



February 19, 2005

Ms. Teri Pluta  
CWA Staff Representative  
CWA District 4

During contract negotiations for the 2005 Labor Agreement between the Communications Workers of America (CWA) and Cingular Wireless, we had discussions concerning management's decision to declare surplus of the employees under the title of Service Technician. The Company has maintained that this was a management decision where the Union maintained that it was a violation of the 2001 Labor Agreement.

Since no agreement was reached regarding this issue, the Parties hereby mutually agree to defer this issue to an Arbitrator under the Grievance and Arbitration provisions of the Labor Agreement, if it is the Union's decision to do.

Sincerely,

A handwritten signature in blue ink, appearing to read "Frank Garon", is written over a light blue rectangular background.

Frank Garon  
Senior Manager-Labor Relations  
Cingular Wireless



February 19, 2005

Ms. Teri Pluta  
CWA Staff Representative  
CWA District 4

During contract negotiations for the 2005 Labor Agreement between the Communications Workers of America (CWA) and Cingular Wireless, we had discussions concerning management's decisions to assign work to job titles and wage schedules particularly within its Call Centers. The Company has maintained that it has acted within those rights retained by management where the Union maintained that it was a violation of the 2001 Labor Agreement.

Since no agreement was reached regarding these issues, the Parties hereby mutually agree to defer them to an Arbitrator under the Grievance and Arbitration provisions of the Labor Agreement, if it is the Union's decision to do.

Sincerely,

A handwritten signature in blue ink, appearing to read "Frank Garon", is written over a light blue rectangular background.

Frank Garon  
Senior Manager-Labor Relations  
Cingular Wireless