



AT&T

**AT&T FIELD SERVICES
TECHNICIAN EXPECTATIONS**

APPLIES TO:

BUSINESS FIELD SERVICES

CONSUMER FIELD OPERATIONS

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The following general expectations (Expectations) have been established for our Field Services technicians. This is not meant to be an exhaustive list, but rather guidelines to help complete daily assignments while meeting customer service requirements and service objectives.

Every Field Services technician is accountable for being familiar with and adhering to the Company's Code of Business Conduct (COBC) and these Expectations. Violations of the Code of Business Conduct or these Expectations may result in discipline, up to and including termination of employment.

These Expectations are intended to address and facilitate routine situations that arise on a regular basis. However, every situation must be assessed based on its own merits and supervisors have the discretion to determine what the appropriate course of action is depending on the situation. These Expectations are not intended to change, alter, or supersede existing contractual provisions, OSHA requirements, safety requirements, Company policies, Company Code of Business Conduct (COBC) and applicable federal, state, and local laws. No one has the authority to direct any employee to violate the law, the Company's Code of Business Conduct, or the Company's policies.

It is the supervisor's responsibility to ensure these Expectations are covered with each technician annually and with any new technician who is added to the workforce. For purposes of this document, "supervisor" is defined as your direct supervisor, or any other management employee designated by your direct supervisor as your direct supervisor's temporary delegate. These Expectations will be updated and revised as needed. If you have any questions regarding how to deal with a particular situation, please consult with a supervisor.

Our Company policies & guidelines support the COBC. Employees are expected to follow all Company policies and always behave ethically. Refer to the entire COBC for further details: [COBC](#)

1. GENERAL EXPECTATIONS

- Technicians are responsible for checking their work schedule or calling the supervisor to verify updates and changes. Technicians are required to abide by their work schedule and report at the start of their workday prepared to work.
- Dress in a professional manner and present a professional appearance. Practice good personal hygiene habits.

- Technicians are expected to adhere to the Appearance expectations in your region based on your title. Technicians participating in a Branded Apparel Program, whether mandatory or voluntary, are expected to adhere to that program.
- Appropriate footwear must be worn on work time and must comply with the existing footwear job aid [Foot Protection Job Aid](#).
- Technicians are also to wear disposable shoe covers whenever entering a customer's residence. The shoe covers should be removed while working on a ladder, in a crawl space, or anytime it is deemed unsafe i.e. slick ceramic tile, wet or muddy floors etc. but put back on immediately after finishing those work activities or the surface is deemed safe to do so.
- Technicians are required to wear their Company-issued photo ID clearly visible at all times while on work time, or on Company premises.
- Technicians are to never use tobacco, tobacco-containing or smoking/vaping products inside a Company owned or leased facility, parking structures, work center garages, near doorways, ventilation louvers, fresh air intakes, windows, garage door openings, in Company vehicles, or anywhere on or near a customers' property.
- Technicians must never drive without a valid license on their person for the type of vehicle they are driving. The loss, expiration, suspension or other invalidations of a driver's license must be reported immediately to the supervisor.
- Only one technician should be on a single job site unless authorized by the supervisor.
- Technicians are expected to utilize their primary dispatching tool. Always use the proper codes.
- During periods of severe weather/disasters, it is critical technicians take all necessary safety precautions to protect themselves and AT&T assets. Additionally, technicians are expected to report to work as scheduled during severe weather/disaster and stay in contact with the supervisor.
- Refusal to carry out any business-related directive of any manager during work time is unacceptable.

2. **REPORTING ON AND OFF DUTY MISCONDUCT**

- Consistent with the [On and Off Duty Misconduct Policy](#), employees are required to self-report if any of the events described below occur while they are an employee of the Company.
- Employees should strive to avoid misconduct that could impair work performance or negatively affect the Company's reputation or business interests. Regardless of whether it is covered by the reporting requirements below, fraudulent or other unlawful misconduct committed on or off the job that could affect the Company or an employee's work may provide grounds for disciplinary action up to and including termination.
- Unless specifically stated otherwise, these reporting requirements apply to events that occur both on and off duty.

Reportable Events for all employees:

- All criminal charges, convictions, guilty pleas, pleas of "no contest," and similar dispositions for the following:
 - All felonies; and
 - All misdemeanors involving violence, resisting arrest, weapons, physical assault and/or battery, sexual acts, sex-related conduct and/or pornography, stalking, dishonesty, misrepresentation, fraud, perjury, forgery, theft, possession of stolen property, vandalism, or the use and/or possession and/or distribution of a controlled substance.
 - Any and all arrests that occur on Company property or on a job site.

In addition to reporting as required above, employee(s) must also promptly notify Asset Protection at 1-800-807-4205 about any event involving law enforcement on Company property.

- Any event, such as the suspension of a relevant license or certification, which is reasonably likely to adversely affect the employee's ability to perform his or her job.

Reportable Driving-Related Events for all employees:

- All accidents, whether or not there is an injury, involving a Company-issued vehicle.
- All accidents, whether or not there is an injury, involving any vehicle driven by an employee within the course and scope of his or her employment.
- All traffic tickets, citations, arrests, charges, convictions, guilty pleas, pleas of "no contest," and similar dispositions for any driving related offense, including driving while intoxicated or driving under the influence, or driving while texting or making calls using a mobile communications device, involving any vehicle

driven by the employee within the course and scope of his or her employment or involving a Company-issued vehicle driven by the employee.

Reportable Driving-Related Events for Employees in Driving Positions:

- All accidents when a citation/ticket is issued, whether or not there is an injury, involving any vehicle driven by the employee, regardless of when the event occurs.
- All traffic tickets, citations, arrests, charges, convictions, guilty pleas, pleas of “no contest,” and similar dispositions for any driving related offense, including driving while intoxicated or driving under the influence, or driving while texting or making calls using a mobile communications device, involving any vehicle driven by the employee, regardless of when the event occurs.
- Off-duty parking violations/citations involving an employee’s personal vehicle do not need to be reported unless they will adversely affect the employee's ability to perform the required job function of driving (i.e., cumulative citations that will result in a license suspension).

How to Report:

- Employees must report these events immediately upon returning to work or notify their supervisor if unable to report event within 2 business days following the incident. It is the employee’s responsibility to enter the information in the online Incident Reporting Tool, and to request his or her supervisor’s assistance with the entry if necessary. Confirmation of the report filing will be routed back to the employee and the employee’s supervisor, and the report will be forwarded to Human Resources for review. Human Resources will determine whether the matter needs to be reported to Asset Protection. In all cases involving a Reportable Event, the Company may, at any time, conduct an independent review of the facts and determine whether disciplinary or other employment action is warranted. You may be asked to provide documentation as part of the review.

Reporting Traffic Violations for Employees in Driving Positions and driving Company Vehicles

- If an accident occurs involving a company vehicle **and** the employee **IS ISSUED** a citation, the citation must be reported in the Incident Reporting Tool and the accident must be reported in the Vehicle Incident/Personal Injury Reporting Tool (VIPIRT).
- If an accident occurs involving a company vehicle and **NO** citation is issued to the employee, the accident must be reported in the Vehicle Incident/Personal Injury Reporting Tool (VIPIRT) but **should not** be entered in the Incident Reporting Tool.

- Employees should contact Human Resources for guidance if unsure whether to report any event.

Violations:

- Failure to comply with these reporting requirements may result in discipline, up to and including termination.

3. SAFETY, QUALITY & EFFICIENCY

- No job is so important, and no service is so urgent that we cannot take time to perform our work safely and in an environmentally responsible manner.
- Technicians are expected to adhere to all safety expectations.
- Technicians must complete and pass all required EH&S compliance training and follow all EH&S policies and guidelines.
- Technicians must not exceed established maximum weight limits. Technicians are responsible for staying within the weight limitations and must notify the supervisor immediately if they exceed these limitations.
- Technicians must report all on-the-job injuries, illnesses, motor vehicle and other incidents, including near misses, to the supervisor immediately, in person or by phone. If the technician is unable to reach the supervisor live, the technician must then call the Area Manager if there was no live discussion with the supervisor.
- Technicians are expected to meet and/or exceed all specified performance standards.
- Technicians must correct all safety hazards when possible and must report all safety infractions, work that cannot be performed safely and/or emergencies to the supervisor immediately.
- Technicians must report lost/stolen/damaged devices & equipment to the supervisor immediately.
- Should you cause damage, you must immediately report that damage to the supervisor. The supervisor will facilitate the creation of a damage claim on the customer's behalf, if needed, so that the damage can be cared for and/or the customer can be compensated.
- Adhere to all regional and state policies regarding proper waste disposal, including those noted on the Corporate EH&S [Hazardous Material and Regulated Waste Management](#) website. Place work-related trash and regulated waste only in specifically designated containers at your work

location. Never use an AT&T waste container to dispose of personal waste from your home.

- Technicians are expected to follow the nine (9) lifesaving behaviors:
 1. Wear a hard hat when there is a possibility for accidental head contact with electrically energized objects or working aloft.
 2. Properly secure ladders when working on a pole or aerial cable.
 3. Use a body belt and safety strap/lanyard when working aloft.
 4. Properly test, ventilate, and monitor utility holes.
 5. Wear seat belt when operating a motor vehicle.
 6. Properly shore or slope trenches.
 7. Test for electrical hazards with Foreign Voltage Detector every time.
 8. Wear insulated gloves when there is any reasonable expectation of contacting electrical power.
 9. Do not use any tablet, cell phone, or other technology while driving (including to text). However, hands-free technology may be used for voice calls and navigation using a company device, but only if permitted by applicable law.

Failure to follow any of the 9 LIFE SAVING BEHAVIORS will result in corrective action, up to and including dismissal. Discipline will be administered in accordance with regional practices and guidelines.

4. COMPANY VEHICLES

- The Company vehicle must stay in route throughout the day during work time; be where you should be, doing what you should be doing.
- If a technician uses a Company vehicle during rest breaks or a meal period, the vehicle must remain within reasonable proximity of the technician's last job for Dynamically Dispatched jobs and the vehicle must remain within a reasonable proximity of the technician's route for Bulk Dispatched jobs.
- Technicians must follow the EH&S safe driving requirements, Company policies and any regional Driver's License Guidelines/Policy. This includes but is not limited to following applicable federal, state and local laws regarding the operations of a motor vehicle.
- Technicians must follow all driving and defensive driving expectations. This includes but is not limited to expectations concerning reporting to work, driving on Company business or driving a Company vehicle while under the influence of alcohol or any drug. You can access the [Substance Abuse Policy](#) here.

- Technicians must drive defensively and take the safest, most direct route to the job location. Technicians should avoid backing up whenever possible.
- Do not drive a service vehicle through a drive-thru.
- Use of seat belts is mandatory.
- Technicians must perform a brief daily visual Pre-Driving Inspection prior to operating the vehicle.
- Technicians must complete proper cone placement upon arrival. Technicians must perform a “Circle of Safety” before any departure. If the technician has been back in the Company vehicle after performing the circle of safety and has not immediately departed, the technician must repeat the circle of safety before leaving the parked area. Technicians must select the safest location to park the Company vehicle per EH&S guidelines. [Vehicle Parking and Cone Placement Requirements](#). The Field Operations Third Cone Placement Policy will also apply.
- The cab/interior of the Company vehicle should remain free of trash, tools and unauthorized materials. Technicians must ensure any items in the vehicle are properly secured or stowed away.
- Technicians are to never use tobacco, tobacco-containing or smoking/vaping products etc. in Company vehicles.
- The Company vehicle shall remain free of unauthorized bumper stickers, decals, and license plate holders, etc.
- Technicians are expected to maintain an orderly well-stocked vehicle, have all tools, materials and personal protective equipment on their Company vehicles necessary to complete their daily work. The technician should stock their vehicles on days and times specified by the supervisor.
- Technicians must minimize idling. Company Vehicles shall not be left idling while unattended or while fueling. Idling necessary to operate defrosters, heaters, air conditioners, or other equipment to prevent a safety or health emergency is permissible, but not solely for the comfort of the driver.
- Traffic citations and parking tickets issued while driving a Company vehicle are the responsibility of the technician.
- Intelligent Vehicle Device (IVD)/plug and play Telematics device shall be protected from tampering, loss, obstruction and damage.
- Company vehicles and bins must be locked at all times and keys stored securely when unoccupied.

- Company vehicles shall not be used for personal business. No unauthorized passengers, materials or animals are allowed in the Company vehicle.
- Technicians are to follow their local practice as to when their vehicles are fueled. Use the WEX card to purchase fuel and vehicle fluids only (purchase lowest cost/regular grade fuel) and keep the WEX card secured.
- Technicians must accurately record the actual odometer reading at the time of fueling.
- Technicians must update their vehicle number in ATLAS or their primary dispatching tool when using a different vehicle for the day.
- Technicians may not sleep in a Company vehicle at any time. This includes any rest breaks and/or meal periods. For technicians in CA/NV, see Appendix C.
- As noted previously in the nine (9) Life Saving Behaviors, hands-free technology may be used when driving for voice calls and navigation only, using a company device, but only if permitted by applicable law. The company device must be secured and physical interaction with a device, such as entering an address into the device, is only allowed when the vehicle is safely parked.
- Operating the vehicle in the safest manner possible requires your undivided attention. Technicians must delay distracting activities such as physical interaction with cell phones, radios, navigation systems, and eating/drinking, until you are safely parked.
- Personal device use is limited to the meal period, rest breaks or emergency situations.
- Technicians are expected to adhere to the Wireless Device Policy.
- Company Official Use (COU) or Mobile Work Force (MWF) Subscriber Identity Module (SIM) cards shall NOT be placed in personal devices.

5. CUSTOMER SERVICE

- Technicians are required to call ahead to all of their customers. Contact the customer before leaving the work center or leaving the previous job using the Company issued wireless phone. Home dispatched technicians should contact the first customer of the day as per their applicable guidelines. Notify the customer of pending arrival and ensure access to all areas where work is to be performed. If a technician does not reach the customer on the Can Be Reached (CBR) number, leave a message (voice and/or text based on local policy) or call another CBR number, if provided. Then proceed to the premises to complete the work requested.

- Calls from customers should be answered in a professional and helpful manner. Technicians must identify themselves and the Company when answering the phone (e.g., “AT&T this is Adrian”). However, calls should not be answered while a technician is on his or her rest break or meal period, while driving, during non-working hours, or in any unsafe situation etc. Technicians are to create an appropriate greeting on their Company cell phone that includes their name and AT&T (if applicable, follow the local practice for greeting instructions). Technicians must ensure their Company cell phone voice mail box has been activated and allows the option for a message to be left by a caller.
- Technicians are expected to check their Company voicemail throughout their scheduled work time for customer calls and supervisor messages. If a customer or the supervisor leaves a voicemail message, it is expected that the technician will return the call as soon as possible and when it is safe to do so during work time, except in emergencies.
- Technicians must keep all Company devices turned on and operative while working.
- The technician must visit the premises to clear any issues and must always contact a supervisor before returning a job for No Access. If they speak to the customer during the pre-call and there is a known access issue, call the supervisor before returning the job/ticket. It is unacceptable to No Access a job/ticket during a pre-call if the technician is unable to reach the customer. If access to the premises is not available, isolate the trouble, and/or make appropriate cross connects (on installation orders) to the accessible point nearest to the customer premise (e.g., F2 terminal).
- Upon arrival at the customer premise, a technician should greet the customer by name and show the technician’s AT&T ID to the customer. Technicians should introduce themselves by first name and AT&T in the greeting with the customer (use appropriate greeting for CLEC customers).
- Technicians occupy a position of trust, confidence and responsibility. Therefore, all customer contacts should be positive, professional and appropriate. First impressions set the tone of contact with the customer. All internal or external customers should be treated with respect, and at no time should you become hostile, condescending, sarcastic, indifferent, or respond with profanity. Technicians should never disparage any AT&T department or employee or make false or opinion-based statements about competitors in any communications with customers, suppliers, or third parties. Technicians must represent the AT&T brand in a positive way.

- Technicians should listen to the customer and confirm that the work order will deliver the best solution. Technicians should confirm their understanding of the customer's needs. Verify with the customer that everything is accurate. Prior to performing any work, notify the customer first.
- Regularly inform the customer of status while working the job. Technicians should advise the customer if they must leave the premises during the job and when the customer can expect the technician to return. Discuss findings/work performed with the customer at the conclusion of the job. Notify and explain if work cannot be completed.
- Technicians must advise the customer upon arrival, or during the walk through, of any additional costs that may be incurred due to a change to the work order made by the customer. Any additional charges must be correctly applied per the current billing methods & procedures. Technicians should not waive charges unless approved by the supervisor. If a customer refuses to pay the additional costs, no work on those additional items should be performed.
- **Residential:** With the exception of unoccupied and empty residential homes still under construction or between occupying owners or tenants, technicians must not enter a residential premise or perform any work at such a location without an adult 18 years of age or older also being present.
- **Business:** Where a minor is present at a business premise, technicians must not enter or perform any work without an adult 18 years of age or older also being present.
- Advise the appropriate supervisor of any roadblocks or excessive time on job.
- AT&T strictly prohibits all forms of workplace harassment. AT&T expects all technicians to act in a professional manner at all times respecting the customer's home, privacy and personal belongings. A customer's home and areas where a technician is performing work e.g. SAI, pole, SNI etc., are all considered the technician's workplace. A technician's words, actions or behavior must not create an intimidating, hostile or demeaning environment. Never intimidate, threaten or demean coworkers or customers, or any others with whom we come in contact.
- Thoroughly test to ensure the customer's services are working properly. Run all required stand-alone tests based on the type of work being performed after you have completed the job.
- Fix it right the first time. Do not close the ticket if there is still trouble on the line. Talk with the customer to ensure the problem is resolved and all AT&T

services work correctly. Discuss AT&T products and services with AT&T customers (do not discuss AT&T products with CLEC customers).

- Utilize the At Your Service (AYS) principles in all aspects of the order/ticket process and all interactions with the customer.
- Discuss any applicable checklist(s), following your regional rules, get customer feedback on work performed, cover all appropriate billing and secure eSignature (if required). Take appropriate action as necessary to ensure that the customer is very satisfied. Leave the proper collateral, including any applicable checklist(s).
- All work is to be completed with the utmost care for the customer's property (home, yard, furniture, decorations, etc.). Following proper work and safety procedures, technicians are expected to complete their work without damage to any customer property.
- If a technician needs to gain access to a location that is blocked by furniture, the customer is responsible for moving their own furniture. If the customer is unable to move the furniture, the technician should contact the supervisor for guidance.
- Clean up work areas after the job is complete, including wire scraps.
- If a temporary drop was placed, mark/flag the drop and notify customer that it will be buried by a technician at a later date.
- Technicians must utilize all tools and applications to ensure customer service is repaired/installed to the satisfaction of the customer as well as AT&T Quality Standards. If additional support or help is needed, contact your supervisor to ensure appropriate handoff. Additionally, it is expected that all collateral/self-help tools are explained and left for the customer including technician contact information.
- Ask the customer "Can I do anything more for you today?"
- Say goodbye, using the customer's name, and leave with a "thank you" for doing business with AT&T.
- Gifts of cash or cash equivalents are never acceptable, and technicians should never offer them to customers or accept them from customers.

6. LOAD & TIME MANAGEMENT

- Time management has a direct impact on our Company's future, our fellow technicians, and our customer's perception of the Company. All technicians are expected to make full use of their time by giving their best effort every day.

Technicians should work as efficiently as possible to plan their work in a manner which avoids unnecessary tasks, unnecessary trips or wasted time.

- Technicians should be dispatched and in route to their first job no more than 20 minutes from the start of their tour (excluding Home Dispatch Technicians).
- Technicians should not return to the garage while on work time no more than 20 minutes prior to end of tour without prior management approval.
- If the technician needs to return to the garage for any reason outside the normal designated times, they must contact the supervisor prior to returning to the garage.
- All time spent on work activities must be reported so that technicians are paid for all time worked.
- Technicians are required to accurately report their work start and end times and their meal period start and end times. The supervisor will provide technicians with local procedures.
- Daily timesheets (if required), work tickets and service orders must match the time actually worked and reported in the dispatch system. The timesheet (if required) and/or dispatch system information should also match the assigned vehicle's location data.
- Technicians must complete all work activities before reporting their end time/overtime in the time reporting system and/or on their timesheet (if required). If the system prevents work activities to be completed or returned, then the technician must notify the supervisor.
- Technicians must not perform any work or any work activities (e.g., stocking trucks, calling customers, etc.) during rest breaks, meal periods, or before or after the scheduled work day, without advance approval from the supervisor and in accordance with applicable federal, state and local laws. Time must be accurately recorded for pay purposes.
- Technicians are expected to take rest breaks and meal periods at appropriate times and for the appropriate durations every day they work consistent with Company policies and applicable federal, state and local laws.
- Technicians must notify the supervisor as soon as it becomes apparent that they will be unable to complete the workload, keep commitment times, or if their workload is otherwise in jeopardy.
- Technicians are expected to close out their current job in the dispatch system upon completion. Technicians are expected to close out each job from the premises of that job.

- If the customer requests additional work, the technician must accept the request provided it is within their scope to complete the work. Technicians must notify the supervisor if the additional work requested will interfere with their ability to take rest breaks or a meal period or require overtime (e.g., additional help, a second trip, additional set-top box, etc.).
- Technicians must notify their supervisor if they complete their work early, or if there is no additional work in the workload.
- Personal business will not be conducted during the technician's working time. This includes but is not limited to personal calls, text messages, etc. made or received during work time.
- Personal mail (e.g., bills, catalogues, personal correspondence, etc.) should not be sent to or received at Company locations or on Company equipment.
- Newspapers, magazines, books, other reading material and personal electronics not related to Company business must not be used while on work time. When these items are being used during breaks and meal periods in the Company vehicle or on Company premises, these items must be appropriate for the work environment since each technician is in a customer-facing position.
- Union-related business should not be conducted during work time.
- All technicians are responsible for knowing when they are supposed to work. All time worked must be reported thoroughly and accurately.
- Home-based technicians must comply with the applicable Guidelines.
- Incidental Overtime: Based on needs of the business it may be necessary to work incidental overtime to complete a current job and/or the rest of the load.
- Technicians must contact the supervisor when working any incidental overtime and all incidental overtime must be recorded for pay purposes. If a technician works overtime without approval, the technician will be paid for such time.
- Technicians assigned or who volunteer for overtime are expected to work the hours they are assigned or have volunteered to work.
- Employees who are scheduled as standby/on call are to be available for contact at all times on their Company Official Use (COU) device during the scheduled timeframe. Once contacted, employees are to dispatch out to the customer premise within one hour, or remotely access the site.
- Take a meal period within the allotted time period. If the technician uses a Company vehicle, the vehicle must remain within reasonable proximity to the technician's last job for Dynamically Dispatched jobs and the vehicle must

remain within a reasonable proximity of the technician's route for Bulk Dispatched jobs.

- There should be no work performed during the meal period (this includes using Company mobile devices, laptops, answering Company cell phones, returning work related calls, etc.).
- Dispatch on the next job at the end of the allotted time for the meal period.

7. COMPANY ASSET MANAGEMENT

- Follow [Operating Practice 78](#) (OP78) Physical Security and Access Control Policy.
- Technicians who are not on Home Dispatch may not take home any Company asset without prior supervisor approval. This includes, but is not limited, to all wireless devices, iPad's, laptops, tools, supplies, and equipment.
- All technicians are responsible to maintain and properly store all wireless devices, iPad's, laptops, tools, supplies, and equipment, etc. Unattended Company vehicles and equipment must be properly secured.
- Technicians who spend Company funds, travel on Company business, or submit personal expenses for reimbursement are personally accountable for these expenditures. Strict adherence to the AT&T [Global Travel & Expense Guidelines](#) is expected.
- Technicians should follow the Electrostatic Discharge (ESD) process for the handling of Plug In Equipment (PIE) or network elements.
- All technicians are expected to review the Social Media Policy and adhere to it.
- The communications systems in place at AT&T are primarily for business use. We may use these systems only occasionally for personal e-mail or Internet access, but we do not allow this use to be disruptive to the needs of the business. We do not use these systems to access or distribute obscene or offensive media.
- All technicians are responsible for maintaining the security of our computer systems as well as the proprietary information stored within them. Do not reveal passwords or leave them in any place unsecured.

DOCUMENTED COVERAGE

All Field Services Technicians are expected to follow these Expectations, as well as all Company policies. These Expectations are not intended to change, alter or supersede existing contractual provisions, OSHA requirements, safety requirements, Company policies, Company Code of Business Conduct (COBC) and applicable federal, state and local laws. These Expectations may be modified or interpreted by local management in a manner that is consistent with local practices and ensures compliance with federal, state and local laws.

These Expectations will be covered with all Field Services Technicians upon hire and annually. These Expectations are subject to change.

It is expected that every Field Services Technician will adhere to each of the Company's Code of Business Conduct, these Expectations, and Company policies at all times. Failure to do so may result in discipline, up to and including termination of employment.

This coverage will be documented and retained.

Acknowledgment

I have read these guidelines and agree to comply with them. I understand this coverage will be documented and retained within my online AT&T University Personal Learning Experience (PLE) training history. (NOTE: Failure to sign or acknowledge these Expectations will not excuse you from having to comply with them).

Technician Name (Printed)

Technician Signature

Date

Supervisor's Name (Printed)

Supervisor's Signature