

CLG Daily Save Challenge



MCOS RETENTION INCENTIVE PROGRAM - ADDENDUM TO MASTER OFFICIAL RULES

CLG Daily Save Challenge

May 21, 2017 – September 2nd, 2017

NO PURCHASE OR PAYMENT OF ANY KIND IS NECESSARY TO ENTER OR WIN IN THIS PROGRAM.

The program begins at 12:01 a.m. MST on May 21st, 2017 and ends at 11:59 p.m. MST on September 2nd, 2017. These are called “*Qualifying Incentive Dates*”. Within the “*Qualifying Incentive Dates*” each calendar day, beginning at 12:01 a.m. MST and ending at 11:59 p.m. MST constitutes one “*Measurement Period*” and each Sunday - Saturday calendar week, beginning at 12:01 a.m. MST on May 21st, 2017 and ending at 11:59 p.m. MST on May 27th, 2017 constitutes one “*Reporting Week*” resulting in 15 “*Reporting Week*” periods during the “*Qualifying Incentive Dates*”.

In addition to the ELIGIBILITY CRITERIA in Section 2 of the Master Official Rules for this incentive period, Eligible Agents shall:

Be dedicated CLG (GM) agents. The following Call Centers are participating in the program: ***Boise, Idaho; Huntington, West Virginia; Huntsville, Alabama.***

By participating in the program, Eligible Agents agree to be bound by the Official Rules. Program is void where prohibited.

This document does not constitute a contract of employment, or a guarantee that any particular amount is paid. Payout for performance is not a guarantee, and is at the sole discretion of AT&T. The Company reserves the right, in its sole discretion, to reduce, modify, eliminate, or withhold financial awards due to changed market conditions, individual performance, or other business reasons (subject to applicable laws). This document may be amended from time to time, at the Company's sole discretion.



HOW TO WIN

Agent Level Criteria:

Reporting Weeks 1 & 2 (May 21, 2017 thru June 3, 2017)

- Agents will be eligible for additional incentive amounts, above and beyond normal SIP amounts, based on their percentage to goal for **Save Rate without Suspend**
 - Agents will be eligible for \$.30 per save for achieving a save rate percent to goal of 98% to 98.9% each measurement period
 - Agents will be eligible for \$.40 per save for achieving a save rate percent to goal of 99% to 101.9% each measurement period
 - Agents will be eligible for \$.50 per save for achieving a save rate percent to goal of 102% to 103.99% each measurement period
 - Agents will be eligible for \$.60 per save for achieving a save rate percent to goal of 104% or higher each measurement period

Reporting Weeks 3 thru 15 (June 4, 2017 thru September 2, 2017)

- Agents will be eligible for additional incentive amounts, above and beyond normal SIP amounts, based on their **Effective Save Rate** (Effective Save Rate = Save Rate with out Suspend * 14 Day Loyalty)
 - Agents will be eligible for \$.30 per save for achieving an effective save rate percent to goal of 98% to 98.9% each measurement period
 - Agents will be eligible for \$.40 per save for achieving an effective save rate percent to goal of 99% to 101.9% each measurement period
 - Agents will be eligible for \$.50 per save for achieving an effective save rate percent to goal of 102% to 103.99% each measurement period
 - Agents will be eligible for \$.60 per save for achieving an effective save rate percent to goal of 104% or higher each measurement period

Reporting Criteria:

- Save rate without suspend and 14 day loyalty percentages used to calculate Effective Save Rate will be pulled from NCC CRG Saved reporting. The reporting week runs Sunday through Saturday.

Prizes:

- MYREWARDS Debit Cards will be assigned to eligible employees. Pay cards will have awarded funds deposited to them in order to make those funds available to eligible employees as soon as possible.

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