

her/his designee upon written request from the respective National Scheduling Chair. If the gap in any recording or the content of the missing information cannot substantiate the Company's position, then the affected Flight Attendant shall receive the benefit of the doubt.

4. Upon being notified by a representative of the Union that a recording needs to be retrieved, and the date, approximate time, and scheduler's name is provided, the Company shall forward the recording to the Union within five (5) business days.
5. Flight Attendant phone numbers and schedule information will not be given out by Crew Schedule unless the Flight Attendant has given specific authority to do so. However, APFA emergency numbers, as provided by the Union for this purpose, will be made available on request.
6. When calling a Flight Attendant, Crew Schedule employees must identify themselves by Company and department to the person answering the telephone.
7. Recordings will be reviewed when a complaint or concern is raised by either the Flight Attendant or scheduling. The Company shall retain the recordings for a period of ninety (90) days. Either party may request retention of a relevant recording associated with contractual issues relating to pay, planning, or scheduling or issues relating to the Company's policy against harassment and/or discrimination beyond the ninety (90) day period. Such recording(s) will be retained until both parties agree that the specific issue has been resolved. When an issue is identified by either party, the recording may be reviewed by a representative of both the Company and the APFA. Recordings, transcripts, copies, or information obtained from a recorded conversation may not be used in any disciplinary proceeding or process.

S. FLIGHT ATTENDANT POSITIONS

Flight Attendant shall be able to bid and be awarded by position in PBS, TTS, and ETB. A Flight Attendant may not be displaced from her/his awarded or assigned position on her/his sequence regardless of how she/he acquired the position (e.g., PBS, ETB, TTS, Reserve processing), except as provided for in International Flying, Section 14.L.1.e. A Flight Attendant on a flight who requests a position upgrade on the TTS Unsuccessful Bidders list to another position on the same flight, will receive the position upgrade prior to a Reserve being assigned the position as specified in accordance with Paragraph F.6.

T. CREW SCHEDULE ERRORS – DOUBLE COVERED POSITIONS

1. When a Lineholder is awarded a sequence from the monthly bid awards, TTS, ETB, Daily Schedule, but at check-in time is not listed in her/his awarded position, she/he may not be forced off the sequence. When a Reserve is awarded a sequence from the ETB or Daily Schedule and signs in for the sequence, but at check-in time is not listed in her/his awarded position, she/he may not be forced off the sequence.
2. The Flight Attendant who was awarded/acquired the sequence first shall have priority to work the trip. The opportunity to be released as a result of a Crew Schedule error will be determined by System Seniority.
3. A claim for the first duty period, or first two (2) duty periods if applicable, will apply (or three (3) if the sequence checks in too late for the Lineholder to bid in that day's TTS). The affected Lineholder's pay for the remainder of the double covered sequence shall be protected if she/he goes on to the Unsuccessful bidders List to be made whole by requesting a "like" sequence(s), i.e., comparable check-in/out times, number of days, Domestic for Domestic, IPD for IPD, and NIPD for NIPD.