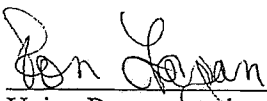



**2023 PAGER DUTY GUIDELINES**  
**PHOENIX Metro CABLE**  
**Effective January 1, 2023 through December 31, 2023**

- Pager duty will be assigned by crew on a rotating basis.
- There are two individuals required to provide pager duty callout each week in Phoenix Metro. One East and one West, divided by Central Avenue, by reporting location.
- Pager duty technicians will be selected on a rotating basis and based on the skill set needed for the job: (e.g. skilled to work in a MH, skilled to work on pulp cable independently, etc.) and scheduled each quarter.
- If there are no volunteers for the region, volunteers will be selected from the neighboring region by seniority.
- If no volunteers are available, the region responsible for providing pager call-out will force by inverse seniority.
- Pager duty coverage will be from Friday, 6:00 a.m. thru Friday, 6:00 a.m.
- Technicians will be notified two weeks prior to their pager assignment.
- Technicians are expected to be available 24/7 for the week they are on duty. Anyone who does not respond to a call by management (in a reasonable time from approximately: 15-20 minutes) will not be paid ACA for that day. Anyone asking to be excused from pager duty for a particular day because of personal plans will not be paid ACA for that day.
- If need additional technicians are needed, the above guidelines will be utilized.
- As standard, anyone who does not respond to a call by management in a reasonable time (from approximately: 15-20 minutes) will be passed by and the manager will move onto the next technician on the list.
- Any technician not present on the day management asks for volunteers will be skipped until the next quarter.
- Supervisors will identify those technicians that currently have the skills necessary to complete tasks and will make a good faith effort to train the technicians that currently lack these skills. This will be accomplished by the technician, and the supervisor identifying what training is needed.

Note: These guidelines will be reviewed/renegotiated if requested by the Company or Union at any time during the effective dates of the guidelines.

  
Union Representative      2/9/23  
Date

  
Company Representative      2/9/23  
Date