LETTER OF AGREEMENT
by and between
ALASKA AIRLINES, INC.
and the
ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO

SECTION 8.Q CONTACTABILITY AND FAA "ONE PHONE CALL" POLICY

This LETTER OF AGREEMENT is made between ALASKA AIRLINES, INC. ("Company") and the ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO ("Association").

WHEREAS, the Company and the Association (collectively "the parties") wish to clarify the application of Section 8.Q [Contactability] in the context of the Federal Aviation Administration (FAA) "one phone call" policy during crew rest (MacPherson, 2005);

NOW THEREFORE, the parties agree:

Flight Attendants can be contacted by the Company for scheduling-related business (e.g. by a Crew Scheduler) via phone call during the Flight Attendant's crew rest, but the Flight Attendant is neither required to be contactable per Section 8.Q. [Contactability…] nor obligated to answer the phone per the FAA "one phone call" policy (MacPherson, 2005).

If a Flight Attendant is contacted by the Company for scheduling-related business (e.g. by a Crew Scheduler) via phone call more than once during a crew rest period, and if the Flight Attendant chooses to answer more than one such call, then:

(1) The Flight Attendant's rest is considered to be interrupted by the second or subsequent answered call(s), and
(2) If the Flight Attendant has not already been afforded at least ten hours (10:00) of rest during that rest period prior answering the second or subsequent phone call, the Flight Attendant's remaining rest period will be adjusted to provide no less than ten hours (10:00) of uninterrupted rest.

Phone calls made to Flight Attendants during crew rest by employees of Alaska Airlines who are calling for business unrelated to crew scheduling, including non-Scheduling branches of the Inflight Department, do not count towards the "one phone call" limitation during crew rest (e.g. if a base administrator reaches out via phone call to a Flight Attendant about their anniversary pin during the Flight Attendant's rest period). Non-Scheduling branches of the Inflight Department who have access to Jeppesen Crew Tracking Enterprise (JCTE) or a successor system, as appropriate, will utilize such system and make their best effort to avoid calling Flight Attendants on the phone more than once during any given crew rest period.

Other forms of contact as outlined in Section 8.Q. (e.g. a Crew Access push notification) do not count towards the "one phone call" limitation during crew rest outlined herein. Crew Scheduling has certain CBA obligations to notify Flight Attendants of operational changes to their flying, such as in Section 8.R.1 [Notification of Delay…], which requires notification when a scheduled departure is delayed by one hour (1:00) or more, or if the flight is cancelled. Crew Scheduling will make a best effort to utilize Crew Access push notifications in these instances, if possible, in order to meet these contractual obligations while avoiding contacting the Flight Attendant via phone call during crew rest.

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The parties have attested to their agreement to all of the foregoing terms by entering into this Section 8.Q Contactability and FAA "One Phone Call" Policy Letter of Agreement effective this 14th day of August 2024.

References

MacPherson, R.B. (2005) *Rebecca MacPherson to Candace Kolander*, April 29. [Letter]. FAA Legal Interpretations & Chief Counsel's Opinions. Kolander_2005_Legal_Interpretation.pdf. Available from: https://www.faa.gov/sites/faa.gov/files/faa_migrate/interps/2005/Kolander_2005_Legal_Interpretation.pdf [Accessed 7 August 2024].

Once executed by the signatories below, this LETTER OF AGREEMENT will become effective and incorporated into the AFA Alaska Airlines Collective Bargaining Agreement 2024-20217 (CBA) upon member ratification the CBA, which, as of the execution date of this Letter of Agreement below, is scheduled for the 14th day of August 2024.

IN WITNESS WHEREOF, the parties hereto have signed this LETTER OF AGREEMENT this 7TH day of August 2024.

FOR: ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO ALASKA AIRLINES	FOR: ALASKA AIRLINES, INC.
DocuSigned by: DBD157D5D5694AB...	DocuSigned by: Carmen Jaye Platt Williams 20BD1FA4A77E4E5...
Jeffrey Peterson Master Executive Council President 08/07/2024 | 13:49 PDT	Carmen Williams Managing Director, Labor Relations 08/07/2024 | 14:02 PDT