

# MEMORANDUM OF AGREEMENT

## Telco System Channel Banks - Pilot

The pilot will include a three year agreement that details the job and scope of duties and conditions agreed upon.

### Background

The channel bank is a piece of electronics that optimizes communications over the phone company's network. This work involves replacing defective components and performing some configuration setup at the direction of FPL Radio Engineers.

FPL Radio Techs would have the opportunity to enhance their skill sets by learning the technical operations of the channel bank equipment.

### Job Scope

As part of this process the FPL Radio Technicians would be accountable to:


1. Dispatch to Radio Communication Sites (Radio Towers, the 4 Radio IMC Switch Rooms and the GO MDT Communications Rack) during regular business hours.
2. Dispatch to Radio Communication Sites outside of regular business hours following the normal process of contacting the site responsible technician followed by accessing the respective call out list if the primary technician is not available.
3. The technician will be accountable to access the spares from the storage location.
4. Once on site, the technician will replace components at the direction of the Radio Engineers until the site has been restored to service.
5. During normal business hours, the technician will obtain a RMA from Telco Systems and return the component for repair and track the time to repair.
6. Once the repaired component is returned to FPL, the technician will be responsible for working with the Radio Engineers to test components and validate their readiness for service. Once tested the spares will be returned to the spare's storage location by the technicians.


### Pilot Program Conditions

1. FPL Information Management will provide the technicians with the training necessary to support the dispatch effort for the pilot period of three years from the date this agreement is signed.
2. The Channel Banks are critical for providing voice radio and data radio, therefore in order for the Pilot to be successful it is essential that the technicians be responsive to after hour call outs.
3. Overtime related to the repair and installation of Chanel Banks will be distributed based on current site assignments and in accordance with the Memorandum of Agreement.
4. In the event that FPL Supervision cannot reach any of the technicians within a given work area within a 1 hour timeframe, FPL Supervision will have the right to dispatch contractors or non-bargaining unit employees to restore service.

5. FPL reserves the right to monitor the performance of this effort and to choose alternative methods for service delivery.

This agreement established no precedence and does not establish any jurisdiction of this work to the Bargaining Unit. Upon the Pilot being in effect for one year and upon 60 days notice, either party may terminate this agreement. The parties will meet at least six months prior to the termination date of this pilot agreement to discuss the results of the pilot and to develop a longer term plan.

 9-16-10  
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Gary J. Aleknavich                      Date  
Business Manager  
IBEW System Council U-4

 9/16/10  
for \_\_\_\_\_  
Brendan Callaghan                      Date  
Director, Safety & Labor Relations  
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