



# Submit a Request for Job Accommodations

- Contact the AT&T Integrated Disability Service Center (IDSC) at 1-866-276-2278 to initiate your claim.
- For work restrictions or accommodations lasting fewer than 10 calendar days, contact your supervisor.
- If your illness, injury or condition does not require your absence from work, but you have work restrictions or accommodations recommended by your treatment provider with a duration of more than 10 calendar days, you should contact the AT&T Integrated Disability Service Center (IDSC) at 1-866-276-2278.
- If your illness, injury or condition requires a reduced work schedule or time off work (no matter the duration) that does not qualify for disability benefits under your disability benefits plan and you are not eligible for FMLA, contact the AT&T Integrated Disability Service Center (IDSC) at 1-866-276-2278.

## What happens after you submit an accommodation claim through the AT&T Integrated Disability Service Center (IDSC)?

1. An information packet will be mailed to the employee's home address outlining the accommodation request process. If you elect to have your packet sent to an email address, the packet will not be sent to your home.
2. An AT&T IDSC Job Accommodation Specialist (JAS) will be assigned to administer the request and be the liaison between the employee, the health care provider and the employee's supervisor. The JAS will review submitted medical information and obtain information from all parties as appropriate.
3. The AT&T IDSC JAS will send a notice to the supervisor containing the medically supported accommodations including the duration.
4. The supervisor and or department representative should consult with the Corporate Attendance Team Employee Relations Manager (CATERM) and Legal as appropriate, to fully consider the request and determine if a reasonable accommodation can be made or if a reasonable alternative can be offered to the employee. Your supervisor may reach out to you to discuss your restrictions and inquire if you have any suggestions on possible ways to accommodate.
5. In those instances where the medical information is not received or what is received does not support the request, the AT&T IDSC JAS will send an email to the supervisor and mail a letter to you advising the requested work restriction or job accommodation is not substantiated and cannot be medically supported.

6. If the department can provide the accommodation, the AT&T IDSC JAS will monitor the request until you no longer need the work restriction or accommodation, the work restriction or accommodation becomes permanent or the medical information provided no longer supports the work restriction or accommodation.
7. If the Company cannot provide the medically supported work restriction or job accommodation, you will need to consider use of a company leave (SD, FMLA, personal, department, etc.) or personal time as appropriate. In some instances, you may be eligible for a medical job search.

## Employee Resources

- [Review the AT&T IDSC Guide](#) (page 10) for more details on the job accommodations process managed by the AT&T IDSC
- [Review other Disability related information](#)