

Hi Everyone,

Please review the notice below regarding contact with AT&T and their employees and return acknowledgement that you have received and understand this information.

Thank you,

Tabatha Wilson
Administrative Assistant
Teleworld Staffing, Inc.
(888) 640-4663 Toll Free
(713) 474-8200 Office
(713) 474-8201 Fax

March 30, 2009

All Teleworld Staffing, Inc. contracted employees:

You are a contracted employee with Teleworld Staffing, Inc. Your current contracted work assignment is with our telecommunications client AT&T.

Our contract with client prohibits any direct solicitations or communications with a client employee not pertaining to direct performance of your current assignment.

This to include concerns, complaints, suggestions, etc. via verbal communication, e-mail, U.S. Mail, or personal letters to any employee of our client.

Any communications with a client employee except for work related communications directly related to performance of your particular assignment, is strictly prohibited and may lead to immediate termination of assignment.

In accordance with Employer/Client legal standards, any desired communication with client must be approved and initiated by your Teleworld Staffing, Inc. representative only. Any questions you may have regarding communications with our client, please contact us.

Regards,

Dana Carter
Vice President
Teleworld Staffing, Inc.
(888) 640-4663 Toll Free
(713) 474-8200 Office

I acknowledge receipt and understand the information listed above.

Signature

Date



3622A Fairmont Parkway
Pasadena, TX 77604

713 474.8200
888 640.4663 TOLL FREE
713 474.8201 FAX

To: All Teleworld Staffing, Inc. Instructors

We have been requested to have the following presented to our contract instructors and acknowledged by them as to a full understanding of same prior to March 17, 2006:

Our client has indicated they are having issues with several contract instructors (on assignments with various vendors) trying to solicit additional possible training opportunities for themselves with our client company managers. This is causing some problems in terms of client expectations and forecasts. Our Client's scheduling managers have a process utilizing a forecast database that several managers use to request their projected needs. A contract instructor indicating his/her availability, and willingness to work, interferes with this process. Per our client, this practice is not permitted.

As a Teleworld Staffing, Inc. contract employee, please note that this practice is not permitted by Teleworld, and any solicitation by our contract employees to participate in such, may be cause for removal from availability to be considered for future training opportunities through Teleworld. If you have any questions, please contact Dana Carter toll free at 888-640-4663.

Thank you,

Dana Carter
Vice President

TIMESHEET

FAX: (713) 943-3064 (A-L) or (713) 943-1624 (M-Z)
Call to Confirm with Payroll
713-986-0573

- Location _____
 Assignment Continuing
 Assignment completed
Please check job description:
 Instructor
 Train the Trainer (TNT)
 Consulting
 Prep

Client Name: _____

DATE:	SUN	MON	TUE	WED	THU	FRI	SAT	TOTAL REG HRS
CONTRACTOR NAME:								
RATE OF PAY PER HOUR:								
PREP TIME:								
PAY RATE FOR PREP TIME:								
NUMBER OF STUDENTS EACH DAY:								
<i>When contract instructor is being trained/cross trained (TNT) for Client course delivery/certification, pay rate while being trained/cross trained is at 75% of normal pay rate. Please indicate by "YES" in box provided under each day worked if you are being trained.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Social Security #: _____ AT&T Performance Leader: _____
Phone # where you can be reached: _____ Course Name/Class #: _____
(Week ending Sat.): _____ Course Start/Finish Dates: _____
Contractor Signature: _____ Course Name/Class #: _____
Job Order Number: _____ Course Start/Finish Dates: _____
Prep Time Job Order Number: _____ AM Session PM Session

DATE	TRANSPORTATION						PARKING	MISC.	MEALS	LODGING
	AIRFARE	TAXI/CAR RENTAL	AUTO MILEAGE			TOTAL				
			START	END	-120 MILES					
			TOTAL MILES:							
			RATE PER MILE: 50¢							
TOTALS			Mark total mileage claiming to and from airport:							

Note: Please refer to item #8 on reverse side of timesheet for mileage reimbursement. **TOTAL EXPENSES:** _____

RECEIPTS MUST ACCOMPANY TIMESHEETS FOR APPROVAL.
ALL TIMESHEETS MUST BE RECEIVED BY 5:00 P.M. EACH FRIDAY (CST) **UNLESS** YOUR ASSIGNMENT HAS YOU TRAVELING ON FRIDAY OR THE WEEKEND, THEN YOUR TIMESHEET MUST BE RECEIVED BY 10:00 A.M. ON MONDAY. ANY TIMESHEETS OR EXPENSES RECEIVED AFTER 10:00 A.M. ON MONDAY WILL BE PROCESSED ON THE NEXT WEEK'S PAYROLL.

1. You are a contract employee of Teleworld on assignment with our telecommunications client. All payroll checks are processed by Teleworld. Should you have any questions regarding your payroll check, please call 1-888-640-4663 and ask for Ms. Jessica Sanchez or you can email her at Jsanchez@teleworldstaffing.com
2. **Timesheets** must be e-mailed or faxed to Teleworld by the contractor and received no later than 10:00 AM (CST) on Monday following the week worked. **You must always indicate course name / course I.D. # and location where you are delivering course on weekly timesheet. Indicate whether you are being crossed trained or delivering a course. You must include student class roster with each timesheet submitted.** The fax number to send your timesheets to is 713-943-3064 for last names beginning in A-L or 713-943-1624 for last names beginning in M-Z. Please call or email to ensure receipt of your fax.
3. **When travel to an assignment is confirmed and approved by client and Teleworld Staffing, Inc.:** Teleworld contractors will be responsible for making all travel, lodging and rental car arrangements. Contracted instructors will pay costs incurred and submit all expenses along with copy of legible receipts to Teleworld Staffing. Reimbursements are processed weekly along with payroll.
4. **Lodgings and Meals:** Teleworld Staffing will reimburse contracted instructors for reasonable lodging and meal expenses (Not to exceed \$42.00 per day for meals; as a general rule, contractors are expected to spend \$42.00 or less per day inclusive of tax and gratuity) when instructors are assigned to a contract work location requiring an overnight stay or longer, provided travel/lodging is authorized in advance by client. Do not expense a \$42.00 meal after the arrival of a flight home from a training assignment. **Legible copy of original receipts and breakdown(coded as breakfast, lunch or dinner) for each daily expense must accompany all timesheets for expenses.**
5. **Telephone:** Teleworld Staffing will reimburse contracted instructors for long distance and toll telephone calls placed by instructors *only as they relate to their current assignment.*
6. **Entertainment:** Teleworld Staffing *will not* reimburse contracted instructors for entertainment expenses. Please see additional listing of expenses not considered reimbursable.
7. **Airfare** – Travel should be authorized in advance by client and contracted instructors should fly coach. First class airfare will not be approved by client or Teleworld Staffing. Flight insurance is not a reimbursable expense. ***Due to unexpected training schedule changes, when purchasing your airfare, always purchase a refundable fare.***
8. **Ground Transportation** – Teleworld Staffing will reimburse contracted instructors for travel from the originally assigned work location (or if no work location is so assigned, client’s principal place of business) to and from the temporary work location (any address other than the originally assigned work location) as follows:
 - a) the mileage rate allowance for business use of a personal automobile is fifty cents (50¢) per mile;
 - b) for reasonable car rental (compact or subcompact cars only). For extended rentals (weekly) secure the less expensive weekly rate. Rental car insurance is not a reimbursable expense. Fuel option or purchase of fuel upon rental car return is also non-reimbursable. Teleworld Staffing will not pay mileage for contract assignments when distances are less than normal commute from residence to assigned work location. If not in travel status (no overnight stay required) then training assignment must be more than 60 miles each way for reimbursement to apply. If in travel status then all mileage is reimbursable relating to business travel only, i.e. travel from home to assignment, assignment to hotel or restaurant. There is no reimbursement for mileage associated with personal travel. For example, contractor has a relative who lives an hour away and desires to visit. Mileage in this and similar situations will not be reimbursed. **Normal one-way commute is 60 miles or less. Mileage expenses will only be reimbursed for travel in excess of the normal commute.** For example, if one-way travel is 70 miles, then 10 miles will be reimbursed. All claimed mileage must be indicated on weekly time sheet.
9. **Incidental Transportation Expenses:** Teleworld Staffing will reimburse instructors for incidental transportation expenses such as bridge tolls and parking fees incurred for travel to and from temporary work locations. Again, Copy of *Original receipts* must accompany all timesheets for expenses.
10. Teleworld contractors may be paid for preparation time as determined by course/class. Pay rates and preparation time allowed is solely determined by client. Any hours to be worked beyond normal fixed course hours must be requested by, and pre-approved by the client and Teleworld Staffing. Prep-time, hours worked or any other expenses without PRIOR approval are subject to denial for reimbursement. ***When contract instructor is being trained/cross trained for client course delivery/certification, pay rate while being trained/cross trained is at 75% of normal pay rate.***
11. **Expenses Not Reimbursable:** Travel time to and from work locations. See listing of expenses not reimbursable.
12. **Benefits:** Employee waives the right to be involved in any client employee benefit programs. Teleworld Staffing, Inc. does provide paid Holiday/Vacation. Ask Teleworld representative for details.
13. **Trainers/Instructors are expected to be at the training location and prepared prior to the start time.**
 - ***All Trainers/Instructors are expected to keep a clean, organized classroom.***
 - ***All Trainers/Instructors are expected to present a professional appearance.***
 - **Early dismissals are not permitted. Contractor will not be compensated outside of actual hours worked.**
 - ***Our clients expect their employees to get the complete training.***
 - **No hours will be paid beyond the length of the course unless pre-authorized by client.**

Expenses Not Reimbursable

The following is a list, although not all inclusive of expenses are considered not reimbursable:

- Airline club membership fees, dues, or upgrade coupon
- Meals not consistent with client employee policy
- Annual credit card fees
- Barber/Hairstylist/Beautician expenses
- Car rental additional fees associated with high speed toll access programs
- Car washes
- Entertainment expenses
- Health club and fitness facilities
- Hotel safe rental
- Upgrades on airline, hotel, or car rental fees
- Excessive tips, i.e., in excess of 15% to 18% of cost of meal or services, excluding tax
- PC, cell phone, and other contracted instructor support expenses
- Meals not directly required to do business on the client account (e.g. contracted instructors cannot voucher lunch with each other simply to talk about the client)
- In-flight drinks
- Magazines & newspapers
- Personal entertainment
- Expenses associated with spouses or other travel companions
- Office expenses of contracted instructors
- Surcharges for providing fast service (not related to deliver charges such as FedEx, UPS, etc.). The client expects all contracted instructors to complete the terms of contracts in the shortest period practicable. Charges for shortening the timeframe in which contracts are fulfilled are not permissible.
- Contracted instructors may not submit expenses to cover meals or expenses from a client employee, whether in a home location or on official travel.
- Travel purchased with prepaid air passes.
- Birthday cakes, lunches, balloons, and other personal celebration/recognition costs.
- Break room supplies for the contracted instructor, such as coffee, creamer, paper products, soft drinks, snack food
- Water (bottled or dispensed by a contracted instructor)
- Clothing, personal care, and toiletries
- Laundry (except when overnight travel is required for 7 or more consecutive nights)
- Flight or rental car insurance
- Flowers, cards and gifts
- Hotel pay-per-view movies, Video Games and/or mini bar items
- High speed internet access in hotels (added to 3.5)
- Lost luggage
- Traffic or Parking Fines
- Tobacco Products
- Medical supplies
- Membership fees to exercise facilities or social/country clubs
- Movies purchased while on an airplane
- Phone usage on airline unless business emergency

Any questions regarding these policies should be directed to Teleworld Staffing, Inc. We can be reached at 1-888-640-4663.

To: All Teleworld Staffing, Inc. Instructors
From: Dana Carter, Vice President
Subject: Time Over 40 Hours

Please make note, you may only claim specific number of hours per week as indicated by Client fixed course. A Client representative must pre-approve any additional hours (refer to Teleworld Staffing, Inc. Rules and Regulations). If extra hours are requested and pre-approved, you will need to notify Teleworld Staffing and provide name of Client representative pre-approving additional hours. There is no overtime (time and a half) pay for course hours/prep-time, lab set up, etc. worked over a normal 40 hour per week course. Any hours beyond 40 hours and pre-approved by Client, will be paid at standard hourly rate for that course. Please contact Teleworld if you have any questions regarding this policy.

Thank you,

Dana Carter
Vice President
Teleworld Staffing, Inc.
(888) 640-4663 Toll Free
(713) 474-8200 Office
(713) 474-8201 Fax

**PLEASE MAIL PASSPORT
PHOTO TO**

**3622A FAIRMONT PARKWAY,
PASADENA, TX 77504**

**OR EMAIL A DIGITAL PHOTO
TO THE EMAIL ADDRESS
BELOW SO A TELEVORLD
STAFFING I.D. CARD CAN BE
MADE FOR YOU**

twilson@teleworldstaffing.com



Measurements and Evaluations

Administering Level 1 and Level 2 Evaluations

Contract & Vendor Instructor Guidelines

(Non-Intranet Access)



Measurements and Evaluations

Topics

- What is Level 1 evaluation?
- What are the Instructor responsibilities for administering the Customer Satisfaction Survey (CSS)?
- What is Level 2 evaluation (Learning Outcome/Assessment)?
- What are the Instructor responsibilities for administering the assessment?
- Who do I contact if I need help with Level 1 or Level 2 evaluation?

Overview

Measurements and Evaluation provides training evaluation services for both leader-led and Web-based courses across all AT&T organizations. Services include Customer Satisfaction Surveys and Assessments. (CSS's)

Level 1 Evaluation is used to measure customer satisfaction with a training event whereas the **Level 2 Evaluation** assesses changes in skills and **knowledge gained as a result of the training.** These Evaluation tools are administered at the end of the session and the Instructor faxes the results to the M&E administrator for data entry.



Measurements and Evaluations

Level 1 Evaluation

- Level 1 Evaluation measures Student Satisfaction with a training event.
- The Customer Satisfaction Survey (CSS) is the Level 1 Evaluation tool.
- It consists of a 19-item survey and is administered near the end of the training event.
- Participants rate their level of Customer Satisfaction with respect to Delivery, Course Design/Content, Knowledge/Application and Administration/Logistics.

Delivery Responsibilities

- Administer the CSS Online (or by paper if network PC's are unavailable)
- Assist Students with the survey – review instructions, provide Session Number and Instructor ID. Please ensure that the students follow the instructions. For example, all circles must be filled in, not "checked off" or marked with an X. Also the survey will be void if they put a line thru the 7 or 0.
- FAX the CSS to: 972-402-1425.



Measurements and Evaluations

CSS Administration

Instructions for Administering the Paper CSS

The steps listed below provide a quick example of how an Instructor should process the **Instructor-Led CSS (Paper-Based)**:

- **Distribute CSS to learners**
Please use only original CSS forms. Photocopied forms will not process correctly. If you need more CSS forms contact M&E at 972-402-2702.
- **Review Instructions**
Encourage learners to take the CSS evaluation seriously and tell them that their feedback will be used to improve the course. Review Instructions on the front of the CSS. Assure learners that their opinions will remain anonymous.
- **Provide learners with the course Session Number and the Instructor ID code**
Both the Session and Instructor ID can be found on the class roster. If possible, write these numbers on a white board for easy reference. Note: a Session Number is required to process the CSS correctly.
- **Collect and organize the forms**
All forms should be organized so that the General Information section is at the top when faxing. Check each form to ensure that the Session Number is correct and that the handwriting is clearly legible.
- **Fax the forms to the Measurements & Evaluation fax server at 972-402-1425**
Check the fax verification report to ensure that forms were faxed successfully.
- **Forward original CSS forms to your supervisor for retention and validation**



Measurements and Evaluations

Level 2 Evaluation

- **Level 2 Evaluation provides an opportunity for learners to demonstrate changes in skills and knowledge as a result of the training and relative to the course objectives.**
- **A Level 2 is conducted with a Learning Measure or test administered at the end of the course, however, some courses are divided into modules and assessments are administered at the end of each module.**
- **May be administered as either an online or paper-based test.**

Delivery Responsibilities

- **If the assessment is paper-based, score and fax student results to the M&E administrator within 5 business days of course completion.**
- **Inform your Delivery Associate Director of any problems with the Learning Measure.**



Measurements and Evaluations

Level 2 Administration

Instructions for Submitting Paper-based Test Scores

- The Instructor Guide will include instructions for administering paper-based Level 2 assessments and a **Score Submission Form** will be included in your training materials.
- Administer and score the paper-based Level 2 Learning Measure. The score should reflect the *percent* of correct answers in a range of 0 to 100.
- Complete the Score Submission Form, according to the directions.
- Enter test scores for each student. If your class has more than 20 students, use additional forms as needed.

Fax the test submission forms to: 972-402-2730

- Forward Score Submission forms to your supervisor for retention and validation.



Measurements & Evaluations
Score Submission Form
(Level 2 Evaluation)

Instructor:

This form is used to submit Level 2 Results when SBC Intranet access is not available. If SBC Intranet access is available, submit your Level 2 Results on-line by accessing the M&E Homepage: <http://cfl.sbc.com/me/>.

Please follow the instructions below to complete this form, and then fax the reverse side to M&E. Use additional forms to post more than 20 students results and retain the Score Submission Forms for a period of 6 months.

Instructions for Completing the Back of this Form

1. Use dark pencil or ink to complete this form.
2. Record the course and student information exactly as shown on the Class Roster.
3. Enter the six-digit SBCUID as shown: *Example - td4342*
4. Post student scores as shown: *Example - 96%*

Fax the reverse side of this form to Measurements and Evaluation

Fax to: 972-402-2730

If you have questions about this process or scoring results, please contact M&E at 972-402-2702 or mail to: td4342@sbcc.com.



**Measurements & Evaluations
Score Submission Form
(Level 2 Evaluation)**

Enter the course information as posted on the Class Roster, then complete this form with each student's SBCUID and Score(s). If this course does not have a Pretest, please leave those fields blank.

Fax the completed score sheet to: 972-402-2730

Session Number	Instructor ID	Class Date

Course Abbreviation	Course Title

	Student SBCUID	Pretest Score	Posttest Score		Student SBCUID	Pretest Score	Posttest Score
1		%	%	11		%	%
2		%	%	12		%	%
3		%	%	13		%	%
4		%	%	14		%	%
5		%	%	15		%	%
6		%	%	16		%	%
7		%	%	17		%	%
8		%	%	18		%	%
9		%	%	19		%	%
10		%	%	20		%	%

(For M&E use only) Input By: _____

All of the Instructors in the Southwest and Midwest regions need to review the following Level 1 and Level 2 Evaluations procedures. Everyone needs to follow the procedures in this packet.

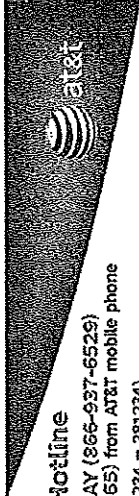
Your Signature on this document serves as acknowledgement that you have received and reviewed the Level 1 and Level 2 Evaluations Packet.

Signature:

Please fax or email a signed copy of this document to Tabatha Wilson, Administrative Assistant, Teleworld Staffing, Inc.

Fax: (713) 474-8201

Email: twilson@teleworldstaffing.com



Yes Okay Hotline

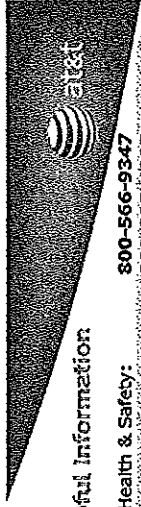
1-866-YES-OKAY (866-937-6529)
or #IMOK (#4565) from AT&T mobile phone

ATTN: (e.g. AT1234 = 281234)

During an emergency:

1. Ensure safety of self and others around you.
2. Follow building evacuation procedures.
3. Call 911 / activate emergency alarms as required.
4. Call Yes Okay Hotline.
5. Contact your supervisor.
6. Report incident to internal organizations:
EHS, Asset Protection and Corporate Real Estate
7. Secure company assets: vehicles, PCs, keys, etc.

Call InfoNow Hotline (888-288-3675 or 210-223-2233)
for current information.



Other Helpful Information

Environment, Health & Safety: 800-566-9347

Asset Protection: 800-807-4205

Corporate Real Estate
(Building Maintenance): 877-477-1811

IT/Help Desk: 314-340-0111

AT&T Benefits (Health & Disability): 877-722-0020

HROneStop (HR, eLink, Payroll
Customer Care, and VoicePhone): 888-722-1787

HROneStop (Internet): <https://access1.sbc.com/>

Other Payroll Group Phone: _____

Supervisor's Phone: _____