.

ARTICLE 11
SENIORITY

Section 1. Seniority, as used in and applied to the Articles and LOAs of this Agreement, is defined as Net Credited Service as determined by the Administrative Committee.

Section 2. If more than one (1) employee has the same Seniority date, the last four digits of the Social Security Number (SSN) will be used to establish the ranking. The employee with the lowest number will be considered the most senior. If more than one (1) employee has the same Seniority Date and the last four (4) of the SSN, the middle two (2) digits will be used to establish the ranking. The employee with the lowest two (2) middle digits will be considered the most senior.

ARTICLE 12
HOURS OF WORK

Section 1. Full-time employees will normally be scheduled to work forty (40) hours per week spread over five (5) days within the calendar week; however, if the Company determines emergency business needs require, other schedules may be used on a temporary basis. Management will provide the local Union Representative and the affected employees with an explanation of the business needs and the expected duration of the temporary condition.

Section 2. The scheduling of hours and days to be worked and any revisions thereof shall be determined exclusively by the Company, however:

a. The Company, except as provided in b. and d. below, will assign work schedules on the basis of seniority as defined in Article 11.

b. In the event there are business needs, as determined by the Company, requiring certain qualifications for particular work schedules, the Company shall offer such schedules on the basis of seniority to those employees the Company determines possess the required qualifications. Management will provide the local Union Representative and the affected employees with an explanation of the underlying business needs requiring such scheduling and the expected duration. Management will also convey its plans to prepare less senior employees to qualify for such work schedules.

c. Work schedules shall be officially posted or furnished by the Company to show the scheduled tours the employee is to work at least one (1) week prior to the start of the work period covered by the schedule. Such schedules shall include the starting and ending time of each of the tours making up the scheduled workweek. For tours longer than five (5) hours, such schedules will also include the length of the period to be allowed for meals.

If no change is so posted or furnished prior to the time specified above, the schedule in effect for the employee for the last calendar week assigned to work shall be considered as that employee's work schedule for the next calendar week.

d. If, during the period for which schedules have been established, the Company determines unexpected absences or business needs necessitate a change in the posted work schedule, the Company will reassign schedules by first seeking volunteers and then assigning employees by inverse seniority. Whenever possible, the Company will notify employees at least forty-eight (48) hours in advance of the need for such schedule changes.

e. A work schedule for an employee may be changed if the employee so requests and the Company approves such request.

f. When a New Hire Class is ready to be integrated into the Call Center (after all training is completed), the Company will initiate a mini-shift bid to integrate the New Hires into the existing schedule.

(1) Management will identify open slots that need to be filled.

(2) Prior to placing new hires into these open slots, management will make them available for any other employee in the center to bid on the open slots.

(3) Management will assign employees who have bid on open slots based on seniority order.

(4) New Hires will then be slotted into remaining available slots based on seniority until the next full shift bid.

(5) Any slots that become available as a result of the mini-shift bid will be filled with New Hires. All other employees will remain on their existing schedules until the next full shift bid.

g. Employees who work in call centers will be able to select, in seniority order, from the available tours at least once every six (6) months.

Section 3. Employees shall be permitted to take one (1) fifteen (15) minute break for every four (4) hours of work. Such breaks shall be scheduled at the discretion of the Company.

Section 4. When an employee works sixteen (16) hours or more in a twenty-four (24) hour period, the employee shall normally be allowed eight (8) hours for adequate rest time between such work period and the next work period.

ARTICLE 13
WORK ASSIGNMENTS

Section 1. The Company shall determine whether to staff a position or fill a vacancy and the method or combination of methods it shall use for such purposes. In making this determination, the Company shall first give consideration to qualified laid off employees with applications on file in accordance with Article 14 Section 7 of this Agreement and then internal candidates prior to off-street applicants. All vacancies within the Bargaining Unit shall be posted (manually or electronically) in locations where Bargaining Unit employees regularly work. The posting shall include the title, wage range, and sufficient information regarding requirements and duties to adequately describe the vacancy. The vacancy shall remain posted for seven (7) calendar days which shall be spread between two (2) workweeks.

Section 2. In connection with Section 1. above, employees who have met the twelve (12) month time-in-title requirement and have satisfactory performance on their current job, shall be afforded the opportunity to apply for posted vacancies in the Bargaining Unit by submitting an application to the Company.

Section 3. When a vacancy is to be filled from within the Bargaining Unit, Management will consider all qualified candidates who have submitted applications for the vacancy in question. In selecting the employee to fill the position, the Company will first give due consideration to the candidates' qualifications and past performance relevant to the vacancy, and where those factors are relatively equal, in the judgment of the Company, it shall select on the basis of seniority.

Section 4. The Company agrees to provide the Union, in writing, the names, titles and seniority dates of all candidates selected under this Article, by the fifteenth (15^{th}) calendar day after any such selection is made.

ARTICLE 14
FORCE ADJUSTMENT

Section 1. In the event that the Company determines that a surplus exists and a decrease in the work force becomes necessary, the Company will first advise the Union in writing to the appropriate CWA District Staff and to the Local President prior to notifying the affected employee(s). The affected employee(s) will be notified not less than thirty (30) calendar days prior to the date the employee(s) is to be laid off. In matters involving the surplus of fifty (50) or more employees at a single location, the Company will provide the employees sixty (60) days advance notice of the surplus.

Section 2. Under the circumstances set forth in Section 1., the Company will offer regular employees the opportunity to voluntarily resign and receive a severance payment as provided for in Section 5. If applied, this will be offered in seniority order, up to the number necessary to alleviate the surplus.

Section 3. Under the circumstances set forth in Section 1 and after the application of Section 2, regular employees will be given preference, in accordance with their seniority, subject to their skills and experience, to perform the remaining work in the event of a reduction in force. Temporary employees and contractors will be separated under these circumstances before applying the seniority policy to regular employees. In the event a contractor has been secured for a specific project and is providing a service that regular employees cannot perform, they will be retained until completion of the project.

Section 4. If a surplus remains after application of Section 3. preceding, any remaining active surplus regular employees will be given priority placement for laterals* and downgrades* for which they are qualified, by order of seniority, to fill any available job vacancies within the Bargaining Unit.

* Downgrades: Movement to a wage scale that has a lower top rate than the current position.

* Laterals: Movement to a wage scale with the same top rate as the current position.

Section 5. Severance Payments. If the Company determines that a surplus exists as described in Section 1. preceding, resulting in the layoff of a regular employee, that employee shall be eligible for a $700 Severance Payment or payment equivalent to one week’s wages (whichever is greater), for each completed six (6) months of Continuous Service during the first year of employment and an additional $700 or payment equivalent to one week’s wages (whichever is greater), for each subsequent completed year of Continuous Service up to a maximum of **$20,000**.

Section 6. For purposes of this Article, “Continuous Service” means the number of completed years served by the employee with the Company beginning with the date of the employee’s most recent engagement (or reengagement) and ending with the effective date of the employee’s termination. A period of Continuous Service is not broken by a leave of absence. For employees who were on the payroll or on an authorized leave of absence as of January 8, 2001, and who remain in the continuous active service of the Company, their Net Credited Service in whole years (as determined by the Administrative Committee) upon the effective date of their termination shall be considered their period of Continuous Service with regard to the application of the provisions of this Article.

Section 7. A former surplus employee who has been laid off and who files an application for employment will be given priority consideration over off-street applicants for vacancies for which he/she qualifies for a period of two (2) years from the date of layoff. The Company will maintain a process that identifies laid off employees who have employment applications on file for the period required.

ARTICLE 15
NON-DISCRIMINATION

The Company and the Union agree that they will not discriminate against any employee covered by this Agreement because of such employee's race, color, religion, sex, age, national origin, marital status, sexual orientation, gender identity and expression, or because of an employee's position or membership/non-membership in the Union or lawful activities on behalf of the Union, or because the person is disabled, a disabled veteran, or veteran of the Vietnam Era, or other protected classifications recognized by Federal or applicable state/local law.

Nothing in this Agreement shall be applied or interpreted to restrict the Company from taking such action as it deems necessary to fully comply with any federal, state, or local laws, statutes, ordinances, rules, regulations, and executive orders. The arbitration provisions of this Agreement shall not apply to any such actions or to any complaints, allegations, or charges of unlawful discrimination.

ARTICLE 16
SAFETY

Section 1. Safety and health is a mutual concern of the Company and the Union. It benefits all parties to have employees work in safe and healthful environments and for employees to perform their work safely and in the interests of their own health. The Company agrees to maintain a safe and healthy workplace for all employees. It is also necessary to promote a better understanding and acceptance of the principles of safety and health on the part of all employees, in order to provide for their own safety and health and that of their fellow employees, customers and the general public.

To achieve the above principles, the Company and the Union agree to establish for the duration of this Agreement an advisory committee known as the National Occupational Safety and Health Committee. The National committee shall consist of a representative from each CWA District with members represented in this Labor Agreement and an equal number of representatives from the Company (to be appointed by the Union and the Company, respectively and co-chaired by one representative appointed by the Union and one representative appointed by the Company). This committee shall meet from time to time as required, but at least semi-annually and more often as mutually agreed upon by the co-chairs.

This committee shall be charged with the responsibility to develop facts and recommendations so that both parties can make well-informed decisions regarding occupational safety and health matters. Information obtained by the committee may be used to develop training that may be delivered by the most efficient method to include but not limited to online or leader led training.

The committee shall focus on all matters pertaining to occupational safety and health, including ergonomic concerns in the workplace. It shall also consider existing practices and rules relating to safety and health and formulate suggested changes in design and adoption of new practices and rules.

In connection with the Occupational Safety and Health Committee meetings under this Article, the employee representative(s) designated by the Union shall suffer no loss in pay for time consumed in, and necessarily consumed in traveling to and from, these meetings.

Section 2. Local Occupational Safety and Health Committees (Local Committee[s]) may be established by mutual agreement and under the direction of the National Committee to address specific safety issues that may develop from time to time at the market level. Local Committees shall be comprised of no more than two (2) representatives each from the Company and the Union (to be appointed by the company and the Union respectively). The Committee shall meet as often as necessary to address specific issues within specific time lines (as mutually agreed to by the parties). When charged by the National co-chairs, a Local Committee will have sixty (60) days to address the issue and develop recommended solution(s) to the specific safety issue the committee is charged to address. These Local Occupational Safety and Health Committees may be dissolved by either party with fourteen (14) days written notification to the other party.

Section 3. None of the terms of this Agreement shall be applied or interpreted to restrict the Company from taking whatever actions are deemed reasonably necessary to fully comply with laws, rules and regulations regarding safety, and grievance and arbitration provisions of this Agreement shall not apply to any such actions. Discipline for failure to observe safety rules shall be grievable and arbitrable under the terms of this Agreement. Other matters relating to safety may be raised under the Grievance Procedure but not arbitrated.

Section 4. When a state or local government declares a State of Emergency, the Company will consider the circumstances of the event that prompted that declaration prior to disciplining the impacted employees for tardies and absences caused by the event.

ARTICLE 17
COMPANY- UNION RELATIONSHIP

Section 1. The Company and the Union recognize that it is in the best interests of parties, the employees, and the public that all dealings between them continue to be characterized by mutual responsibility and respect. To ensure that this relationship continues and improves, the Company and the Union and their respective representatives at all levels will apply the terms of this Agreement fairly in accord with its intent and meaning and consistent with the Union’s status as exclusive bargaining representative of all employees in the Bargaining Unit. Each party shall bring to the attention of all employees in the Bargaining Unit their purpose to conduct themselves in a spirit of responsibility and respect and the measures they have agreed upon to ensure adherence to this purpose.

The Company will notify the Union monthly of new employees entering the Bargaining Unit and of current employees who have been transferred or released. During the orientation of new hires, whether virtual or in center, each party will bring to the attention of new employees the relationship between the parties and the Union’s status as exclusive representative of those employees in the Bargaining Unit. The Union Representative shall suffer no loss in wages for time spent while in the meeting.

The Company may allow the Union to display CWA shield logos, as provided by the Union, in mutually agreed to Company owned locations. The cost of such placement will be shared equally by the Union and the Company.

Section 2. The Union will keep the Company fully informed, in writing, on a current basis, of all local Union officers, Union stewards, or Union representatives who may be designated with the responsibility of representing the Union regarding the administration of this Agreement.

Section 3. At any meeting between a representative of the Company and an employee in which discipline (including warnings which are to be recorded as such in the personnel file, suspension, demotion, or discharge) is to be announced, a Union representative may be present if the employee so requests. Time spent in such a meeting shall be considered work time.

Section 4. Union representatives may request a reasonable amount of time off without pay for Union activities. Such requests for time off must be submitted in writing to the Union representative’s supervisor at least five (5) working days in advance, whenever possible. The Company will endeavor to accommodate the request consistent with business needs.

Section 5. Time off for Union activities will be limited to 300 hours per calendar year per Union representative which may be combined within a Local, but may not exceed 600 hours per Union representative per calendar year. Up to two (2) Union representatives per local may each be granted up to 960 hours per calendar year for Union activities. When a member of the local also serves as the Local President, up to three (3) Union representatives per local may each be granted up to 960 hours per calendar year for Union activities. However, those identified by the Union may be granted additional time upon approval at the Company bargaining level. The period of such time off shall not be deducted from the Union representative's seniority.

The parties agree that the provisions of Section 2.b. of Article 21, Absences, shall not be used for Union functions. Time off to engage in formal negotiations for subsequent collective bargaining agreements shall not be counted towards the limitations outlined in this section.

Section 6. Subject to the limitations in Sections 4. and 5. of this Article and in this Section 6, when an officer or designated representative of the Union requires time off from assigned Company duties to attend solely to Union matters, either before or after exhausting the time allowed without pay provided in Section 5. above, he or she will be granted a leave of absence without pay upon the request of the Vice President of the Union to the Senior Director-Labor Relations of the Company, provided that:

a. No such leave of absence shall be for an initial period of less than thirty-one (31) calendar days or more than one (1) year, nor shall the total cumulative period of all such leaves of absence for any one (1) employee exceed ten (10) years; and

b. No more than three (3) Union officers or designated representatives from each CWA District covered by this Agreement may be granted such leaves of absence at any one time at the request of the Union.

c. All Union leaves of absence will be granted with the following conditions:

(1) During the absence the employee shall retain eligibility, if any, according to term of service, for the Medical Plan, the Dental Plan, the Group Life Insurance Plan, and the Vision Plan, provided that:

(a) The employee shall pay the premiums for the Medical Plan, the Dental Plan, the Vision Plan, the Supplementary Group Life Insurance Plan, the Dependent Group Life Insurance Plan; and

(b) The Company shall pay the premium for the Group Life Insurance Plan, (Basic and Accidental Death or Dismemberment).

(2) During the absence the employee shall retain eligibility, if any, according to term of service to:

(a) Payments for absence due to illness during the first seven (7) calendar days after expiration of the leave per Article 21, Section 6.

(b) Disability benefits beginning on the eighth (8^{th}) calendar day after expiration of the leave

(3) The period of absence will not be deducted in computing term of employment, and the period of absence will not be credited for wage progression purposes.

(4) Should an employee on such leave elect to retire at the termination thereof, the employee's pension, if any, shall be computed as if the employee were continually employed during the period of leave.

(5) An employee granted a leave of absence under this section will, upon expiration of such leave, be returned to the former (or equivalent) position.

Section 7. A Working Relations Committee (WRC) will be created for the purpose of discussing broad concerns of mutual interest to the parties. Committee proceedings shall not be used in lieu of the grievance or arbitration procedures. There will be one Committee for each CWA District covered by this Agreement.

a. The Committee shall consist of no more than two (2) representatives designated by each CWA District with members represented in this Labor Agreement and an equal number of representatives from the Company. When more than one Local in a District represents members in this Labor Agreement, the President for each Local and one (1) designee may attend the WRC meeting for their District. In addition, a representative from the CWA International and a representative from DIRECTV Labor Relations will also attend. In connection with attendance at Working Relations Committee meetings, the employee representative(s) designated by the Union shall suffer no loss in pay for time consumed in, and necessarily consumed in traveling to and from, these meetings. Reasonable travel expenses will be paid for by the Company.

b. The Committee may meet **virtually** every six (6) months upon request of either party, or more frequently upon the mutual agreement of the parties, for the purpose of discussing whatever agenda either party may wish to present, including but not limited to subcontracting and supervisors' performance of Unit work.

c. Discussions and decisions of the Committee shall not add to, subtract from or modify in any manner whatsoever the terms and conditions of this Agreement nor shall they constitute mid-term bargaining or be subject to the grievance and arbitration provisions of this Agreement.

ARTICLE 18
UNION ACTIVITIES

The Union shall be permitted space to place bulletin boards on Company property. Such bulletin boards are to be used exclusively by the Union. The number of bulletin boards and their location shall be mutually agreed upon by the Union and the Company. Bulletin board material shall normally include the following:

a. Notices of Union recreational and social affairs;

b. Notices of Union elections, appointments, and results of Union elections;

c. Notices of Union meetings;

d. Other factual notices, information and announcements concerning official business of the Union.

Such material shall be posted and/or removed only by an official Union representative or a person designated by an official Union representative.

ARTICLE 19
BASIS OF COMPENSATION

Section 1. Rates of Pay.

a. The rates of pay and progression wage scales for full-time employees shall be those shown in Appendix A.

b. Starting Rates: Each employee who enters the service of the Company shall normally begin employment at the Start Rate for the appropriate job title, except that appropriate allowance over such starting rate may be made by the Company for an employee who has had previous experience or training considered to be of value.

If the Company hires an employee with no prior training or experience at a rate of pay higher than the Start Rate, it shall raise the existing wage rate of all incumbents in that title and Market to match the rate of pay for the newly hired employee effective with the date of hire.

c. When a (voluntary) change of title occurs, and is considered a promotion, fifteen ($15.00) dollars will be applied to the employee's current weekly pay rate. The employee will then be slotted into the closest step in the new schedule that is equal to, but not less than, that new amount. The time interval to the next step increase on the new wage schedule will be six (6) months from the date of the change in title. In the event an employee is over the top of the new wage scale, that employee will be placed at the top of the new schedule.

When a (voluntary) change of title occurs, and is considered a demotion, the employee will be slotted into the closest step in the new schedule that is equal to, but not less than, the weekly rate of their former schedule provided that rate is not greater than the maximum rate for the job. The time interval to the next step increase on the new wage schedule will be six (6) months from the date of the change in title. In the event an employee is over the top of the new wage scale, that employee will be placed at the top of the new schedule.

When an (involuntary) change of title occurs, and is considered a demotion, the employee will be slotted into the closest wage step in the new schedule that is equal to, but not less than, the weekly rate of their former schedule provided that rate is not greater than the maximum rate for the job. The time interval to the next step increase on the new schedule will be six (6) months from the date of the change in title. In the event an employee is over the top of the new wage scale, that employee will be pay protected at their current wage for a period of one (1) year.

When an employee's title changes on the same date that a step increase is due, the step increase will be applied before the move to the new Wage Schedule.

When a (voluntary or involuntary) lateral transfer within the same title occurs, an employee will remain on his/her current wage step or will be slotted at the current Start Rate for the appropriate job title in the receiving Market, whichever is greater.

d. Anytime an employee moves to another job and subsequently retreats (employee or company initiated) to the former job within six months; for wage purposes the employee will be treated as though he or she never left the former job.

Section 2. Nothing in this Agreement shall affect or limit the right of the Company to develop and implement such incentive programs as it chooses; or to pay such individual bonuses or commissions in such amounts or percentages as it may desire, either in connection with specific incentive programs or otherwise. If and to the extent that any such incentive programs, individual bonuses, or commissions may be awarded, such award shall not constitute a binding precedent or practice with respect to any future incentive programs, individual bonuses, or commissions.

The Company agrees to provide affected employees with a written statement of their commission plans, including any changes which might be made thereto from time to time, in advance of the effective date of such plan or changes. Such statement shall reflect the method of computation of such commissions.

The Company agrees to notify the Union prior to notifying affected employees of changes made in incentive programs, bonuses, or commissions under the provisions of this Section. It is further the Company’s intent to provide, whenever practicable, at least one (1) week’s advance notice to the CWA.

Section 3. Excluding any employee working an alternative four (4) day workweek schedule (e.g., where the employee is scheduled to work ten (10) hour shifts four (4) days per week**; alternative tours that include more than 8 scheduled hours in a workday**), employees shall receive one and one-half (1½) times their regular rate of pay for all time worked in excess of eight (8) consecutive hours within a workday or forty (40) hours within the workweek. **However, Exchange Time or any employee requested in-week schedule changes that results in such employee working more than eight (8) hours in a day will be excluded from the daily one and one-half (1 ½) times rate of pay calculation.** For the sole purpose of computing the number of hours worked in excess of eight (8) consecutive hours within a workday or forty (40) hours within a workweek, Holidays and Company Paid Union Time shall be considered time worked. Nothing herein shall act to limit a one and one-half (1½) times the regular rate of pay for all time worked in excess of forty (40) hours within the workweek.

Section 4. Employees who are assigned on-call duty will be paid thirty-seven ($37) dollars for each day of such assignment. This payment shall be in addition to any applicable compensation from such duty.

Section 5. Employees, who are called by a supervisor or designate to report to work, or to perform work from home, shall be paid at the applicable rate of pay for actual time worked. If such call requires an employee to make a round trip between their place of residence and their place of work in addition to their normal commute to and from work, the employee shall be compensated at their applicable rate of pay for the time required to make such additional round trip.

Section 6. Employees performing work on Sunday shall be paid a premium of ten (10) percent of their basic wage rate.

Section 7. A night differential shall be paid to employees for each hour, or fraction thereof, worked after 8 p.m. and before 6 a.m. in the amount of ten (10) percent of the employee's basic hourly rate.

Section 8. A relief differential consisting of ten (10) percent of the employee's basic hourly wage rate will be paid to any employee who is assigned to relieve or assist a manager, for each hour, of fraction thereof, the employee performs this work or receives associated training. These assignments may involve planning, distributing, directing, coordinating, and training responsibilities. In no event shall such assigned employee have any involvement in discipline or performance evaluation of other employees. An employee involved in such training and/or assignment shall continue to be subject to all applicable provisions of this Agreement.

Section 9. A qualified employee who is temporarily assigned and performs the duties of a job title with a higher top wage rate will be paid a temporary upgrade differential consisting of five (5) percent of the employee's basic hourly wage rate for each hour, or fraction thereof, such duties are performed not to exceed the top hourly wage rate of the job title they have been assigned.

Section 10. A Multilingual Differential consisting of five ($5.00) dollars per day, not to exceed twenty-five ($25.00) dollars per week, shall be paid to Call Center employees for each full day worked when assigned by Management to speak in a foreign language.

ARTICLE 20
TRAVEL

Section 1. Time spent in local travel at the direction of the Company after reporting for duty and before release from duty shall be treated as work time.

Section 2. Employees authorized by the Company to use their personal car for travel between work locations during the workday or for other authorized Company business shall be paid at the IRS allowable reimbursement rate. Employees opting to use alternative transportation (i.e., bus, subway, cab) for such travel shall be paid the cost of that transportation not to exceed the IRS allowable reimbursement rate for the use of a personal car for that same trip.

Section 3. Employees will be assigned a regular work location but may also be assigned to work at a temporary location.

a. Any travel time on a scheduled day necessitated by the temporary assignment **required by the Company,** which occurs prior to reporting for duty and/or after release from duty and which exceeds the employee's normal commute will be paid as work time.

b. Any travel time on a nonscheduled day that occurs during an employee's normal scheduled hours shall be paid as work time.

c. The Company will reimburse employees (not covered by a monthly car allowance as determined by the Company) for use of their personal car at the IRS allowable reimbursement rate per mile rate specified in Section 2. Above, for that portion of any trip that occurs while the employee is being paid for work time.

d. Any travel time resulting from an employee initiated request to temporarily change their assigned regular work location must be approved by management and is not eligible for travel time pay or mileage reimbursement.

Section 4. An employee away from home on a Company assignment will receive reimbursement for all reasonable, necessary and ordinary business expenses incurred in the fulfillment of such assignment. All such expenses shall be supported by an original receipt.

ARTICLE 21
ABSENCES

Section 1. All absence shall be without pay except as otherwise provided in this Article.

Section 2.

a. Employees who are eligible under the provisions of the Family and Medical Leave Act of 1993 will be subject to the provisions of that Act and to subsequent changes in the Act as they may occur.

b. Any employee may request up to thirty (30) continuous days of absence, giving due consideration to the Company's ability to replace their services. Such time off shall be granted at the discretion of the Company. Such employees shall suffer no break in service or loss of benefits. An employee need not exhaust their contractual time off prior to taking this leave of absence. Upon return, these employees shall be reinstated to their former job title and rate of pay.

c. Periods of absence in excess of thirty (30) days (leaves of absence) are governed by the provisions described in the Leave of Absence Summary Plan Description (SPD). All such leaves must be requested in writing.

Section 3. Military Leave.

a. In the event employees covered by this Agreement are required to absent themselves for the purpose of performing military duty in the United States Armed Forces or the National Guard, the Company will comply with all applicable legislation in granting such employees' requests for leaves of absence and reinstatement after the performance of their military duty. If such employees are required to absent themselves for the purpose of performing military training or emergency duty in the United States Armed Forces or the National Guard, and such duty requires absence during scheduled Company work hours, the employee shall be excused for such military duty for a period, in the aggregate, not exceeding fifteen (15) calendar days in the same calendar year. Difference in pay shall be allowed for the number of scheduled workdays falling within the periods of excused absence, but not to exceed eleven (11) such days within the calendar year. This difference in pay is not applicable to periods of active duty that are in excess of thirty (30) consecutive calendar days.

b. The difference in pay allowed in paragraph a. above shall mean the excess, if any, of Company pay at the employee's basic hourly rate for such absent time (plus any night or other differentials normally applicable) over the hourly equivalent of the employee's government base pay obtained by dividing the monthly government base pay rate by two hundred forty (240).

c. Employees called to military duty will immediately inform their supervisors and then will provide copies of their military orders as soon as possible.

Section 4. Civic Duty. An employee who serves during his/her regularly scheduled work time as a subpoenaed witness in a court case in which the employee is not a party, as a witness for the Company, or as a petit juror shall be paid the difference between the employee's basic wage rate and the amount received for such service.

Section 5. Death in an Employee's Immediate Family. Employees may elect up to three (3) paid days of excused time off at his/her basic wage rate for the necessary scheduled time absent due to a death in the employee's immediate family. This time may be used within six (6) months if attending a memorial service. For purposes of this Section, immediate family shall mean spouse, legally recognized partner, children, sister, brother, mother, father, former legal guardian, stepparents, mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, grandmother, grandfather, grandson, granddaughter, stepson, stepdaughter, and parent of an employee's dependent child. Payment for such absent time shall consist of basic pay which would otherwise have been received had the regular shift been worked. Pay for part-time employees will be pro-rated based on **the relationship of the individual part-time employee's scheduled tour** compared to that of a full-time employee **as defined in Article 3**.

In the event of the death of an employee's wife, husband, daughter, son, mother, father, or legally recognized partner, an employee shall, upon the employee's request, be excused from scheduled time up to an additional five (5) days. An employee may request **two** (**2**) additional day**s** without pay, if the funeral/memorial service of any other member of the immediate family described above is held more than 200 miles from the employee's home address. Paid individual days may be substituted for these excused days at the employee's option.

Section 6. Illness and Injury.

a. Employees having one (1) or more years of Net Credited Service shall be paid at the basic wage rate for absence of at least one (1) session due to illness on scheduled workdays, for a period of time not to exceed seven (7) consecutive calendar days, in accordance with the following table:

Employee Hire Date	Maximum Paid Days in a Calendar Year
On/Before 01/01/2018 with Net Credited Service of One (1) Year	10 paid days
After 01/01/2018 with Net Credited Service of One (1) Year	5 paid days

b. The maximum amount of paid illness time for an employee outlined in the table above shall be prorated for part-time employees **as defined in Article 3**, in a calendar year. Nothing in this Agreement shall be interpreted to provide for paid illness time in excess of this amount for such employees.

c. For purposes of this Article, tours are the assignments for full days and sessions are the two (2) parts into which tours are divided.

d. **For purposes of this Article, paid illness time will be applied to all qualifying absences.**

ARTICLE 22
VACATIONS

Section 1. Employees shall earn vacation at their basic rate of pay based on Net Credited Service (NCS) in accordance with the following schedule:

a. Where eligibility for paragraphs (1) and (2) below occurs after November 30 of the calendar year, the vacation may be scheduled as late as the last week in February of the next calendar year.

(1) One (1) week of vacation upon completion of six (6) months;

(2) Two (2) weeks of vacation upon completion of twelve (12) months. This provision cannot be combined with above, to result in more than two (2) weeks of vacation entitlement in the same calendar year.

b. Eligibility for vacation leave benefits to be taken in any calendar year shall be based on the NCS the employee has obtained, or could obtain within that calendar year.

(1) Three (3) weeks of vacation to any such employee who could complete five (5) years or more but less than ten (10) years of NCS within the vacation year;

(2) Four (4) weeks of vacation to any such employee who could complete ten (10) years or more but less than twenty (20) years of NCS within the vacation year;

(3) Five (5) weeks of vacation to any such employee who could complete twenty (20) years or more of NCS within the vacation year.

Employees shall earn the vacation they are eligible for above proportionately during the calendar year, but this will not affect when vacation can be selected in accordance with Section 6 or taken within the vacation year.

Section 2. The year in which vacation leave may be taken shall be known as the "vacation year." A maximum of one (1) week of vacation may be carried over into the next vacation year, to be used in the first quarter, consistent with the scheduling provisions outlined in Section 6. A vacation year is defined as a period of time beginning January 1 and ending on December 31.

Section 3. If, before receiving the vacation to which he or she has earned, as provided for in Section 1. **o**f this Article, an employee is dismissed (except for reason of misconduct in which case the employee waives and forfeits any right the employee may have to receive pay for vacation earned at the time of termination including any rights under California Labor Code Section 227.3 or any similar law in another state), resigns, or retires, such employee will be entitled to an allowance in cash equal to and in lieu of such vacation based on the following table:

Month Employee Leaves Company	**Calendar Year Eligible Vacation Hours** (See Section 1 above for eligibility)				
	1 Week (40 Hours)	2 Weeks (80 Hours)	3 Weeks (120 Hours)	4 Weeks (160 Hours)	5 Weeks (200 Hours)
	Number of "Earned" Current Year Vacation Hours				
Jan.	3	7	10	13	17
Feb.	7	13	20	27	33
Mar.	10	20	30	40	50
Apr.	13	27	40	53	67
May	17	33	50	67	83
Jun.	20	40	60	80	100
Jul.	23	47	70	93	117
Aug.	27	53	80	107	133
Sep.	30	60	90	120	150
Oct.	33	67	100	133	167
Nov.	37	73	110	147	183
Dec.	40	80	120	160	200

If an employee dies or is laid off before receiving his/her unused vacation for the vacation year, as provided for in Section 1. **o**f this Article, payment in lieu of vacation will be made for all unused vacation time to the employee or employee's estate in the event of death.

Section 4. If a fixed Holiday falls within a period of vacation, another day of vacation may be scheduled in the vacation year. Additional vacation days in lieu of the Christmas Holiday may be taken, in accordance with force requirements, either immediately prior to the vacation period or through the month of March of the next calendar year.

Section 5. Any employee may select up to one (1) week of vacation on a day-at-a-time basis during the vacation selection process described in Section 6. **o**f this Article. Any employee, if eligible for three (3) or more weeks of vacation, may elect to take up to two (2) weeks vacation on a day-at-a-time basis during the vacation selection process described in Section 6. **o**f this Article. Individual vacation days may be taken in half-day increments.

Section 6. Vacations shall be selected in a work group based on seniority. Periods available for selection shall take into consideration the needs of the Company, force requirements, and the desires of the employees. Reasonable effort should be made by management to make available the maximum number of vacation weeks during the most desirable vacation periods. Advance selection of vacation periods shall commence on or after November 1 and shall conclude no later than December 31 of the year preceding the year in which such vacation leave is to be taken.

a. Employees must first express preference for full weeks including full carry over weeks of vacation in seniority order within the work group.

b. Employees will then express preference for day-at-a-time usage, also in seniority order within the work group. The employees may select day-at-a-time vacation days as provided in Section 5. above, and day-at-a-time carry over, and Excused Days with Pay as provided in Article 24 of this Agreement. Individual days not selected at this time and days to be taken in half-day and/or one (1) hour increments will be granted, consistent with force requirements, on the basis of the earliest request ("first-come, first-served") to the employee's immediate supervisor, or such other manager as may be designated.

c. Vacation for part-time employees will be determined as defined in Article 3.

ARTICLE 23
HOLIDAYS

Section 1. Each full-time employee shall receive eight (8) hours of pay at the employee's basic straight-time rate of pay, unless otherwise provided for in this Agreement, provided that such employee, if excused from work on a Holiday, shall have worked all hours scheduled on the last scheduled workday before and on the first scheduled workday after the Holiday, or the day celebrated as such, unless excused by Management. **Pay for part-time employees will be determined as defined in Article 3.** Employees who are absent without pay for thirty (30) or more calendar days shall not be eligible for holiday pay. The Holidays shall be:

New Year's Day
Martin Luther King Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day After Thanksgiving
Christmas Day

Section 2. When a Holiday falls on a Sunday, it will be observed on the following Monday. When a Holiday falls on a Saturday, it will be observed on the preceding Friday.

Section 3. Employees who work on a Holiday shall be paid for such work at time and one-half for all work on such Holidays, together with the holiday pay provided for in Section 1. **a**bove.

Section 4. Eligible employees who have been scheduled to work on a Holiday and fail to do so shall not receive pay for the Holiday.

Section 5. The Company will normally post changes of Holiday schedules by 12:00 noon on the Friday three (3) weeks prior to the Holiday.

ARTICLE 24
EXCUSED DAYS WITH PAY

Section 1.

a. During the first twelve (12) months of employment, each regular employee will be eligible for one (1) Excused Day With Pay (EWP) **upon** three (3) **successive** months of completed service with the Company**; one (1) additional EWP upon six (6) months of completed service; two (2) additional EWPs upon nine (9) months of completed service; and three (3) additional EWPs upon twelve (12) months of completed service with the Company, but not more than seven (7) Excused Days With Pay in a calendar year.**

b. In the vacation year during which a regular employee completes twelve (12) months of service, he/she will be eligible for a total of **seven** (**7**) EWPs as follows: Such employee will, after twelve (12) successive months of completed service with the Company, be immediately eligible for any of these **seven** (**7**) EWPs over and above those earned in accordance with the provisions of subparagraph a. above.

c. A regular employee will then be eligible for **seven** (**7**) EWPs on the first day of each subsequent vacation year.

d. EWPs for part-time employees will be determined as defined in Article 3.

Section 2. All days off as provided in this Article shall be selected in accordance with Section 6.b. of Article 22, Vacations. Employees may be permitted to take their EWPs in one (1) hour increments. All pay for EWPs shall be at the employee's basic rate of pay.

Section 3. **Four (4)** EWPs may be carried over and taken through the month of March of the next calendar year.

Section 4. If, before receiving the EWP(s) to which he or she has become entitled, as provided for in Section 1. **o**f this Article, an employee is dismissed (except for reason of misconduct in which case the employee waives and forfeits any right the employee may have to receive pay for any EWPs earned at the time of termination including any rights under California Labor Code Section 227.3 or any similar law in another state), laid off, resigned, or retired, such employee will be entitled to an allowance in cash equal to and in lieu of **four (4)** EWP(s).

If an employee dies before receiving his/her unused EWP(s) for the vacation year, as provided for in Section 1. **o**f this Article, payment in lieu of EWP(s) will be made for any unused EWP time**, up to four (4) days,** to the employee's estate.

ARTICLE 25
EXCHANGE TIME

Exchange Time allows an employee to request time off during a scheduled workday to be made up within the workweek (Sunday through Saturday). Granting of Exchange Time will be subject to business needs as determined by the Company. If the Company approves an employee’s request for such time off, it shall designate the time within the same workweek when the absence shall be made up.

ARTICLE 26
WAIVER OF FURTHER BARGAINING

Section 1. The parties acknowledge that this Agreement is the product of extensive and comprehensive negotiations which touched upon all matters of interest to each of them. Both parties further acknowledge that each had the unlimited right and opportunity to make demands and proposals with respect to any subject or matter which would constitute a mandatory subject of bargaining.

In view of that history of bargaining the parties agree that this Agreement concludes all collective bargaining between them for the term of the Agreement; that all the understandings and agreements arrived at by the parties are set forth herein; that prior written practices and policies of management provided to the Union before the conclusion of collective bargaining and not incorporated into this Agreement may be continued by management; and that this Agreement constitutes the sole, entire and existing agreement between them, superseding all prior Agreements and undertakings, oral or written, expressed or implied, between the Company and the Union or its employees and expressing all obligations and restrictions imposed on each of the respective parties during its term.

Therefore, the Company and the Union, for the life of this Agreement, each voluntarily and unqualifiedly waives the right and each agrees that the other will not be obligated to bargain collectively with respect to any subject or matter whether or not such subject or matter is referred to or covered in this Agreement. This waiver of further bargaining is intended to apply even though such subjects or matters may not have been even thought of or within the knowledge or contemplation of either or both of the parties at the time they negotiated or signed this Agreement.

Notwithstanding the foregoing waiver, amendments to this Agreement mutually agreed upon by both parties may be made at any time, provided such amendments are reduced to writing and signed by the parties' authorized representatives, and any subject or matter may be raised and bargained if both parties mutually agree to enter into such bargaining. In the absence of such an Agreement by both parties, the Company shall not make any changes in the terms and conditions of employment.

Section 2. Neither the Company nor the Union by this Agreement waive any right, legal or equitable, which it would otherwise have except as specifically defined and provided in this Agreement, which sets forth all understandings and agreements arrived at by the parties.

ARTICLE 27
DURATION OF AGREEMENT

This Agreement shall become effective as of February **15**, **2026** and shall continue until 11:59 p.m. on February **9**, **2030**, at which time it will terminate unless extended by mutual agreement in writing prior to said termination date.

IN WITNESS WHEREOF, the parties have caused duplicate copies hereof to be executed by their duly authorized officers and representatives.

COMMUNICATIONS WORKERS OF AMERICA

Shannon W Fink

Shannon Fink
CWA Representative, District 2-13

Jeanne M Stewart

Jeanne Stewart
CWA Representative, District 7

DIRECTV, LLC

Brian Cattaneo

Brian Cattaneo
Senior Director, Labor Relations

APPENDIX A

Job Titles A01

Clerk
Clerk (WFH)
Video Solution Specialist
Video Solution Specialist (WFH)
Workforce Administrator
Workforce Administrator (WFH)

Wage Schedules A02

Clerk
Clerk (WFH)

Step	2/15/2026	8/16/2026	2/14/2027	2/13/2028	2/11/2029
1	375.50	$375.50	$375.50	$375.50	$375.50
2	406.50	$407.00	$408.00	$409.00	$410.00
3	440.00	$441.00	$443.00	$445.00	$447.00
4	476.50	$477.50	$481.00	$485.00	$488.00
5	516.00	$517.50	$522.50	$528.00	$532.50
6	558.50	$561.00	$568.00	$575.00	$581.50
7	605.00	$607.50	$617.00	$626.00	$634.50
8	655.00	$658.50	$670.00	$681.50	$692.50
9	709.00	$713.50	$727.50	$742.00	$755.50
10	767.50	$773.00	$790.50	$808.00	$824.50
11	831.00	$837.50	$858.50	$880.00	$900.00
12	899.50	$907.50	$932.50	$958.50	$982.50
13	974.00	$983.50	$1,013.00	$1,043.50	$1,072.00

Video Solution Specialist
Video Solution Specialist (WFH)

Step	2/15/2026	8/16/2026	2/14/2027	2/13/2028	2/11/2029
1	$600.00	$600.00	$600.00	$600.00	$600.00
2	$630.50	$631.00	$632.50	$634.00	$635.50
3	$662.00	$663.00	$666.50	$670.00	$673.00
4	$695.50	$697.00	$702.50	$707.50	$712.50
5	$730.50	$733.00	$740.50	$747.50	$754.50
6	$767.50	$770.50	$780.00	$790.00	$799.00
7	$806.00	$810.00	$822.50	$834.50	$846.00
8	$847.00	$852.00	$866.50	$882.00	$896.00
9	$889.50	$895.50	$913.50	$931.50	$948.50
10	$934.50	$941.50	$962.50	$984.50	$1,004.50
11	$981.50	$990.00	$1,014.50	$1,040.00	$1,064.00
12	$1,031.00	$1,040.50	$1,069.50	$1,099.00	$1,126.50
13	$1,083.00	$1,094.00	$1,127.00	$1,161.00	$1,193.00

Workforce Administrator
Workforce Administrator (WFH)

Step	2/15/2026	8/16/2026	2/14/2027	2/13/2028	2/11/2029
1	$419.00	$419.00	$419.00	$419.00	$419.00
2	$451.00	$451.50	$452.50	$453.50	$454.50
3	$485.50	$486.50	$488.50	$491.00	$493.50
4	$522.50	$524.00	$527.50	$531.50	$535.50
5	$562.50	$564.50	$570.00	$575.50	$581.00
6	$605.50	$608.00	$615.50	$623.00	$630.00
7	$652.00	$655.00	$664.50	$674.50	$684.00
8	$701.50	$705.50	$718.00	$730.50	$742.00
9	$755.50	$760.00	$775.00	$790.50	$805.00
10	$813.00	$819.00	$837.00	$856.00	$873.50
11	$875.00	$882.50	$904.00	$926.50	$948.00
12	$942.00	$950.50	$976.50	$1,003.00	$1,028.50
13	$1,014.00	$1,024.00	$1,054.50	$1,086.00	$1,116.00

NOTE: 2027 - 2029 wages displayed here may be increased for COLA. Please see the version of the contract posted on the DIRECTV Employee Portal for the current wage schedules.

APPENDIX B

Benefits

This Agreement is between the COMMUNICATIONS WORKERS OF AMERICA (hereinafter called the “Union” or the CWA), and DIRECTV, LLC (referenced as “the Company”) (the Company and Union are collectively referenced as “Parties”), with respect to employee benefits provided to CWA Districts 2-13, and 7 (“Agreement”). Subject to the Company receiving written notice on or before **June 26, 2026** from an authorized representative of the Union that this Agreement has been duly ratified by the employees represented by the Union and approved by the CWA International President, the Parties mutually agree as follows.

The means for fulfilling the terms of this Agreement may be the Company’s adoption of its own plan and associated plan document or participation in an equivalent plan having a plan document that includes, for bargained-for employees, the benefits agreed to be provided pursuant to this Agreement and substantially the terms, provisions and conditions under which such benefits are to be provided. The sole remedy for issues with respect to the validity or amount of any claim for benefits is the claim and appeal process as defined in the individual benefits plans and programs. The parties agree to the plans and programs described below. Copies of the plan documents, Summary Plan Descriptions (SPDs) and Summary of Material Modifications (SMMs) of these plans, policies and programs have been provided to the Union. If there is any difference between these SPDs and the ERISA plans or programs (including amendments thereto), the plan texts shall govern.

It is understood that certain benefits provided under the Agreement are subject to change to comply with implementation of the Patient Protection and Affordable Care Act (PPACA) and associated regulations and agency guidance. The Company will notify the Union of the changes the Company makes to conform the benefits under this Agreement with final regulations and guidance under PPACA and any amendment determined to be necessary due to changes in the law. Should any of these changes require bargaining, all other terms and provisions of this Agreement will remain in effect through expiration.

The Company retains the right to make administrative changes, corrections, and adjustments to the Agreement according to its fiduciary responsibilities. No administrative changes, corrections or adjustments shall have the effect of diminishing the plan benefits negotiated by the Parties. Benefit Claims will be governed by the ERISA Plan(s) appeal process terms and will not be subject to grievance or arbitration.

For purposes of this Agreement (including Exhibit 1) only, unless noted otherwise:

An employee’s status, identified in the Company’s benefit enrollment system as of December 31, 202**6**, shall continue to apply during the term of this Agreement, subject to modification due to a subsequent event.

An Employee who is hired/rehired or transfers into this Agreement shall be assigned a Group as described in the following table:

Group	**Definition:**
Current Employee	Bargained Employees from Care Region contracts transferred into this Agreement with a hire or rehire date before January 1, 2017
2017 New Hires	• Bargained Employees from Care Region contracts transferred into this Agreement with a hire or rehire date on or after January 1, 2017, and before January 1, **2023** • Bargained Employees transferred into this Agreement, except from a Care Region Contract, with a hire or rehire date before January 1, **2023**
2023 New Hires	Bargained Employees hired/rehired or transferred into the Agreement with a hire or rehire date on or after January 1, 2023

- Current Employees, 2017 New Hires, and 2023 New Hires shall be referred to collectively as "Employees."

Effective January 1, 202**7** unless noted otherwise, Current Employees, 2017 New Hires, and 2023 New Hires shall be eligible to participate in the benefit plans or programs identified in the chart below by an "X", with the plan terms, conditions and provisions which were in effect on February 1**4**, 202**6** as described in the applicable SPDs and SMMs, except as noted herein. [1]

Plan/Program/Policy	**Current Employees**	**2017 New Hires**	**2023 New Hires**
DIRECTV **CWA** Care Medical Program	X	X	X
DIRECTV Dental Program (Bargained Employees)	X	X	X
DIRECTV Vision Program (Bargained Employees)	X	X	X
DIRECTV Employee Assistance Program	X	X	X
DIRECTV Group Life Insurance Program for Active Employees[1,]	X	X	X
DIRECTV Adoption Assistance Policy	X	X	X
DIRECTV Tuition Reimbursement Policy	X	X	X
DIRECTV Flexible Spending Account Plan	X	X	X
DIRECTV Disability Income Program	**X**	**X**	X
DIRECTV Bargained Program of the DIRECTV Bargained Pension Plan (Bargained Program)[2]	X		
Bargained Cash Balance Program #2 of the DIRECTV Bargained Pension Plan (BCB2 Program)		X	X
DIRECTV Retirement Savings Plan	X	X	X

1 This program includes Supplemental Life Insurance and Dependent Life Insurance provisions.
2 Employees enrolled in the Mobility Program as of the DIRECTV close date.

Current Employees, 2017 New Hires, and 2023 New Hires	
Effective Date(s)	1/1/2027, unless noted otherwise
	MEDICAL PROGRAM BENEFITS
Program	DIRECTV **CWA** Care Medical Program* Fully-insured coverage options such as HMOs continue to be available at the discretion of the Company. *This document highlights key elements of program design. For complete program details, except as modified herein, refer to the Summary Plan Description (SPD & associated Summary of Material Modifications (SMMs).
Eligibility for Coverage	<u>Current Employees, 2017 New Hires, and 2023 New Hires</u> Eligibility for coverage begins on the employee's date of hire, provided the employee enrolls within the 31-day enrollment period. Employees pay the full cost of coverage until eligible for Company Subsidy*. *Temporary Employees who enroll will not be eligible for subsidized coverage.
Eligibility for Company Subsidy	<u>Current Employees, 2017 New Hires, and 2023 New Hires</u> No change from current program. *Temporary Employees who enroll will pay 100% of the full cost of coverage.
EE Class	Full Time & Part Time Regular Employees, and Full-time Temporary Employees
Full Time EE Contribution Per Month	No active participating Employee will pay more than 100% of the cost of coverage. <u>Current Employees, 2017 New Hires</u>

Option 1:

	2027	2028	2029	2030
Individual	$223	$242	$262	$284
Individual + Spouse	$558	$605	$655	$710
Individual + Child(ren)	$446	$484	$524	$568
Family	$669	$726	$786	$852

Option 2:

	2027	2028	2029	2030
Individual	$116	$125	$135	$147
Individual + Spouse	$290	$313	$338	$368
Individual + Child(ren)	$232	$250	$270	$294
Family	$348	$375	$405	$441

Current Employees, 2017 New Hires, and 2023 New Hires	
	2023 New Hires **Option 1:**

	2027	2028	2029	2030
Individual	$270	$294	$320	$348
Individual + Spouse	$675	$735	$800	$870
Individual + Child(ren)	$540	$588	$640	$696
Family	$810	$882	$960	$1,044

Option 2:

	2027	2028	2029	2030
Individual	$161	$175	$190	$208
Individual + Spouse	$403	$438	$475	$520
Individual + Child(ren)	$322	$350	$380	$416
Family	$483	$525	$570	$624

Part Time EE Contributions

No active participating Employee will pay more than 100% of the cost of coverage.

Current Employees, 2017 New Hires, and 2023 New Hires

Based on Scheduled hrs./week:

- **If greater than or equal to 25 hours, same as Full Time**
- **If at least 17, but less than** 2**5** hours = 50% of full cost of coverage*.
- Less than **17** hours = 100% of full cost of coverage* with no Company subsidy.

*Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.

Working Spouse Contribution

Current Employees, 2017 New Hires, and 2023 New Hires

Spouse/LRP Access to Medical Coverage Additional Medical Contribution:

Participants whose spouse/LRP enrolls in DIRECTV -sponsored medical coverage (within either self-insured or fully insured programs) but otherwise has access to medical coverage through their employer, excluding DIRECTV, will pay an additional monthly contribution toward their cost of coverage. The monthly additional contribution is shown below. The participant must attest that his or her spouse/LRP does not have access to medical coverage otherwise the additional contribution will be applied.

Additional Monthly Medical Contribution:

2027	2028	2029	2030
$160	$170	$180	$190

Current Employees, 2017 New Hires, and 2023 New Hires

Tobacco Use Contribution

Current Employees, 2017 New Hires, and 2023 New Hires

Tobacco Use Additional Medical Contribution:

Employees and/or spouses who use tobacco, are enrolled in DIRECTV-sponsored medical coverage (within either self-insured or fully insured programs) and who choose not to participate in a designated Tobacco Cessation program will pay an additional monthly contribution toward their cost of coverage. The employee and/or spouse must attest to no tobacco usage or engage in a Company-sponsored Tobacco Cessation program in the time defined during Annual Enrollment otherwise the additional monthly contribution will be applied. Engagement is currently defined as enrollment only. A tobacco user is currently defined as someone who has used tobacco products more frequently than every two weeks. Tobacco products include cigarettes, cigars, pipes, e-cigarettes, vaporizers, and smokeless tobacco. The definitions of engagement, the Company-sponsored Tobacco Cessation program, tobacco user and tobacco products may change from time to time, at the sole discretion of the Company. The monthly contribution is shown below.

Additional Monthly Medical Contribution for each employee or spouse:

2027	2028	2029	2030
$95	$100	$105	$110

Coinsurance

Current Employees, 2017 New Hires, and 2023 New Hires

No change from current program except as provided below.

Option 1:

	2027-2030	
	Network/ONA	**Non-Network**
Preventive	0% Ded waived	No Benefit
Sickness/Illness	**2**0% After Ded	50% After Ded
Emergency Room Facility/Professional Services (Emergencies)	**2**0% After Ded	**2**0% After Ded

Option 2:

	2027-2030	
	Network/ONA	**Non-Network**
Preventive	0% Ded waived	No Benefit
Sickness/Illness	**3**0% After Ded	50% After Ded
Emergency Room Facility/Professional Services (Emergencies)	**3**0% After Ded	**3**0% After Ded

Examples of Coinsurance provisions include:

- Applies after applicable Network/ONA or Non-Network Deductible amount is satisfied.
- Applies to all covered health services, including mental health/substance use **and prescription drugs** benefits under the program with the exceptions below:
  - Does not apply toward Network/ONA preventive services.
- Actual amount that is applied to the Coinsurance is calculated on the basis of eligible/allowable expenses.
- All Coinsurance applies to applicable Network/ONA or Non-Network Out-of-Pocket Maximums

Current Employees, 2017 New Hires, and 2023 New Hires

Annual Deductible

Current Employees, 2017 New Hires, and 2023 New Hires

No change from current program except as provided below.

Option1:

	2027		**2028**		**2029**		**2030**	
	Network & ONA	**Non-Network**	**Network & ONA**	**Non-Network**	**Network & ONA**	**Non-Network**	**Network & ONA**	**Non-Network**
Ind	$1,250	$4,375	$1,350	$4,725	$1,450	$5,075	$1,550	$5,425
Ind + Sp	$2,500	$8,750	$2,700	$9,450	$2,900	$10,150	$3,100	$10,850
Ind + Ch	$2,500	$8,750	$2,700	$9,450	$2,900	$10,150	$3,100	$10,850
Family	$2,500	$8,750	$2,700	$9,450	$2,900	$10,150	$3,100	$10,850

Integrated with Med/Surg, Rx, MH/SA

Annual Deductible provisions:

Applies to all covered health services, including mental health/substance use benefits **and prescription drug (Rx) benefits under the program.**

- The following costs will never apply towards Deductible:
  - Network/ONA preventive care
  - **Preventative Therapy Medications**
  - Any applicable monthly contributions
  - Any charges for non-covered health services
  - Any penalties for failure to comply with terms of program (i.e., preauthorization/predetermination)
  - Charges that exceed eligible expenses
  - Any charges for services that are exclusions under the program
- Actual amount that is applied to the Annual Deductible is calculated on the basis of eligible/allowable expenses.
- Separate Deductible amounts apply to Network/ONA and Non-Network. Amounts incurred under each option do not cross apply between any other option.
- With Individual + Child(ren), Individual + Spouse and Family coverage, a covered person is eligible to receive benefits once their eligible/allowable expenses satisfy the Individual Deductible amount. The Individual + Child(ren), Individual + Spouse or Family Deductible, as applicable, is met once any combination of covered persons' eligible/allowable expenses meet the Individual + Child(ren), Individual + Spouse or Family Deductible amount, respectively. It is not necessary that any one individual reach the Individual Deductible but no one individual may contribute more than the Individual Deductible amount.
- **The Non-Network Annual Deductibles will be three and a half times the associated Network Annual Deductibles.**
- **The following costs paid by the participant apply toward the applicable Network/ONA or Non-Network Deductible amounts:**
  - **Network allowable charges for eligible expenses (for Network/ONA),**
  - **Non-Network allowable charges for eligible expenses (for Non-Network),**
  - **Outpatient drug allowable charges for eligible expenses.**
- The Annual Deductibles are included in the Out Of Pocket Maximums.

Current Employees, 2017 New Hires, and 2023 New Hires

Option 2:

	2027		2028		2029		2030	
	Network & ONA	**Non-Network**	**Network & ONA**	**Non-Network**	**Network & ONA**	**Non-Network**	**Network & ONA**	**Non-Network**
Ind	**$2,525**	**$7,575**	**$2,625**	**$7,875**	**$2,725**	**$8,175**	**$2,825**	**$8,475**
Ind + Sp	**$5,050**	**$15,150**	**$5,250**	**$15,750**	**$5,450**	**$16,350**	**$5,650**	**$16,950**
Ind + Ch	**$5,050**	**$15,150**	**$5,250**	**$15,750**	**$5,450**	**$16,350**	**$5,650**	**$16,950**
Family	**$5,050**	**$15,150**	**$5,250**	**$15,750**	**$5,450**	**$16,350**	**$5,650**	**$16,950**

Integrated with Med/Surg, Rx, MH/SA

Annual Deductible Provisions:

- Applies to all covered health services, including mental health/substance use (MH/SA) and prescription drug (Rx) benefits under the program.
- The following costs will never apply towards Deductible:
  - Network/ONA preventive care
  - Preventive Therapy Medications
  - Any applicable monthly contributions
  - Any charges for non-covered health services
  - Any penalties for failure to comply with terms of program (i.e., preauthorization/predetermination)
  - Charges that exceed eligible expenses
  - Any charges for services that are exclusions under the program
- Actual amount that is applied to the Annual Deductible is calculated on the basis of eligible/allowable expenses.
- Separate Deductible amounts apply to Network/ONA and Non-Network. Amounts incurred under each option do not cross apply between any other option.
- If the coverage tier is Individual + Child(ren), Individual + Spouse or Family, no individual can receive benefits until the Individual + Child(ren), Individual + Spouse or Family Annual Deductible, respectively, is met. The Individual + Child(ren), Individual + Spouse or Family Annual Deductible can be met by one or a combination of covered family members.
- The following costs paid by the participant apply toward the applicable Network/ONA or Non-Network Deductible amounts:
  - Network allowable charges for eligible expenses (for Network/ONA),
  - Non-Network allowable charges for eligible expenses (for Non-Network),
  - Outpatient prescription drug allowable charges for eligible expenses.
- The Non-Network Annual Deductibles will be three times the associated Network Annual Deductibles.
- The Annual Deductibles are included in the Out Of Pocket Maximums.

Current Employees, 2017 New Hires, and 2023 New Hires

Annual Out of Pocket Maximum

Current Employees, 2017 New Hires, and 2023 New Hires

Option 1:

Out-of-Pocket Maximum Amounts

(including the Annual Deductibles)

	2027		2028		2029		2030	
	Network & ONA	**Non-Network**	**Network & ONA**	**Non-Network**	**Network & ONA**	**Non-Network**	**Network & ONA**	**Non-Network**
Ind	$5,750	$17,250	$6,000	$18,000	$6,250	$18,750	$6,500	$19,500
Ind + Sp	$11,500	$34,500	$12,000	$36,000	$12,500	$37,500	$13,000	$39,000
Ind + Ch	$11,500	$34,500	$12,000	$36,000	$12,500	$37,500	$13,000	$39,000
Family	$11,500	$34,500	$12,000	$36,000	$12,500	$37,500	$13,000	$39,000

(Integrated Med/Surg, **Rx,** MH/SA)

(including the Annual Deductibles)

Out-of-Pocket Maximum provisions:

- Applies to all covered health services, including mental health/substance use benefits, **and prescription drug** benefits under the program.
- The following costs paid by the participant apply towards the applicable Network/ONA or Non-Network Out-of-Pocket Maximum amounts:
  - Annual Deductibles
  - Coinsurance
  - **Outpatient prescription drug allowable charges for eligible expenses.**
- The following costs will never apply towards Out-of-Pocket Maximum nor be paid for by the program after the Out-of-Pocket Maximum is satisfied:
  - Any applicable monthly contributions
  - Any charges for non-covered health services
  - Any penalties for failure to comply with terms of program (i.e., preauthorization /predetermination)
  - Charges that exceed eligible expenses
  - Any charges for services that are exclusions under the program
- The amount that is applied to the Out-of-Pocket Maximum is calculated on the basis of coinsurance.
- Separate Out-of-Pocket Maximum amounts apply to Network/ONA and Non-Network. Amounts incurred under each option do not cross apply between any other option.
- With Individual + Child(ren), Individual + Spouse and Family coverage, a covered person has satisfied the Out-of-Pocket Maximum once their coinsurance satisfies the Individual Out-of-Pocket Maximum amount. The Individual + Child(ren), Individual + Spouse or Family Deductible, as applicable, is met once any combination of covered persons’ coinsurance meets the Individual + Child(ren), Individual + Spouse or Family Out-of-Pocket Maximum amount, respectively. It is not necessary that any one individual reach the Individual Out-of-Pocket Maximum amount but no one individual may contribute more than the Individual Out-of-Pocket Maximum amount.

Current Employees, 2017 New Hires, and 2023 New Hires

Option 2:

Out-of-Pocket Maximum Amounts

(including the Annual Deductibles)

	2027		2028		2029		2030	
	Network & ONA	**Non-Network**	**Network & ONA**	**Non-Network**	**Network & ONA**	**Non-Network**	**Network & ONA**	**Non-Network**
Ind	$7,200	$21,600	$7,300	$21,900	$7,400	$22,200	$7,500	$22,500
Ind + Sp	$14,400	$43,200	$14,600	$43,800	$14,800	$44,400	$15,000	$45,000
Ind + Ch	$14,400	$43,200	$14,600	$43,800	$14,800	$44,400	$15,000	$45,000
Family	$14,400	$43,200	$14,600	$43,800	$14,800	$44,400	$15,000	$45,000

(Integrated with Med/Surg, Rx, MH/SA)

Out-of-Pocket Maximum provisions:

- Applies to all covered health services, including mental health/substance use and prescription drug benefits under the program.
- The following costs paid by the participant apply towards the applicable Network/ONA or Non-Network Out-of- Pocket Maximum amounts:
  - Annual Deductibles
  - Coinsurance
  - Outpatient prescription drug allowable charges for eligible expenses.
- The following costs will never apply towards Out-of-Pocket Maximum nor be paid for by the program after the Out-of-Pocket Maximum is satisfied:
  - Any applicable monthly contributions
  - Any charges for non-covered health services
  - Any penalties for failure to comply with terms of program (i.e., preauthorization /predetermination)
  - Charges that exceed eligible expenses
  - Any charges for services that are exclusions under the program

If the coverage tier is Individual + Child(ren), Individual + Spouse and Family, the applicable Individual +Child(ren), Individual + Spouse or Family Out-Of-Pocket Maximum must be met before the Program pays 100% of the Allowable Charges for Eligible Expenses, except that the Program will pay 100% of the Allowable Charges for Eligible Expenses for Network/ONA Services for an individual family member once the individual meets the Network/ONA Individual Out-Of-Pocket Maximum, even if the Individual + Child(ren), Individual + Spouse or Family Out-Of-Pocket Maximum has not been met.

Current Employees, 2017 New Hires, and 2023 New Hires	
Office Visit	<u>Current Employees, 2017 New Hires, and 2023 New Hires</u> No change from current program except as provided. **Option 1** <table><tr><td></td><td colspan="2">**2027-2030**</td></tr><tr><td></td><td>**Network & PPO**</td><td>**Non-Network & Non-PPO**</td></tr><tr><td>**Preventative**</td><td>0%</td><td>Not Covered</td></tr><tr><td>**Sickness/ Illness**</td><td>**2**0% After Ded</td><td>**5**0% After Ded</td></tr></table> **Option 2** <table><tr><td></td><td colspan="2">**2027-2030**</td></tr><tr><td></td><td>**Network & PPO**</td><td>**Non-Network & Non-PPO**</td></tr><tr><td>**Preventative**</td><td>0%</td><td>Not Covered</td></tr><tr><td>**Sickness/ Illness**</td><td>**3**0% After Ded</td><td>**5**0% After Ded</td></tr></table>
Emergency Room	<u>Current Employees, 2017 New Hires, and 2023 New Hires</u> No change from current program except as provided. **Option 1** <table><tr><td colspan="2">**2027-2030**</td></tr><tr><td>**Network & PPO**</td><td>**Non-Network & Non-PPO**</td></tr><tr><td>**2**0% After Ded</td><td>**5**0% After Ded</td></tr></table> **Option 2** <table><tr><td colspan="2">**2027-2030**</td></tr><tr><td>**Network & PPO**</td><td>**Non-Network & Non-PPO**</td></tr><tr><td>**3**0% After Ded</td><td>**5**0% After Ded</td></tr></table>

Current Employees, 2017 New Hires, and 2023 New Hires	

Urgent Care Center

Current Employees, 2017 New Hires, and 2023 New Hires

No change from current program except as provided.

Option 1

2027-2030	
Network & PPO	**Non-Network & Non-PPO**
20% After Ded	50% After Ded

Option 2

2027-2030	
Network & PPO	**Non-Network & Non-PPO**
30% After Ded	50% After Ded

Hospital

Current Employees, 2017 New Hires, and 2023 New Hires

No change from current program except as provided.

Option 1

2027-2030	
Network & PPO	**Non-Network & Non-PPO**
20% After Ded	50% After Ded

Option 2

2027-2030	
Network & PPO	**Non-Network & Non-PPO**
30% After Ded	50% After Ded

	Current Employees, 2017 New Hires, and 2023 New Hires
Diagnostic Testing	Current Employees, 2017 New Hires, and 2023 New Hires No change from current program except as provided. **Option 1** **2027-2030** **Network & PPO**: 20% After Ded **Non-Network & Non-PPO**: 50% After Ded **Option 2** **2027-2030** **Network & PPO**: 30% After Ded **Non-Network & Non-PPO**: 50% After Ded
Lifetime Maximum	Current Employees, 2017 New Hires, and 2023 New Hires No change from current program.
COB	Current Employees, 2017 New Hires, and 2023 New Hires No change from current program.
Survivor	Current Employees, 2017 New Hires, and 2023 New Hires No change from current program.
Eligible Retired Employees	See Exhibit 1.
	PRESCRIPTION DRUG BENEFITS
Prescription Drugs	See Chart Below.
	Bargained Program Rx Program
Restrictions	Current Employees, 2017 New Hires, and 2023 New Hires No change from current program.

Option 1

2027-2030	
Network & PPO	**Non-Network & Non-PPO**
20% After Ded	50% After Ded

Option 2

2027-2030	
Network & PPO	**Non-Network & Non-PPO**
30% After Ded	50% After Ded

Current Employees, 2017 New Hires, and 2023 New Hires	
Deductible	Current Employees, 2017 New Hires, and 2023 New Hires **Option 1 and Option 2** Integrated with Med/Surg, Rx Preventive therapy medications under **Option 1 and** Option 2 critical for the treatment of congestive heart failure, coronary artery disease, diabetes, asthma, depression, and osteoporosis are exempted from the deductible. Copayment continues to apply.
Out of Pocket Maximum	Current Employees, 2017 New Hires, and 2023 New Hires **Option 1 and Option 2:** Integrated with Med/Surg, Rx, MH/SA
Retail	Current Employees, 2017 New Hires, and 2023 New Hires No change from current program, except as provided below. Network Copay: Up to 30-day supply, limited to 2 fills for maintenance subject to Advanced Control Specialty Formulary provisions.
Retail Generic	Current Employees, 2017 New Hires, and 2023 New Hires **Option 1 and 2:** Retail/Specialty Network Copay

	2027-2030
Generic	$10

Retail Brand	Current Employees, 2017 New Hires, and 2023 New Hires **Option 1 and 2:** Retail/Specialty Network Copay:

	2027	2028	2029	2030
Brand-Formulary	$72	$75	$78	$81
Brand Non-Formulary	$174	$180	$186	$192

Personal Choice	Current Employees, 2017 New Hires, and 2023 New Hires No change from current program.
Mail Order	Current Employees, 2017 New Hires, and 2023 New Hires No change from current program except as provided below. Mandatory mail order for maintenance RX continues to apply after second fill at retail. Up to 90-day supply subject to Advanced Control Specialty Formulary provisions.

Current Employees, 2017 New Hires, and 2023 New Hires	
Mail Order Generic	Current Employees, 2017 New Hires, and 2023 New Hires **Option 1 and 2:** Mail/Specialty Network Copay: | | **2027-2030** | | **Generic** | $20 | Provisions: Mandatory Generic provisions continue to apply.
Mail Order Brand	Current Employees, 2017 New Hires, and 2023 New Hires **Option 1 and 2:** Mail/Specialty Copay | | **2027** | **2028** | **2029** | **2030** | | **Preferred** | $144 | $150 | $156 | $162 | | **Non Preferred** | $348 | $360 | $372 | $384 |
Personal Choice	Current Employees, 2017 New Hires, and 2023 New Hires No change from current program.
	MENTAL HEALTH and SUBSTANCE USE BENEFITS
Deductible	Current Employees, 2017 New Hires, and 2023 New Hires **Option 1 and Option 2:** Integrated with Med/Surg, Rx
OOP Max	Current Employees, 2017 New Hires, and 2023 New Hires **Option 1:** Integrated with Med/Surg, Rx. **Option 2**: Integrated with Med/Surg, Rx
Copayments and Coinsurance	Current Employees, 2017 New Hires, and 2023 New Hires No change from current program **except as provided in the Coinsurance section above.**
Limitations	Current Employees, 2017 New Hires, and 2023 New Hires No change from current program.

Current Employees, 2017 New Hires, and 2023 New Hires	
	EMPLOYEE ASSISTANCE PROGRAM (EAP)
Program	DIRECTV Employee Assistance Program
Eligibility	Date of hire.
EE Class	All employees.
Cost	100% company-paid
Design	Up to 5 EAP sessions per issue per year
Survivors	None.
Eligible Retired Employees	None.
	DISABILITY BENEFITS
Effective Date(s)	**1/1/2027**
Program	**Current Employees, 2017 New Hires** and 2023 New Hires DIRECTV Disability Income Program as described in the Summary Plan Description, as these provisions change from time to time.
Short-Term Disability (STD)	**Current Employees, 2017 New Hires, and** 2023 New Hires The DIRECTV Disability Income Program as described in the Summary Plan Description except that Temporary and Term employees are not eligible for LTD benefits. No change from current program. The DIRECTV Disability Income Program as described in the Summary Plan Description except that Temporary and Term employees are not eligible for LTD benefits. Short-term disability benefits and the other sources of income received are designed to replace 60 percent or 100 percent of Pay, based on your service as shown below: **% of Pay** **Term of Employment** — **100%** — **60%** 6 months < 2 years — 0 weeks — 26 weeks 2 years < 5 years — 4 weeks — 22 weeks 5 years < 15 years — 13 weeks — 13 weeks 15 years or more — 26 weeks — 0 weeks
Long-Term Disability (LTD)	**Current Employees, 2017 New Hires, and** 2023 New Hires The DIRECTV Disability Income Program as described in the Summary Plan Description as these provisions change from time to time except that Temporary and Term employees are not eligible for LTD benefits.

Current Employees, 2017 New Hires, and 2023 New Hires

DENTAL BENEFITS

Dental Program

DIRECTV Dental Program* (Bargained Employees)

- Dental PPO
- DHMO (available at the discretion of the Company)

*This document highlights key elements of program design. For complete program details, refer to the Summary Plan Description (SPD) & associated Summary of Material Modifications (SMMs).

Eligibility for Coverage

Eligibility for coverage continues to begin on the first day of the month in which 6 months of net credited service (NCS) is attained (also referred to as term of employment (TOE)).

Eligibility for Company Subsidy

Eligibility for Company subsidy continues to begin on the first day of the month in which 6 months of net credited service (NCS) is attained (also referred to as term of employment (TOE)).

EE Class

Regular Full Time & Part Time

Full Time EE Contribution

Contributions for Dental PPO or DHMO (if available)

Current Employees, 2017 New Hires, and 2023 New Hires

	2027	2028	2029	2030
Ind	$11	$12	$13	$14
Ind + 1	$21	$22	$23	$24
Family	$31	$32	$33	$34

Part Time EE Contributions

Based on Scheduled hrs./week:

- Greater than or equal to 20 hrs. = 50% of full cost of coverage*.
- Less than 20 hrs. = 100% of full cost of coverage* with no Company subsidy.

* Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.

Annual Deductible

Network and ONA: $25 per individual

Non-Network: $50 per individual

Annual Maximum Benefit

Network and ONA: $1,750 per individual*

Non-Network: $1,300 per individual*

*Not to exceed $1,750 combined Network/Non-Network

Diagnostic & Preventive

Class I (Diagnostic/Preventive)

Network/ONA*: 100%, Ded. Waived

Non-Network**: 100%, Ded. Waived

*For ONA, paid at Network contracted rates.

**For Non-Network paid based on reasonable and customary amounts

Current Employees, 2017 New Hires, and 2023 New Hires	
Coverage Levels (replaces minor and major restorative)	<u>Dental PPO Coinsurance</u> Class II (Basic restorative-fillings, extractions, periodontal treatment/maintenance) Network and ONA*: 90%, after deductible Non-Network**: 70%, after deductible Class III (Major restorative – crowns, dentures, bridgework) Network and ONA*: 80%, after deductible Non-Network**: 50%, after deductible Class IV (Orthodontia) Network and ONA*: 80%, after deductible Non-Network**: 50%, after deductible *For ONA, paid at Network contracted rate. **For Non-Network paid based on reasonable and customary amounts.
Orthodontic – Lifetime Maximum	Network and ONA: $2,000 per individual* Non-Network: $1,400 per individual* *Not to exceed $2,000 combined Network/Non-Network
COB	No change from current program.
Survivor	12 months Company extended coverage (CEC) concurrent with COBRA, then 100% cost of coverage for life or until remarriage
Eligible Retired Employees	See Exhibit 1.
Outside Network Area (ONA)	• ONA benefit provided to employees who reside in a zip code which does not meet the network standards. • ONA benefits are equivalent to PPO Network benefits • Enrollees who are in Network will be offered the PPO option only. • Enrollees who are located outside the Network zip code criteria will be offered the ONA option only.
	VISION BENEFITS
Vision Program	<u>DIRECTV Vision Program (Bargained Employees)</u> This document highlights key elements of program design. For complete program details, refer to the Summary Plan Description (SPD) & associated Summary of Material Modifications (SMMs).
Eligibility for Coverage	Eligibility for coverage continues to begin on the first day of the month in which 6 months of net credited service (NCS) is attained (also referred to as term of employment (TOE)).
Eligibility for Company Subsidy	Eligibility for Company subsidy continues to begin on the first day of the month in which 6 months of net credited service (NCS) is attained (also referred to as term of employment (TOE)).
EE Class	Regular Full Time & Part Time

Current Employees, 2017 New Hires, and 2023 New Hires	
Full Time EE Contribution	Current Employees, 2017 New Hires, and 2023 New Hires | | **2027** | **2028** | **2029** | **2030** | | **Ind** | $6 | $7 | $8 | $9 | | **Ind + 1** | $12 | $14 | $16 | $18 | | **Family** | $17 | $19 | $21 | $23 |
Part Time EE Contributions	Based on Scheduled hrs./week: • Greater than or equal to 20 hrs. = 50% of full cost of coverage*. • Less than 20 hrs. = 100% of full cost of coverage* with no Company subsidy. *Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.
Coverage Levels	Exam: 1 exam per 12 months • Network: $0/0% • Non-Network: $28 towards exam cost Frame Allowance: 1 pair per 12 months • Network: $130 allowance towards frame cost • Non-Network: $30 towards frame cost Lenses Allowance: 1 set per 12 months Network: $0/0% Covers std. plastic lenses: Single, Bi-focal, Tri-focal, Lenticular, Progressive + Polycarbonate at 100%. Non-Network: $30-$80 towards lenses Contact Lenses Allowance: Allowance per 12 months Network: $150 allowance Non-Network: $150 allowance 2nd Pair Benefit: Network Only: Allows for a 2nd pair of glasses or contact lenses allowance after the first pair benefit/allowance is utilized, per 24 months.
COB	No change from current program
Survivor	No change from current program
Eligible Retired Employees	See Exhibit 1.
	FLEXIBLE SPENDING ACCOUNTS
Plan	DIRECTV Flexible Spending Account Plan* *This document highlights key elements of plan design. For complete plan details, refer to the Summary Program Description (SPD) & associated Summary of Material Modifications (SMMs).
	Dependent Care Spending Accounts
Plan	No change from current plan
Eligibility	No change from current plan.

Current Employees, 2017 New Hires, and 2023 New Hires	
EE Class	Regular Full Time & Part Time
Maximum	No change from current plan.
Minimum	No change from current plan.
	Health Care Spending Accounts
Plan	No change from current plan, except those that are mandated by healthcare reform legislation (PPACA).
Eligibility	No change from current plan.
EE Class	Regular Full Time & Part Time
Maximum	No change from current plan except those that are mandated by healthcare reform legislation (PPACA) and to annually adjust the maximum contribution amount to that permitted by law for each calendar year for which the IRS issues timely guidance such that the Company can implement the change.
Minimum	No change from current plan except those that are mandated by healthcare reform legislation (PPACA).
Survivor	No change from current plan.
Eligible Retired Employees	No change from current plan.
	LIFE INSURANCE
Program	DIRECTV Group Life Insurance Program for Active Employees *This document highlights key elements of program design. For complete program details, refer to the Summary Plan Description (SPD) & associated Summary of Material Modifications (SMMs). Note: Contributions amounts are subject to annual adjustment.
Eligibility	All coverages: Eligible date of hire.
EE Class	Regular Full Time & Part Time
Basic Life Insurance Benefit	Basic: 1X Salary for the twelve months ending on Sept. 1 of previous plan year, rounded to the next $1,000. Company paid. Max. $7M basic plus supplemental.
Supplemental Life Insurance Benefit	1X-10X annual basic pay, max $7M basic + supp; Employee paid; smoker/nonsmoker rates.
Accelerated Death Benefit	Available when life expectancy is 24 months or less. Minimum Distribution: 25% of total life insurance benefit. Maximum Distribution: lesser of 75% of total life insurance benefit or $1M

	Current Employees, 2017 New Hires, and 2023 New Hires
AD&D	Basic: 1X annual basic pay; Company paid Supp: 1X-10X annual basic pay Spouse and child: applies
Seatbelt Incentive	Company paid $10K. Supplemental, spouse, & child AD&D also have $10K.
Dependent Benefit Amount	Employee paid Spouse/RDP life and AD&D: $10K, $25-$300K in $25K increments; smoker/nonsmoker rates. Child life and AD&D: $5K-$30K in $5K increments
LTD Coverage	Basic & Supplemental life (not AD&D) continues for 3 years. Dependent coverages end with end of STD
Portability upon termination	Yes for supplemental employee life only
Conversion upon termination	Basic & Supplemental life, not AD&D. Spouse and child life, not AD&D.
Survivor	No change from current program.
Eligible Retired Employees	No change from current program.
Guaranteed Issue	No Evidence of Insurability (EOI) for Supplemental life coverage of up to 3X Annual Pay on initial enrollment or of an additional 1X Annual Pay for a Qualified Life Event, but may not exceed 10X Annual Pay, otherwise EOI required for any increase. No EOI for Spouse coverage of $10K during initial enrollment period. Otherwise, EOI required for any enrollment or increase. No EOI for Child coverage at any time for initial enrollment or increase in amount.
	ADOPTION ASSISTANCE POLICY
Policy	No change from current policy.
Eligibility	No change from current policy.
EE Class	No change from current policy.
Maximum	No change from current policy.

Current Employees, 2017 New Hires, and 2023 New Hires	
	TUITION REIMBURSEMENT POLICY
Eligibility	6 months of service.
EE Class	No change from current policy.
Maximum (same for FT & PT)	Annual Tuition Cap-No change from current plan. Tuition Lifetime Cap-Undergraduate-$20,000 Graduate-$25,000.
Reimbursement for classes	Full Time: 100%≥ 20 hours: 75% < 20 hours: 50% Fees required by the school to take the course will be reimbursed, e.g., lab fees, transportation fees, recreation fees
	PENSION PLAN
Effective Date(s)	**1/1/2027**
Program(s)	Employees hired or rehired on or before December 31, 2009 DIRECTV Bargained Program of the DIRECTV Bargained Pension Plan Employees hired, rehired or transferred after December 31, 2009 Bargained Cash Balance Program #2 (BCB#2 Program) of the DIRECTV Bargained Pension Plan
Benefits	DIRECTV Bargained Program No Change DIRECTV Bargained Cash Balance Program #2 (BCB#2 Program) No Change
	SAVINGS PLAN
Effective Date(s)	**1/1/2027**
Program	DIRECTV Retirement Savings Plan (DRSP)
Benefits	Current Employees, 2017 New Hires, and 2023 New Hires No change from current program

Exhibit 1

Retiree Health Care for Bargained Employees for the period January 1, 202**7** through December 31, 20**30**–who terminate employment during the period 1/1/202**7** through 12/31/20**30**.

Employees who are eligible for post-employment benefits when employment ends (“Eligible Retired Employees”) shall be eligible to participate in the same plan as an active current employee except as specifically noted, with the same provisions that apply to active employees, except that provisions regarding eligibility for post-employment benefits and monthly contributions shall remain the same as the rules that applied to similarly situated former employees as of 12/31/202**6** and shown in the chart below:

Hire Date	**Hired before 1/1/2005**		**Hired on or after 1/1/2005**
Plan	**Former SWBW Plan Participants**	**Former EDGE Plan Participants**	**NBBP or its Successor Plan(s) For Employees of the Company**
Eligibility Rule	Modified rule of 75 § 30 (NCS) and any age § 25 (NCS) & 50 (age) § 20 (NCS) & 55 (age) § 10 (NCS) & 65 (age)	Transition Groups 1-4	Modified rule of 75 § 30 (NCS) and any age § 25 (NCS) & 50 (age) § 20 (NCS) & 55 (age) § 10 (NCS) & 65 (age)
Retiree contributions	Same as active employees’ contributions	§ Parent company provides benefit for Transition Group 1 § Subsidy varies for Transition Groups 2-3; § Access only for Transition Group 4 [Edge Plan retiree contributions are subject to change. See Summary Plan Description.]	Retiree pays 100% for coverage (Access Only)

Nothing in this Agreement or in Exhibit 1 shall be construed to provide benefits for any period subsequent to the term of this Agreement or for any employee other than those referenced above who terminate employment during the term of this Agreement.

APPENDIX C

Appendix C
C01 – Personnel Records Review

February **15**, **2026**

Shannon Fink
CWA Representative, District 2-13
400 Allen Drive, Suite 100
Charleston, WV 25302

Jeanne Stewart
CWA Representative, District 7
929 East Main Street, Suite 240
Puyallup, WA 98372

Dear **Mr. Fink and Ms. Stewart**:

1. Upon written request, an employee shall be permitted to examine and make copies of records containing personally identifiable employee information about themselves pursuant to and in accordance with the Company's then current policies and procedures relating to that subject.

2. The Company shall provide an employee with each written notice of disciplinary action within a reasonable period.

Sincerely,

Brian Cattaneo
Senior Director, Labor Relations
DIRECTV

Appendix C
C02 – CVS Caremark Letter

February **15**, **2026**

Shannon Fink
CWA Representative, District 2-13
400 Allen Drive, Suite 100
Charleston, WV 25302

Jeanne Stewart
CWA Representative, District 7
929 East Main Street, Suite 240
Puyallup, WA 98372

Dear **Mr. Fink and Ms. Stewart**:

DIRECTV has arranged with CVS Caremark to designate all CVS pharmacies as a part of the Caremark mail order fulfillment process. Essentially, this will permit DIRECTV employees to pick up 90-day prescriptions for maintenance drugs at CVS retail pharmacies and receive the lower mail order rates. This applies even after the prescription has been filled the allowed number of times at a retail pharmacy.

This arrangement is available at CVS branded pharmacies only. It will not be available at other pharmacies in the Caremark network.

If the union does not object, DIRECTV will continue to have this arrangement available to bargained DIRECTV employees represented by CWA in the U.S. This arrangement is solely at DIRECTV's discretion and can be terminated or modified at any point during the term of the contract.

Sincerely,

Brian Cattaneo
Senior Director, Labor Relations
DIRECTV

Appendix C
C03 – Wellness Letter

February **15**, **2026**

Shannon Fink
CWA Representative, District 2-13
400 Allen Drive, Suite 100
Charleston, WV 25302

Jeanne Stewart
CWA Representative, District 7
929 East Main Street, Suite 240
Puyallup, WA 98372

Dear **Mr. Fink and Ms. Stewart**:

The Company's bargained for employees represented by Districts 2-13 **and** 7 shall continue to be eligible to participate in the **DIRECTV Caring For You** program as provided below.

The **Caring For You program** includes Disease Management and Wellness programs as well as access to an online portal with a variety of tools and resources. Below are examples of the benefits and services that are available to eligible bargained Employees under **Caring For You**:

- Wellness Programs
  - Medical Decision Support,
  - Coaching topics, including but not limited to the following: weight management, exercise, stress management, tobacco cessation, healthy eating, appointment adherence, depression prevention, medication adherence, and self-management.

- Disease Management
  - Asthma
  - Heart Failure
  - Coronary Artery Disease
  - Diabetes
  - Chronic Obstructive Pulmonary Disease

- Healthcare Price Transparency Tool
  - Quality ratings and estimated costs for healthcare providers, physicians, and specialists
  - Reviews for nearby doctors, facilities, and services

- Health Assessment and Portal

Disease Management programs and Healthcare Price Transparency Tool are only available to employees who enroll in a **DIRECTV** self-insured medical program option. Employees who enroll in a fully-insured medical coverage option such as an HMO or waive medical coverage (opt-out) will have access to the **Caring For You program**, the Health Assessment and Challenges.

The Company retains the unilateral right to change, modify, amend or discontinue the **Caring For You program**.

This letter will expire in conjunction with the **2026** Collective Bargaining Agreement for bargained employees in CWA Districts 2-13 **and** 7.

Sincerely,

Brian Cattaneo
Senior Director, Labor Relations
DIRECTV

Appendix C
C04 – Designated Union Representative

February **15**, **2026**

Shannon Fink
CWA Representative, District 2-13
400 Allen Drive, Suite 100
Charleston, WV 25302

Jeanne Stewart
CWA Representative, District 7
929 East Main Street, Suite 240
Puyallup, WA 98372

Dear **Mr. Fink and Ms. Stewart**:

Subject to ratification of the **2026** Labor Agreement the Company agrees to make **a** Labor Relations **representative** available to work with a designated representative of the Union for the purpose of developing a joint presentation for employee orientation meetings, as outlined in Section 1., of Article 17, Company-Union Relationship. It is further the Company's intent to allow the Union representative to remain at the Company facility at the conclusion of the orientation meeting to meet privately with any Bargaining Unit employees who elect to remain for additional information and/or questions.

Sincerely,

Brian Cattaneo
Senior Director, Labor Relations
DIRECTV

Appendix C
C05 – Training Course Assignment

February **15**, **2026**

Shannon Fink
CWA Representative, District 2-13
400 Allen Drive, Suite 100
Charleston, WV 25302

Jeanne Stewart
CWA Representative, District 7
929 East Main Street, Suite 240
Puyallup, WA 98372

Dear **Mr. Fink and Ms. Stewart**:

Subject to ratification of the **2026** Labor Agreement between the Communications Workers of America and DIRECTV, LLC the Company agrees that prior to assigning an employee to a formal training course; it will consider the employee's seniority as well as the employee's performance, capabilities, and other such relevant factors.

Sincerely,

Brian Cattaneo
Senior Director, Labor Relations
DIRECTV

February **15**, **2026**

Shannon Fink
CWA Representative, District 2-13
400 Allen Drive, Suite 100
Charleston, WV 25302

Jeanne Stewart
CWA Representative, District 7
929 East Main Street, Suite 240
Puyallup, WA 98372

Dear **Mr. Fink and Ms. Stewart**:

Subject to ratification of the **2026** Labor Agreement between DIRECTV, LLC and the Communications Workers of America it is the Company's intent in administering the provisions of Article 2, Recognition and Establishment of the Unit, Section 2, related to the subcontracting of work, to consider the interest of customers and employees as well as the needs of the Company in its highly competitive and dynamic business. For various reasons including, but not limited to, law, regulations, changing industry structure, economic and competitive conditions, and business considerations, it is not possible for the Company to make specific commitments on contracting out of work. However, it is the Company's general policy that traditional **video** work will not be contracted out if it will currently and directly cause layoffs or part-timing of regular employees in the bargaining unit. It is the general policy of the Company:

- to have employees within the bargaining unit perform bargaining unit work;
- to provide notice to the Union when contracting, except as noted above, is anticipated to last more than ninety (90) days, and to discuss the reasons for such contracting;
- to consider the use of Union-represented contractors to perform work normally performed by the bargaining unit with the understanding that the selection of any contractor is determined solely by the Company; and
- to generally use contractors for reasons associated with force or technological requirements or to operate specialized equipment and/or systems.

Sincerely,

Brian Cattaneo
Senior Director, Labor Relations
DIRECTV

February **15**, **2026**

Shannon Fink
CWA Representative, District 2-13
400 Allen Drive, Suite 100
Charleston, WV 25302

Jeanne Stewart
CWA Representative, District 7
929 East Main Street, Suite 240
Puyallup, WA 98372

Dear **Mr. Fink and Ms. Stewart**:

Subject to ratification of the **2026** Labor Agreement between DIRECTV, LLC and the Communications Workers of America, the Company and the Union acknowledge that there is a responsibility to provide high quality service to customers and the need to be in a position to effectively compete in today's increasingly competitive **video** industry. Call Quality Observation is a tool to evaluate the effectiveness of employees to reach and maintain quality service, and to continually develop employees' skills to provide high quality service, as well as to expand personal growth. The approach for monitoring will continue to be based on a premise that fosters a work environment that builds on mutual trust and respect which enhances job satisfaction.

In addition, to ensure courteous treatment, accurate information, and superior service, customer call observations may be performed for many productive purposes such as, but not limited to, assisting in the training and development of employees, identification of customer needs, and product evaluation.

The following language applies to employees in call centers:

- A maximum of eight (8) randomly selected customer calls per representative per month may be observed. Management shall select the first call to be observed and will alternate selection with the employee for all calls thereafter. Calls selected by the employee must have a minimum duration of three (3) minutes or more. Management will determine the method of evaluation.

- Additional customer calls selected for coaching purposes will not be used toward discipline except in the event of misconduct.

The Company and Union recognize that discussions concerning performance and coaching are most effective when communicated in a reasonably close timeframe to the observation. To this end, the Company will generally review with the employee the Call Quality Observation results within the employee’s next two (2) scheduled **workdays** following the quality observation.

Sincerely,

Brian Cattaneo
Senior Director, Labor Relations
DIRECTV

February **15**, **2026**

Shannon Fink
CWA Representative, District 2-13
400 Allen Drive, Suite 100
Charleston, WV 25302

Jeanne Stewart
CWA Representative, District 7
929 East Main Street, Suite 240
Puyallup, WA 98372

Dear **Mr. Fink and Ms. Stewart**:

Subject to ratification of the **2026** Labor Agreement between DIRECTV, LLC and the Communications Workers of America it is the Company's intent to recognize that in certain work groups it may be beneficial to the employees and in the best interest of the business to establish a four-day schedule as a normal tour. Accordingly, in a work group where management and the union agree, the number of hours which presently constitute a normal five-day tour will be scheduled in equal amounts over four days.

The work groups selected for such four-day tours will be solely at the discretion of the Company. The management and the union will discuss the process by which the number of employees who volunteer will be assigned their shifts and tours. It is further agreed that if the needs of the business require the Company to discontinue the four-day tour, the Company will notify the Union in advance.

Four-day tours will be scheduled in advance as full tours. No daily overtime payment shall be made for any of the scheduled hours worked which constitute the normal four-day tour.

Subject to the above, and before implementing a four-day schedule in any work group, management and the union will establish the parameters and implementation procedures for such four-day tours. Unless otherwise agreed, the following will apply:

1) Weeks in which holidays fall will revert to a normal five-day tour.

2) Employees scheduled for a week of vacation will have their tours revert to the normal five-day tour.

3) Employees pre-scheduled for Excused Days **With Pay**, Day-At-A-Time Vacation, or jury duty will revert their tours to the normal five-day tour. Non-scheduled Excused Days **With Pay**, or Day-At-A-Time Vacation within a week in which the employee's tour is four ten-hour days will be treated as ten-hour days. Employees may take no more than four ten-hour unscheduled days (i.e., forty hours) on a day-at-a-time basis. These unscheduled days include Excused Days **With Pay**, or Vacation days.

4) Payment will be based upon a ten-hour day for employees who are absent because of sickness or accident disability during the course of the four-day tour. If the disability continues into the next week, the employee's tour will revert to the normal five-day tour.

Sincerely,

Brian Cattaneo
Senior Director, Labor Relations
DIRECTV

February **15**, **2026**

Shannon Fink
CWA Representative, District 2-13
400 Allen Drive, Suite 100
Charleston, WV 25302

Jeanne Stewart
CWA Representative, District 7
929 East Main Street, Suite 240
Puyallup, WA 98372

Dear **Mr. Fink and Ms. Stewart**:

Subject to ratification of the **2026** Labor Agreement between DIRECTV, LLC and the Communications Workers of America the Company will encourage innovative scheduling in those organizations that determine such scheduling permits them to meet the needs of the business. Such scheduling shall be in accordance with those provisions of the **2026** Agreement between the Union and the Company governing scheduling. Both the Company and the Union will encourage the active involvement of Local Union Officers in "Innovative Scheduling" implementation efforts.

It is further understood that if such scheduling does not prove to be in the best interest of the business, it will be discontinued effective with one (1) week's notice to the employees involved.

Sincerely,

Brian Cattaneo
Senior Director, Labor Relations
DIRECTV

Appendix C
C10

MEMORANDUM OF UNDERSTANDING REGARDING ELECTRONIC LINK TO CWA WEBSITE

This is an agreement between DIRECTV, LLC (the “Company”) and Communications Workers of America, (“Union”) by which the Company agrees, effective upon ratification of the **2026** Labor Agreement between the parties, to provide a procedure whereby eligible employees of the Company may access a link on the Company intranet to CWA Local websites.

The terms of the agreement are as follows:

1. The Company will place a link on the Company intranet to CWA websites as soon as practicable following ratification.
2. There shall be a unique link to the website for each of the three (3) CWA Locals which represent employees covered by this contract.

This Memorandum of Agreement will remain in effect through the term of the **2026** Collective Bargaining Agreement between the Parties.

FOR THE UNION:	**FOR THE COMPANY:**
Shannon W Fink	Brian Cattaneo
Shannon Fink	Brian Cattaneo
CWA Representative, District **2-13**	Senior Director, Labor Relations
Communications Workers of America	DIRECTV

Jeanne M Stewart

Jeanne Stewart
CWA Representative, District 7
Communications Workers of America

Appendix C
C11

MEMORANDUM OF AGREEMENT
CWA INTERNAL APPEAL PROCESS

This Memorandum of Agreement between Communications Workers of America (the Union) and DIRECTV, LLC (the Company) is effective upon ratification of the **2026** Labor Agreement between the parties and shall be effective for the life of such agreement.

1. Whenever the Union notifies the Company in writing of its election to arbitrate a grievance pursuant to Article 9, Arbitration, of the applicable Labor Agreement, and in the same writing also notifies the Company: (1) that the election to arbitrate is involved in the Union's internal appeal process, and (2) that the notice of election to arbitrate is therefore being given solely to preserve the Union's right to arbitrate in the event that the appeal is upheld, the parties agree that the running of the 60 day time limit provided for in Section 2. of said Article 9 shall be frozen as of the date the Company receives said notice.

2. With respect to any grievance as to which notice is given to the Company in accordance with the terms of Paragraph 1., above, the Union shall notify the Company promptly in writing of the outcome of its internal appeal process, and at the same time:

a. If the appeal is upheld, the Union shall also notify the Company of its intent to proceed to arbitration, and the running of the 60-day time limit provided for in Section 2. of Article 9, Arbitration, of the applicable Labor Agreement, shall resume as of the date upon which the Company receives this notice.

b. If the appeal is denied, the Union shall also notify the Company of withdrawal of its previous notice of election to arbitrate the subject grievance.

c. The Union shall promptly appeal the decision within its internal appeal process to the next scheduled convention, but in no event shall the extension be greater than 18 months. Matters exceeding 18 months will be deemed withdrawn.

COMMUNICATIONS WORKERS OF AMERICA	**DIRECTV, LLC**
By:	By:
Shannon W Fink	Brian Cattaneo
Shannon Fink	Brian Cattaneo

CWA Representative, District **2-13**
Communications Workers of America

Senior Director, Labor Relations
DIRECTV

Jeanne M Stewart

Jeanne Stewart
CWA Representative, District 7
Communications Workers of America

Appendix C
C12

MEMORANDUM OF AGREEMENT
FOR
PAYROLL DEDUCTION OF CWA–COPE

This is an agreement between DIRECTV, LLC (“Company”) and Communications Workers of America, (“Union”) by which the Company agrees, effective upon ratification of the **2026** Labor Agreement between the parties and for the life of the **2026** Labor Agreement, to provide a procedure whereby eligible employees of the Company may make voluntary contributions through payroll deduction to CWA-COPE, a separately segregated Political Action Committee (PAC) sponsored by the Union. The terms of the agreement are:

1. Eligibility to participate in contributions to CWA-COPE is restricted to those employees of the Company who are certified by the Union as eligible under applicable federal and state laws. Participation by eligible employees shall be on a voluntary basis and employees shall be so informed by the person soliciting their participation on behalf of the Union.

2. Deductions from employees’ pay shall be made each pay period. **The Company will process signed a**uthorization cards **on a timely basis to be effective at the beginning of a pay period**. Deductions shall be in the minimum amount of **one dollar ($1.00), or fifty cent ($0.50) increments thereof,** per **month**. The employees’ pay drafts will carry an indication of **CWA-COPE** PAC deduction.

3. The Company will remit contributions to the Treasurer, CWA-COPE Political Contributions Committee, monthly, following the deduction from the employees’ pay. In addition, the Company will transmit monthly a list of contributors through payroll deductions showing the contributors’ names and amounts contributed.

4. Any employee’s payroll deduction shall cease only upon the occurrence of any of the following:

a. Termination of a participating employee’s employment with the Company.
b. Retirement of a participating employee.
c. Transfer of a participating employee out of the bargaining unit.
d. Receipt in the payroll office of electronic written notice to cancel contributions to CWA-COPE signed by the employee.
e. Receipt by the Company of electronic notice from the Union that an employee is no longer eligible to participate.
f. Leave of absence (unpaid) of a participating employee.

5. The Union shall reimburse the Company for all costs and expenses incurred in implementing and maintaining this payroll deduction program which shall include, but not be limited to, the initial costs of establishing same, the processing of authorization of deductions and remittances, and preparation of any reports to the Union or filed with governmental or regulatory bodies, and any increase in such costs and expenses. Upon determination of its initial costs to establish and implement the program, the Company will render a bill to the Union for the total amount which shall be due and payable within ninety (90) days thereafter. The Company will bill the Union monthly for the costs of maintaining the program including the processing of authorization cards, handling the periodic deductions and remittances, fulfilling any reporting requirements, and any other costs incurred. Payment of monthly bills will be due thirty (30) days after rendition by the Company.

6. This agreement is subject to applicable federal, state and local laws and regulations and shall not be effective where prohibited by any such laws or regulations.

7. The parties agree the Company assumes no responsibility under this agreement other than the collection of contributions pursuant to employee authorization of payroll deductions and forwarding of such amounts collected to CWA-PAC. The Union agrees to indemnify the Company and hold it harmless from all claims, damages, costs and expenses of any kind which may arise in connection with the program covered by this agreement.

COMMUNICATIONS WORKERS OF AMERICA

By:

Shannon W Fink

Shannon Fink
CWA Representative, District **2-13**
Communications Workers of America

Jeanne M Stewart

Jeanne Stewart
CWA Representative, District 7
Communications Workers of America

DIRECTV, LLC

By:

Brian Cattaneo
Senior Director, Labor Relations
DIRECTV

Appendix C
C13

MEMORANDUM OF UNDERSTANDING REGARDING ELECTRONIC DUES AUTHORIZATION

The parties acknowledge and agree that the terms “written authorization” or “in writing signed by such employee” or similar language referring specifically to signed payroll dues deduction authorization forms, as provided in Article 5 (Deduction of Union Dues) of the Collective Bargaining Agreement, includes dues deduction authorizations created and maintained by use of electronic records and electronic signatures so long as such signatures are consistent with any and all applicable law(s). The Union, therefore, shall use electronic records to verify authorization for voluntary deduction of Union dues and fees from wages or payments for remittance to the Union, and authorization for voluntary deductions from wages or payments for remittance to COPE or PAF Funds, subject to the requirements of any applicable law. Such electronic signatures will be electronically presented to the Company by the Union in the form of Exhibit A, and in accordance with the Union’s processes for collecting such cards which will be provided to the Company upon request. The Company shall accept confirmations from the Union that the Union possesses electronic records of such electronic dues deduction authorizations and give full force and effect to such authorizations as “written authorization” or “in writing signed by such employee” or similar iterations for purposes of the dues deduction authorization provisions found within the Collective Bargaining Agreement during the term of this MOU unless the Company comes into possession of evidence that creates reasonable cause to doubt the authenticity or validity of the asserted signature. In addition, the Union agrees to indemnify and hold the Company harmless from all claims, damages, costs, fees and charges of any kind which may arise out of or result from the honoring by the Company of electronically signed dues or fees deduction authorizations in accordance with the provisions of this Agreement and the transmitting of such deducted dues or fees to the Union. The Company’s acceptance of such electronic signatures shall be non-precedent setting. Additionally, the parties agree that if the Union receives a signed payroll dues deduction, COPE or PAF authorization form in paper, it shall only transmit such form to the Company in an electronic format such as PDF sent via email (that is paper forms shall not be mailed to the Company)**.**

This Memorandum of Agreement will remain in effect through the term of the **2026** Collective Bargaining Agreement between the Parties.

FOR THE UNION:	**FOR THE COMPANY:**
Shannon W Fink	Brian Cattaneo
Shannon Fink	Brian Cattaneo
CWA Representative, District **2-13**	Senior Director, Labor Relations
Communications Workers of America	DIRECTV

Jeanne M Stewart

Jeanne Stewart
CWA Representative, District 7
Communications Workers of America

EXHIBIT A

This document provides a comprehensive description of the proposed text and fields contained within the DIRECTV E-card.

* Asterisk indicates a required field.

First page: “This is a simple form with three different sections. You will receive a receipt in your email of your entry and will have the opportunity to make changes by email if something was entered in mistake. If you prefer to sign paper copies of any of these forms, please contact [insert contact].

Second page - CWA Membership Form:
Header: “I hereby request and accept membership in the Communications Workers of America (CWA) and when accepted by the Local, agree to be bound by the Constitution of the Union and Amendments thereto and Rules and Regulations now in effect or subsequently enacted by the Union and/or the Local to which I am assigned.”

Fields:
First Name*
Last Name*
Work Location Address*
Work Location State*
Employee ID
Local Number
Home Address*
Home City*
Home State*
Home Zip*
Personal E-mail Address*
Personal Cell Phone
CWA Text/Call Opt-in
Membership question - radio buttons with two options:*

- “Yes, I accept membership in the Communications Workers of America!”
- “No, I decline membership. I understand I don't get to vote for local union officers or on contracts.”

Electronic Signature*, with preface of “This typed electronic signature is equivalent to, and in place of, a hand-written signature. CWA and I agree that this card may be electronically signed and that the electronic signature appearing here is the same as a handwritten signature for the purposes of validity, enforceability, and admissibility.”

Automatically collected fields:
Signature Date
Timestamp
IP Address

Third page - Dues (or Equivalent Fee) Deduction Form:

Header: “I hereby authorize DIRECTV to deduct from the compensation (including disability benefits or vacation payments) due me an amount equal to the initiation fee certified in writing to the Company by the Secretary-Treasurer of the Communications Workers of America, or his/her duly constituted agent, and each month an amount equal to regular monthly Union dues, certified in writing to the Company by the Secretary-Treasurer of the Communications Workers of America, or his/her duly constituted agent. Each amount so deducted shall be remitted to the Secretary-Treasurer of the Communications Workers of America, or his/her duly constituted agent. If for any reason the Company fails to make a deduction, I authorize the Company to make such deduction in a subsequent payroll period.

This authorization is voluntarily made and is neither conditioned on my present or future membership in the Union, nor is it to be considered as a quid pro quo for membership. This authorization shall continue in effect until canceled by written notice signed by me and individually sent to the Company and to the Union. This cancellation of authorization must be emailed during the fourteen (14) day period prior to each anniversary date of the current or any subsequent Collective Bargaining Agreement, or during the fourteen (14) day period prior to the termination of the current or any subsequent Collective Bargaining Agreement.”

Fields:
All fields are carried over from previous page (if filled in), except the Dues Deduction Authorization question and the Electronic Signature.

First Name*
Last Name*
Work Location Address*
Work Location State*
Employee ID
Local Number
Home Address*
Home City*
Home State*
Home Zip*
Personal E-mail Address*
Personal Cell Phone
CWA Text/Call Opt-in
Dues Deduction Authorization question - radio buttons with two options:*

- “Yes, I choose to opt in for payroll dues deduction. I affirm that I am an employee employed by DIRECTV. I authorize DIRECTV to deduct from my salary an amount equal to regular monthly deals. This authorization shall remain in effect unless I cancel in writing.”
- “No, I choose to opt out of payroll dues deduction.”

Electronic Signature*, with preface of "This typed electronic signature is equivalent to, and in place of, a hand-written signature. CWA and I agree that this card may be electronically signed and that the electronic signature appearing here is the same as a handwritten signature for the purposes of validity, enforceability, and admissibility."

Automatically collected fields:
Signature Date
Timestamp
IP Address

Fourth page - Political Contributions Committee Payroll Deduction Form:
Fields:
Field carried over from previous page (if filled in) include First and Last Name, Local Number, Home Address, Home City, Home State, Home Zip, Personal Email Address, Personal Cell Phone, and CWA Text/Call Opt-in.

First Name
Last Name
Occupation
Local Number
Home Address
Home City
Home State
Home Zip
Personal Email Address
Personal Cell Phone
CWA Text/Call Opt-in
Amount to Deduct Per Pay Period - radio buttons with the following options:

- $5
- $15
- $20
- $25
- Other - write in

  Select one - radio buttons with the following options:
- New Enrollment
- Change of Amount
- Cancellation

  Political Contributions Authorization question - radio buttons with two options:*
- "Yes, I hereby authorize my employer to deduct from my wages the listed sum each pay period and to remit such amount to the Communications Workers of America-Committee on Political Education Political Contributions Committee. (CWA-COPE PCC)."
- "No, I choose to opt out."

Legal language prior to Electronic Signature: “THIS AUTHORIZATION IS VOLUNTARILY MADE BASED ON MY SPECIFIC UNDERSTANDING THAT:

The signing of this authorization card and the making of contributions to CWA COPE PCC are not conditions of membership in the union nor of employment with the Company and that I may refuse to do so without fear of reprisal.

I am making a contribution to a joint fund-raising effort sponsored by CWA-COPE PCC and the AFL-CIO Committee on Political Education Political Contributions Committee (“AFL-CIO COPE PCC”) and that CWA-COPE PCC and AFL-CIO COPE PCC will use my contributions for political purposes, including but not limited to, the making of contributions to or expenditures on behalf of candidates for federal, state, and local offices and addressing political issues of public importance.

Federal law requires us to use our best efforts to collect and report the name, mailing address, occupation, and the name of employer of individuals whose contributions exceed $200 in a calendar year.

Contributions or gifts to CWA-COPE PCC and AFL-CIO COPE PCC are not deductible as charitable contributions for federal income tax purposes.”

Electronic Signature*, with preface of “This typed electronic signature is equivalent to, and in place of, a hand-written signature. CWA and I agree that this card may be electronically signed and that the electronic signature appearing here is the same as a handwritten signature for the purposes of validity, enforceability, and admissibility.”

Automatically collected fields:
Signature Date
Timestamp
IP Address

Fifth and final page - Receipt page. Form logic will only show certain parts if the worker has opted in for membership, dues deduction, and/or political contributions. Email receipt delivers identical information:

If opted in for membership: Welcome to CWA!

This message is to confirm that we have received an electronic submission of authorization from you requesting and accepting membership in the Communications Workers of America (CWA). We have sent a confirmation message to the email address you provided: [Personal email]

Building a strong union at DIRECTV requires that we all pitch in to help out. We’re excited for you to get involved! To find out how, contact [insert contact].
The information you submitted is below. If you need to correct any of the information you submitted, please contact us at [insert contact].

Name: [value]
Work Location Address: [value]
Work Location State: [value]
Employee ID: [value]
Local: [value]
Address: [value]
City: [value]
State: [value]
Zip: [value]
Personal Email: [value]
Personal Cell Phone: [value]
I want union-related updates from CWA via cell (text & voice): [value]

Electronic Signature: [value]
Signature Date: [value]

CWA Membership: [value]

If opted in for dues deduction authorization: We have received an electronic submission of authorization from you authorizing dues deduction. We have sent a confirmation message to the email address you provided: [value]

The information you submitted is below. If you need to correct any of the information you submitted, please contact us at [insert contact].

Name: [value]
Work Location Address: [value]
Work Location State: [value]
Local No.: [value]
Home Address: [value]
City: [value]
State: [value]
Zip: [value]
Personal Email: [value]
Personal Cell Phone: [value]
I want union-related updates from CWA via cell (text & voice): [value]

Dues Deduction Authorization: [value]

Electronic Signature: [value]
Signature Date: [value]

If opted in for political contributions: We have received an electronic response regarding contributions to the CWA-COPE-PCC. We have sent a confirmation message to the email address you provided: [value]

If you would like to make any change any amount you contribute to the CWA-COPE-PCC, please email: cwacope@cwa-union.org.

Name: [value]
Occupation: [value]
Address: [value]
City: [value]
State: [value]
Zip: [value]
Personal Email: [value]
Personal Cell Phone: [value]
I want union-related updates from CWA via cell (text & voice): [value]

Amount to Deduct Per Pay Period: [value]
Type: [value]

Political Contributions Authorization: [value]

Electronic Signature: [value]
Signature Date: [value]

MEMORANDUM OF AGREEMENT FOR UNION DUES DEDUCTIONS

This is an agreement between DIRECTV, LLC ("Company") and Communications Workers of America, ("Union") which, effective upon ratification of the 2026 Labor Agreement between the parties and for the life of the 2026 Labor Agreement, sets forth the terms and conditions under which the Company will withhold and remit union dues on behalf of Company employees who are represented by the Union.

Whereas, the Company and the Union have agreed in Article 5, Deduction of Union Dues, that the Company make payroll deductions of Union dues or an amount equal to Union dues upon the electronic written direction and consent of eligible employees of the Company, and

Whereas, the Company and the Union desire to set forth in this Memorandum the procedures to be followed in the operation of this payroll deduction plan,

Now, therefore, the Company and the Union agree as follows:

1. **It is the intent of the Company to comply with the terms and conditions contained in payroll deduction authorizations signed by participating employees, including time periods specified in such authorizations for participating employees to cancel authorizations for such payroll deductions. The parties acknowledge the existence of several types of deduction authorization cards previously issued by the Union that remain in effect and whose provisions will be honored by the Company.**

2. **Except as provided below or as otherwise provided by applicable law, all cards may only be revoked during the fourteen (14) day period preceding the expiration date of the Labor Agreement and the same fourteen (14) day period each year during the life of the Labor Agreement.**

   a. **Cancellations by employees of such written authorization for payroll deductions must be in writing and the Company agrees to notify the Union forthwith of First and Last Name, work location, Job Title and date of cancellation after the receipt of any such written cancellations.**

   b. **Such cancellation requests must be sent individually electronically to the Company with a copy to the Union, dated during one of the fourteen (14) day periods described in Section 2. above. The Company shall cease such deductions as soon as possible after the receipt by the Company of the electronic notice.**

c. The Union may, by electronic written notice (over the signature of its secretary) given to the Company, terminate, with respect to any employee, the obligation and right of the Company to make such deductions. The Company shall give notice of such termination to the employee.

d. Cancellation of such dues deductions will be made by the Company on the transfer or promotion of an employee to an ineligible position effective the first payroll period following the transfer or promotion and will notify the union of such cancellation.

e. Authorization cards which by their terms are revocable at will are not subject to the fourteen (14) day revocation periods referred to in Section 1. above.

3. It is understood and agreed that only authorization cards as outlined in Exhibit A to the Memorandum of Understanding Regarding Electronic Dues Authorization, will be provided electronically by the Union and will be accepted electronically by the Company on and after the effective date of this Memorandum.

4. The Company agrees to make authorized deductions from each pay period. For an authorized deduction to be effective, the card must have been received by the Company on or before Friday, the eighth (8th) calendar day preceding the last day of the pay period (usually closes on Saturday) for which the deduction is to be effective. Authorization cards should be forwarded electronically to the Company as they are accepted by the Union.

5. The Union agrees, before transmitting such payroll deduction authorization cards to the Company, to review them and verify they have been properly completed by the employee and the employee is within the bargaining unit represented by the Union. Insofar as it is able to do so, the Union agrees not to transmit to the Company any card that has not been so verified.

6. Deductions will not be made for less than the full amount authorized by the employee.

7. When there are insufficient funds to cover all payroll deductions authorized by the employee, then Union dues deductions and deductions for allotments to the DIRECTV Retirement Savings Plan, respectively, shall have priority over all authorized deductions except those required by law and those authorized deductions for insurance.

8. The Company agrees, where necessary, to provide for make-up of missed deductions where failure to deduct is the result of insufficient pay for reasons other than unauthorized absence. As such, the Company agrees to reimburse, at the direction of the Union and on a case-by-case basis, make-up deductions taken in excess of two pay periods.

9. Deductions made during a month in which an employee's status changes so that such deductions are no longer applicable will be remitted for the partial month in which they were collected prior to the change.

10. The Union agrees that the Company may refund to employees deductions which are improperly made and deduct the amount of such refunds from a subsequent remittance to the Union.

11. The Union shall indemnify and hold the Company harmless against any and all claims, demands, suits, litigation expenses (including attorneys' fees) or other forms of liability which may arise out of or by reason of action taken or not taken by the Company for the purpose of complying with any of the provisions of this Memorandum, or in reliance on any authorization or assignment furnished under the Memorandum.

12. Remittance of union dues deductions made in any month will be made by the Company to CWA National in Washington D.C. and will occur by the tenth (10th) working day of the month.

The monthly interface files contain the following data elements as reported to CWA National.
Collective Agreement
Integration File Designation
Local Union
Local District
Last Name
First Name MI
Employee ID
Job ID
Job Title
Location
Location Zip Code
Home Address
Home Address 2
Home City
Home State
Home Zip Code
Employment Status Code

Dues Authorized
Dues Paid
Act
Act Date
Initiation Fee
Weekly Rate
NCS Date
Age
Gender
Scheduled Hours
Total Remitted
Company Name

13. **The Company will notify the Union each month of the name, department, and work location of all represented employees who separated from service during the preceding month.**

14. **The Company will recognize methods of determining the amount to be deducted as certified to the Company by the Secretary-Treasurer of the Communications Workers of America. The regular monthly deductions may vary from Local to Local but shall be uniform within a Local.**

15. **The Union will keep the Company currently advised of any change in such dues rates. Changes by a Local will be certified to the Company by the Secretary-Treasurer of the Communications Workers of America.**

16. **Changes in dues rates will be certified to the Company by the Secretary-Treasurer of the Union. Such certifications will be submitted ninety (90) days or more prior to the month in which such changes are to occur.**

17. **Employees who are promoted to acting management positions shall continue to have deductions made at the same dollar amount that was in effect immediately preceding the appointment to the acting management position.**

18. **Authorizations for deductions will be automatically canceled when an employee leaves the service of the Company or goes on an unpaid leave of absence. However, if an employee has on file a written order authorizing a dues payroll deduction, he will not be required to sign a new order when he returns from an unpaid leave of absence to have such deduction resumed.**

This Memorandum of Agreement will remain in effect through the term of the 2026 Collective Bargaining Agreement between the Parties.

IN WITNESS WHEREOF, the foregoing Memorandum has been executed in the day and year first above written.

COMMUNICATIONS WORKERS OF AMERICA **DIRECTV, LLC**

By:

Shannon W Fink

Shannon Fink
CWA Representative, District 2-13
Communications Workers of America

By:

Brian Cattaneo
Senior Director, Labor Relations
DIRECTV

Jeanne M Stewart

Jeanne Stewart
CWA Representative, District 7
Communications Workers of America

MEMORANDUM OF AGREEMENT
WORK FROM HOME

This agreement between DIRECTV, LLC (hereinafter referred to as the "Company" or "Management") and Communications Workers of America (hereinafter the "Union") outlines the understanding reached by the parties regarding employees in Work From Home (WFH) titles covered by the **2026** Labor Agreement.

The Union agrees that any action taken by the Company regarding this agreement shall not be viewed, argued, or deemed as a waiver by the Company relating to any articles or provisions under the **2026** Labor Agreement, including but not limited to the Company's management rights, basis of compensation or safety provisions contained therein.

This Memorandum of Agreement covers the agreement reached between the Company and the Union regarding employees in Work From Home titles.

1) Employees will be expected to work their scheduled tours unless otherwise directed by Management. Employees are required to log off from all Company systems and tools at the end of their tour. All schedule changes will follow the provisions of the contract.
2) It is expected that employees working from home have reliable internet and power service to perform their job duties. In the case of an intermittent outage, excused, unpaid time, exchange time and PTO, when available, will be offered.
3) If there is an outage related to a DIRECTV system, the employee will continue to be paid for their scheduled work time. As with employees working in the center, if there is an outage of a DIRECTV system, the employees may be asked to perform other work or activities as directed by management (e.g., training). If the outage is anticipated to be for an extended period of time, the employees may be offered excused, unpaid time.
4) Employees are to ensure the Company equipment, systems and information is protected from theft and unauthorized access (i.e., visitors, children, spouse, etc.) at all times and that care is taken to protect equipment from damage due to carelessness or neglect (i.e., spills, pets, smoke, etc.).
5) The Company will provide a link to employees on the Company's intranet site for access to the employee's CWA Local website as indicated in the Memorandum of Understanding regarding Electronic Link to CWA Website.
6) The Local President (or designee) will receive advance notice of scheduled New Hire Orientation sessions and will be provided with a web link for his/her participation in the meeting, in accordance with Article 17.
7) Web cameras may be used for training, coaching/feedback sessions, skill transfer sessions, team calls, virtual face to face meetings, and to ensure compliance with the clean desk policy, and will not be used for surveillance purposes.

8) Nothing that violates Company policy or the DIRECTV Our Code Of Conduct may be done or stored on the Company provided equipment.

9) All provisions of the contract and Company policies not specifically modified by this Agreement will continue to apply to employees who work from home.

This Memorandum of Agreement will remain in effect through the term of the **2026** Collective Bargaining Agreement between the Parties.

COMMUNICATIONS WORKERS OF AMERICA

Shannon W Fink

Shannon Fink
CWA Representative, District **2-13**
Communications Workers of America

Jeanne M Stewart

Jeanne Stewart
CWA Representative, District 7
Communications Workers of America

DIRECTV, LLC

Brian Cattaneo

Brian Cattaneo
Senior Director, Labor Relations
DIRECTV