

**2023 PRIORITY PERSONAL DAY ADMINISTRATION
PHOENIX I&M/BROADBAND/PREMISE TECH/CABLE
Effective 1/1/23 Through 12/31/23**

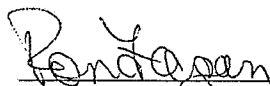
- Each employee will be entitled to two (2) Priority Personal Days in 2023.
- Priority Personal Days can be taken in full days or partial days, however, anything less than 8 hours will still be counted as one of their 2 days.
- Priority Personal Days can be taken as a Personal Day Not Paid (PDN) or as a Personal Day Paid (PDP)
- Demand days can be requested starting at 12p-4p, Monday thru Friday (Sat 12p-6:30p) one business day prior (excluding recognized Holidays as per the contract). Requests can be made day of starting at 6am and must be requested prior to the start of the tour. **NO calls will be responded to between the hours of 4p-5:59a.** When requesting demand time on the day prior starting at 12p, it will be the technician's responsibility to check to see if there is vacation time available on the vacation calendar. Requests for demand days must be made through the RAS demand pager at 877-645-1375. The RAS will be staffed 7 days a week. Requests will be granted on a first-come-first-serve basis. If you do not receive a call back within 20 minutes escalate to SRO or delegate.

The following caps will be in place:

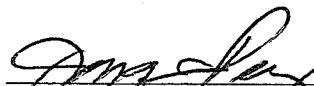
- 1 demand slot per work schedule, per day, Monday thru Friday for I&M/Broadband/Cable/Premise Tech.
- 4 demand slots will be available for Saturday, Phoenix Metro wide for I&M/Broadband/Cable.
- 2 demand slots will be available for Saturday, Phoenix Metro wide for Premise Technicians.
- No Demand days on recognized company holidays
- Demand days will be capped on the following day:
 - November 26th (day after Thanksgiving)
 - I&M/Broadband/Cable 4 Demand slots Phoenix Metro Wide

In the event an employee experiences an urgent need (i.e. urgent childcare or medical situation) for time off after they have started their tour, the Company will attempt to meet the employee's needs on a case by case basis. The field supervisor and the LRAC will collectively determine if the Company can accommodate the employee request.

The Company and the Union reserve the right to review these guidelines at any time. Discussion by the Company and Union will take place prior to cancelling or minimizing slots due to increased customer needs (i.e. Monsoon).


Union Representative
(1/1/23)

2-9-23
Date


Company Representative

2/9/23
Date