

Job Descriptions

(a) **Multi-Media Services Technician:** the Multi-Media Services Technician (MMST) may perform functions associated with the installation and maintenance/repair of all facilities and equipment, including but not limited to, telephony, video and data, from what is commonly referred to as the terminal/tap/ONU up to and including CPE and other termination points/outlets inside and outside the customer's premises and between customer locations for residence and business customers. These duties normally include:

- Work associated with the terminal/TAP/ONU, drop wire (loop), NID and customer premises inside wire and CPE;

- Planning, installation and maintenance/repair of integrated wire (e.g., fiber, copper, coax, and other newly created facilities) and wireless solutions for voice, data, audio, video, security, computers, and other infrastructure components (e.g., wire closets, gateways, home office networks) for residential and business customers;
- Installation and routine maintenance of equipment and hardware (e.g., multi-media outlets, cameras, speakers, intercoms, security modules, audio, video, plug-and-play components, telephones, fax machines);
- Requisite acceptance and certification testing of wire and wireless solutions, equipment and hardware;
- Administrative tasks associated with the work.

(b) **Senior Multi-Media Services Technician:** the principal duties of the Senior Multi-Media Services Technician (SMMST) shall include all of the duties of the Multi-Media Services Technician along with the installation and repair work on more complex premises devices and systems associated with telephony, video and personal computing services. The primary distinction between the MMST and the SMMST is the responsibility for programming and software loading of common equipment (e.g., central processing units, servers, routers). The SMMST is required to have the necessary knowledge, training, and experience to work on these complex devices and systems. These duties normally include:

- The actual installation and repair work on devices and systems which require advanced training. These devices and

systems include but are not limited to, PCs, televisions, VCRs, video cameras, set-top devices, audio systems, fiber, digital, v-band, telephone sets with screens, complex telephone systems, PBX's, high speed private line services, networking apparatus, printers, fax machines, and other associated equipment that supports these devices and systems.

- Work on these communication and video services will include detailed set up of all hardware, firmware, software, configuring, adjustment, individual sub-component replacements, and advanced testing/diagnosis. The work content also includes site surveys, building communication closets, pulling cable, splicing (both copper cable and fiber optics), and all administrative tasks associated with the work.

(c) In the event the Company changes the job content of either the MMST job title or the SMMST job title by adding substantially greater requirements for job duties, responsibility, knowledge or skills, the Union shall have the right to grieve and arbitrate the rate of pay for that job title.

ARTICLE 22

DURATION OF AGREEMENT

This Agreement shall be effective as of August 3, 2008 and shall continue in full force and effect until its termination at 11:59 p.m. on August 6, 2011.