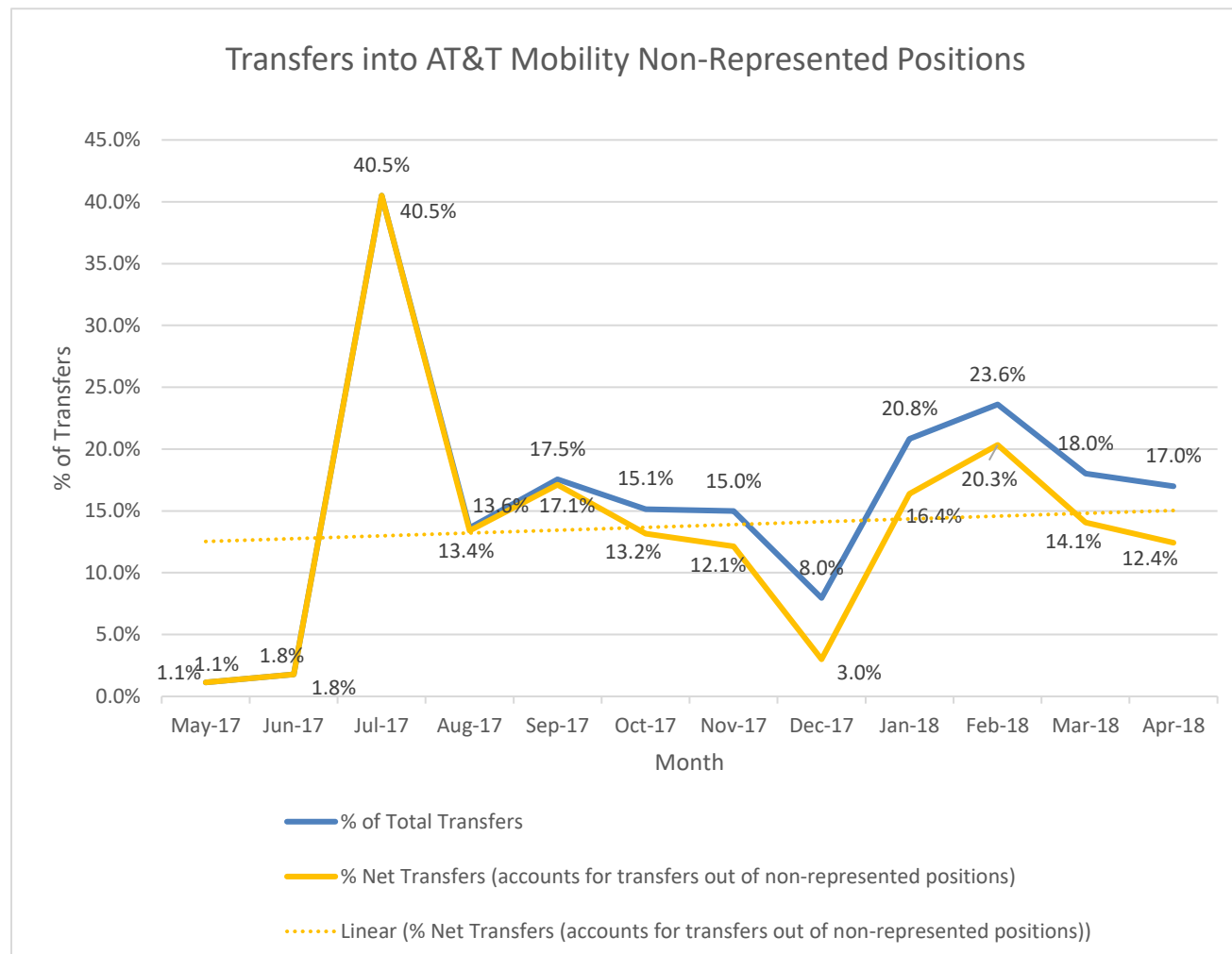


## ATT Mobility Movement

Assessment May 2017 – April 2018

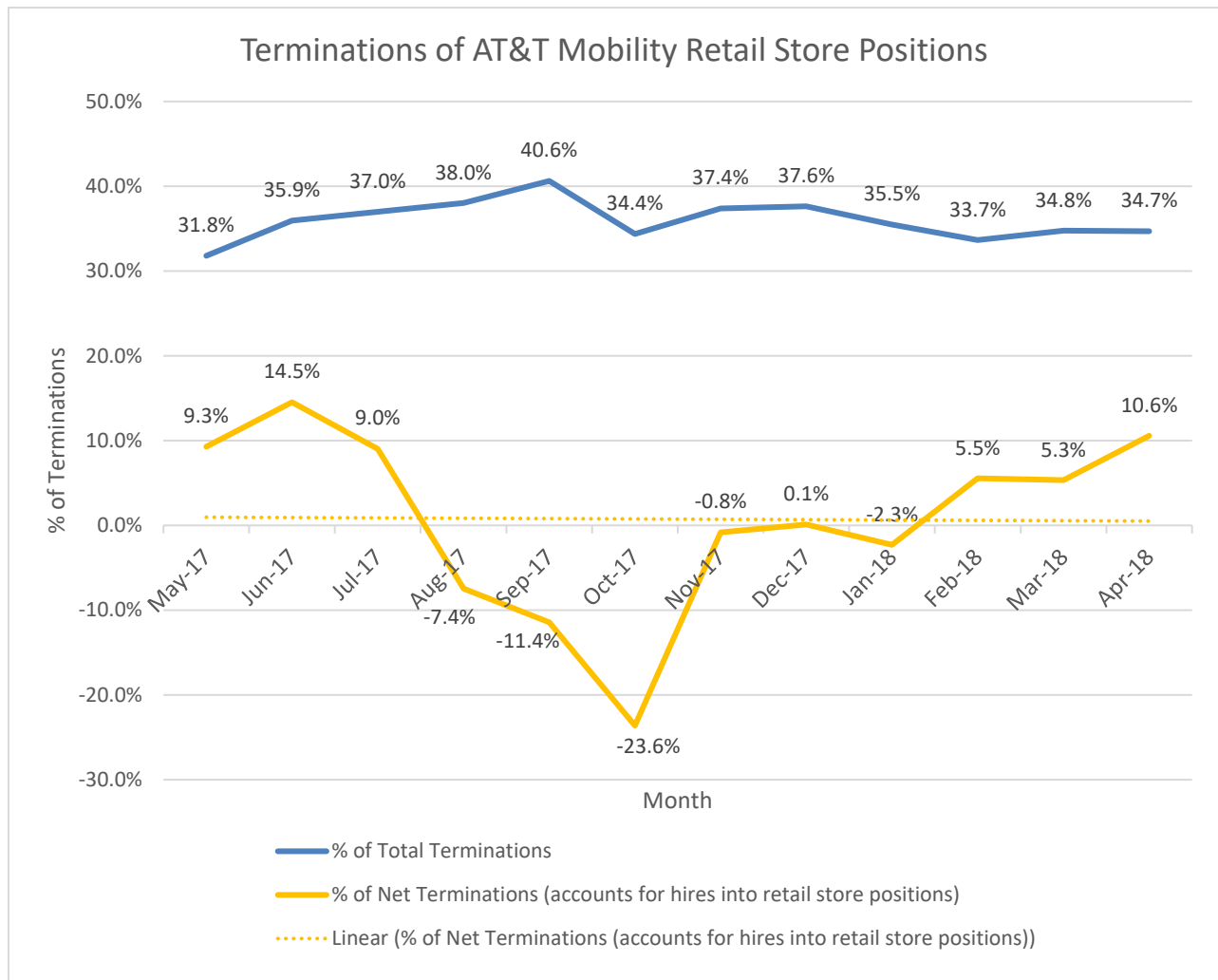
## 1. Transfers into Non-Represented Titles

**AT&T is consistently transferring more people into non-represented titles than out.** The net percentage of those transfers is consistently above zero. Whether this will continue to trend upward is uncertain. After a spike in spring of 2017 when 40.5% of all transfers were into non-union-represented positions (Integrated Sales Support Specialist and Integrated Solutions Consultant) and no employees were transferred out of those positions, transfers into non-represented positions have started to level. As of April 2018, 17.0% of all transfers were into these non-represented positions, 1.0% down from the previous month. When accounting for transfers out of those non-represented positions into represented roles, 12.4% of transfers were into non-represented positions, also down from the previous month (by 1.7%). Monitoring over an entire year cycle will help determine any seasonal effects.



## 2. Movement of work out of retail stores

**Terminations of retail store positions could be increasing.** While terminations of retail store positions (COS Sales Advocate (Cricket Stores), Retail Sales Consultant, Sales Support Representative) have consistently comprised around one third of AT&T's total monthly terminations, they often hire enough people into retail store positions to make up for that loss. However, the most recent months of data (February, March, and April of 2018) have shown an increase in net terminations, more people in retail store positions have been terminated than hired. The data suggest this could continue.



### 3. Movement of call center work

**AT&T has been consistently terminating more call center workers than they hire.** The net percentage of call center terminations is consistently above zero. The trend has remained steady though slightly upward around 12%, but the percentage varies wildly month. With such variant data, more is needed to confirm whether the amount of these terminations is increasing.

