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February 5, 2010

Mr. Don LaRotonda  
Communications Workers of America  
3516 Covington Highway  
Decatur, GA 30032

Dear Don,

During 2009 Bargaining, the Company and the Union discussed in depth the loss of access lines in our business and its effects on employees. In an effort to provide additional employee security, the Company makes the following commitment.

Before hiring any term positions, the Company will first offer, to qualified surplus employees in the Partnership Job Bank (PJB), vacancies in their Family of Skills. These vacancies will be limited to the exchange or an exchange within 35 miles. The surplus employee must indicate, when entering the PJB, their interest in these positions.

- After the completion of the bank time, if still needed in the assignment, the employee will be rehired into the term position.
- When exiting the PJB the employee will be paid the balance of their termination pay in a lump sum.
- The provisions of Article 9 will not apply.
- During term status the employee will retain their 7.02 Recall Rights.

This commitment will remain in effect for the life of the new BST agreement.