

Exhibit A

Serbay v. Dialog Direct, et al.

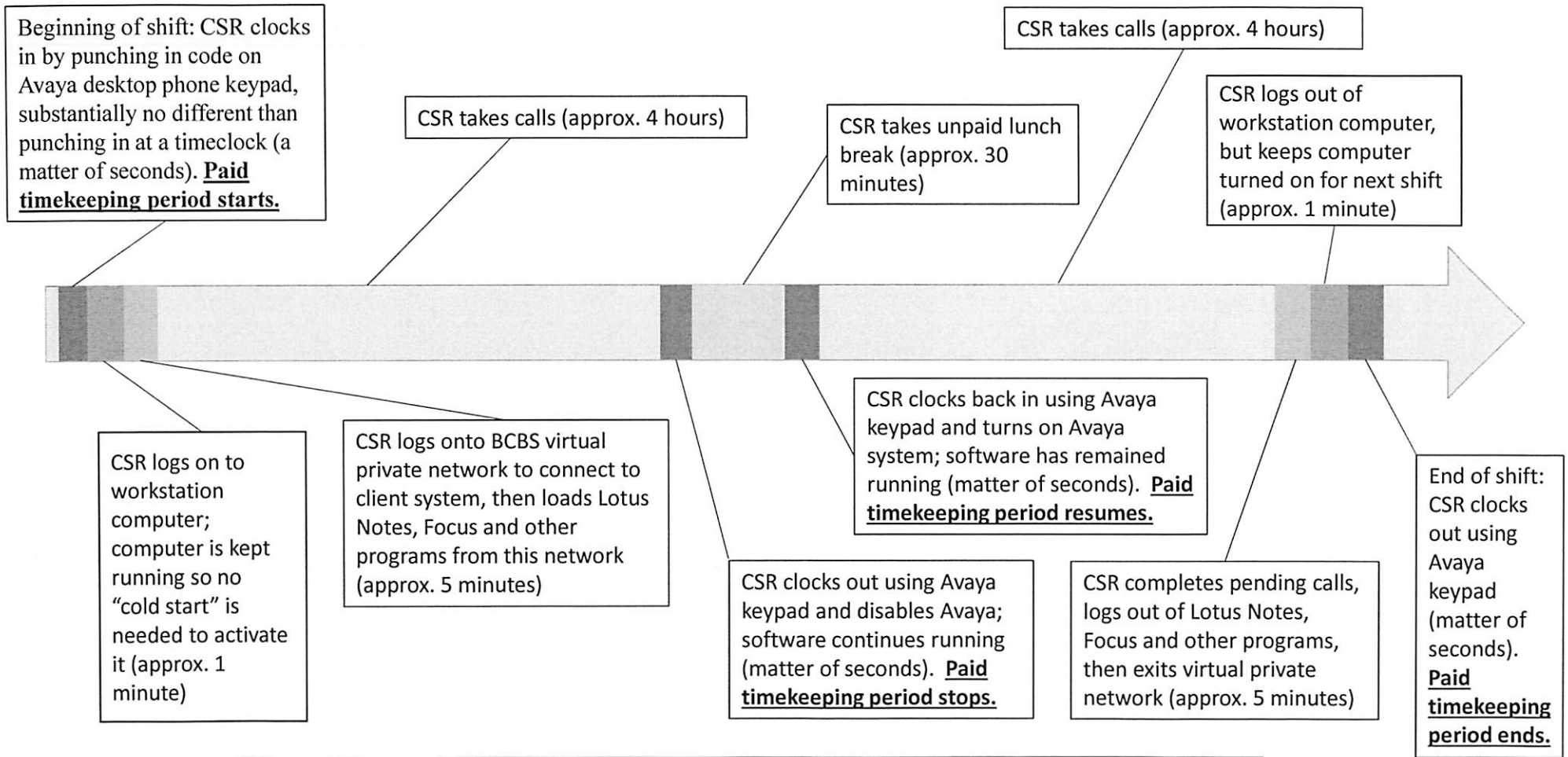
Timeline of Daily Activities

Case No. 2:16-cv-12716-AC-EAS

Start Time	End Time	Description	Notes
10:45 AM		Arrive to work	My typical shift was from 11:00 AM to about 8:00 PM, this varied after time.
10:53 AM	10:58 AM	Log into Citrix	
10:58 AM	11:12 AM	Log into ADP, Focus, Rx Claims, SDL/SCH, ISYL, Ops, (3 programs & Excel)	
11:12 AM	11:13 AM	Log into Avaya phone system	Time cards run from this system
11:13 AM	1:00 PM	Take calls	
1:00 PM	1:15 PM	Break	
1:15 PM	3:00 PM	Take calls	
3:00 PM	3:01 PM	Start Logout process	
3:01 PM	3:25 PM	Lunch Break	My lunch wasn't scheduled and actual time varied due to call volume. 3:00 PM is a representative time.
3:25 PM	3:30 PM	Complete login process	
3:30 PM	5:00 PM	Take Calls	
5:00 PM	5:15 PM	Break	
5:15 PM	8:00 PM	Take calls	
8:00 PM	8:05 PM	Check queue, make sure no calls were waiting	
8:05 PM	8:08 PM	Log out of phone/time card system	Time cards run from this system.
8:08 PM	8:09 PM	Log out of Focus, Citrix.	

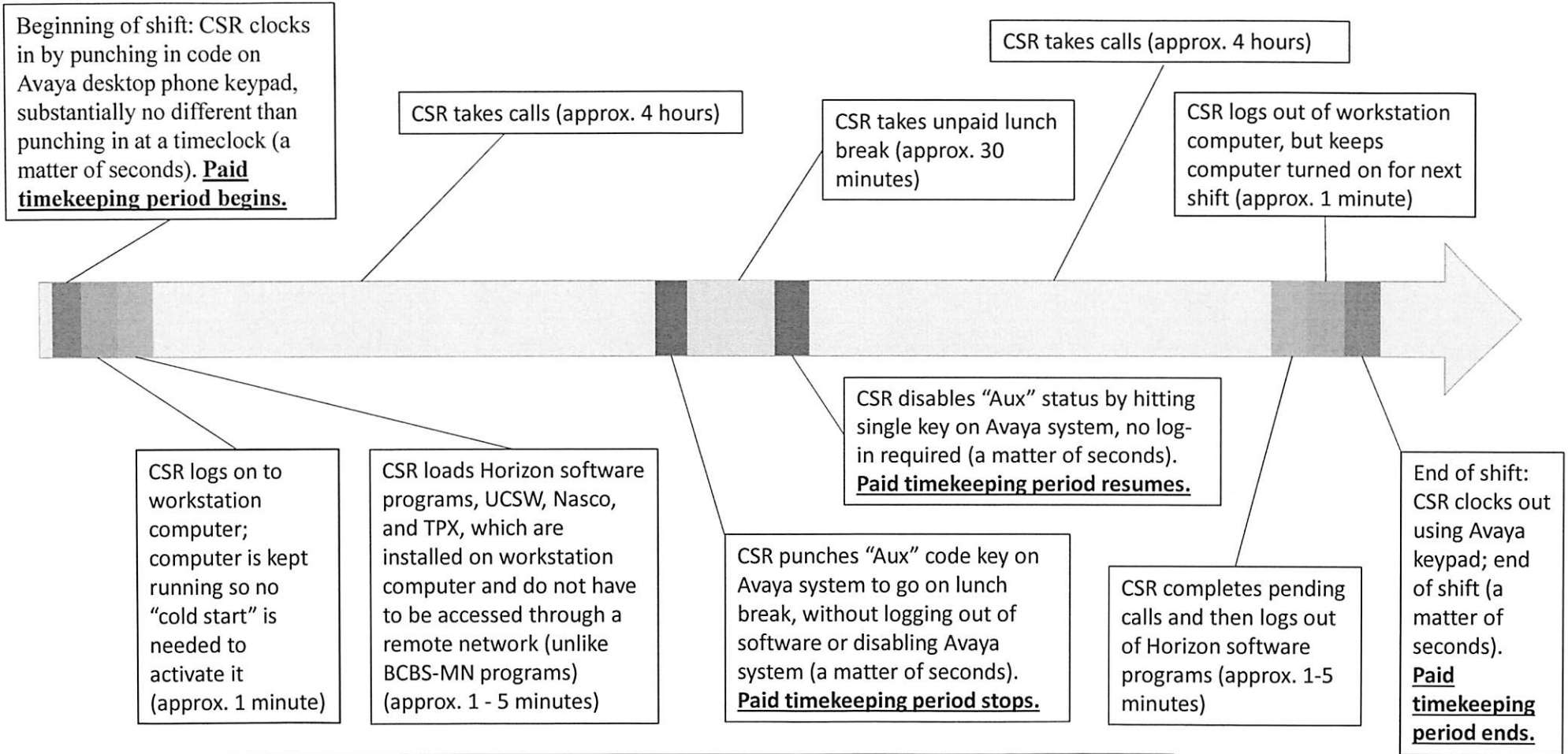
* Bold time reflects work time that is unpaid throughout a typical work day (26 minutes).

Avaya System – Allegra, BCBS–MN Large Group, Rochester, MI Center (Plaintiff’s Team)



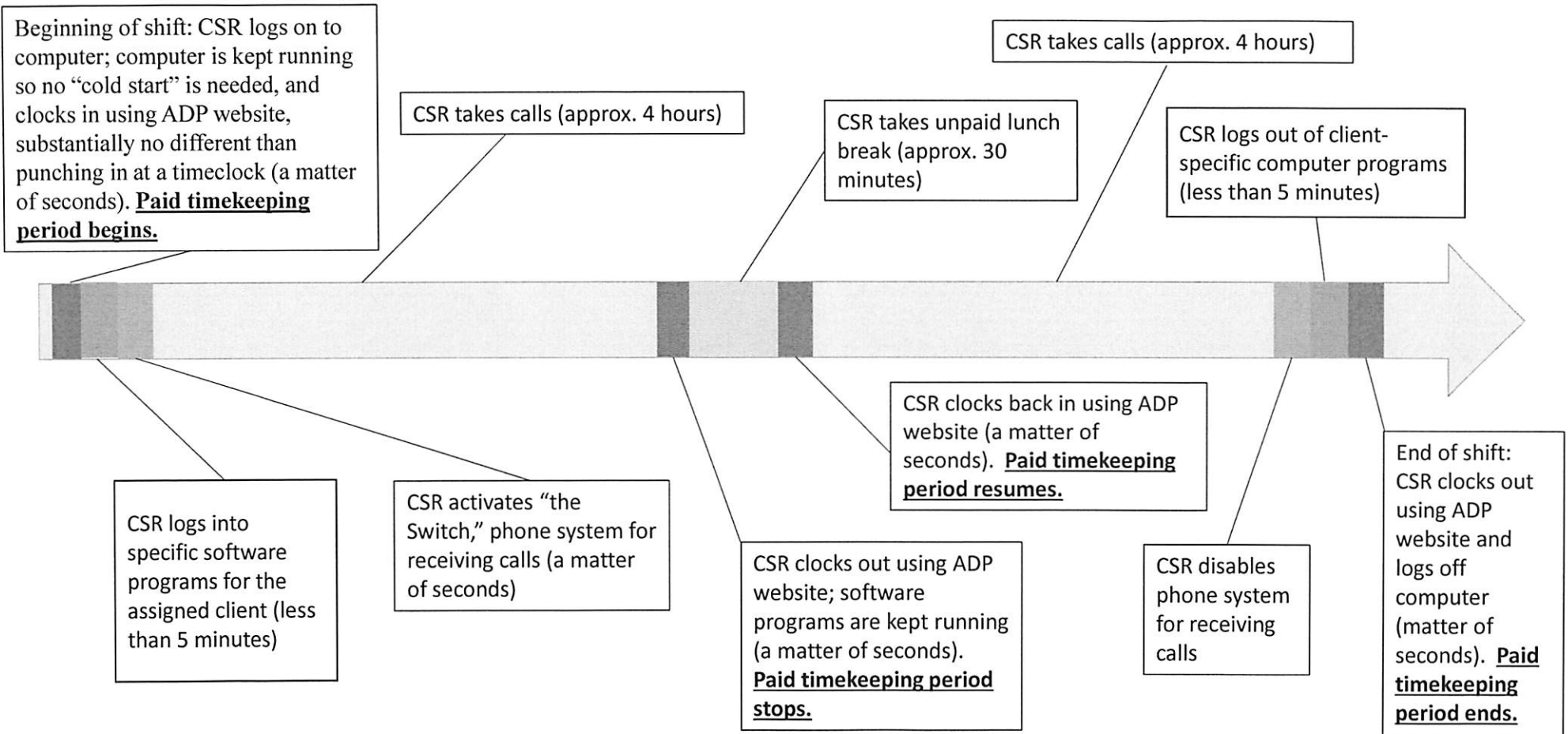
Sources: Declaration of Erin Franklin, ¶¶ 9-17; Declaration of Darlynn Miles, ¶¶ 9-15; Declaration of Darlene Johnson, ¶¶ 9-15

Avaya System – Allegra, Horizon, Rochester and Clinton Twp., MI and Orlando, FL Centers



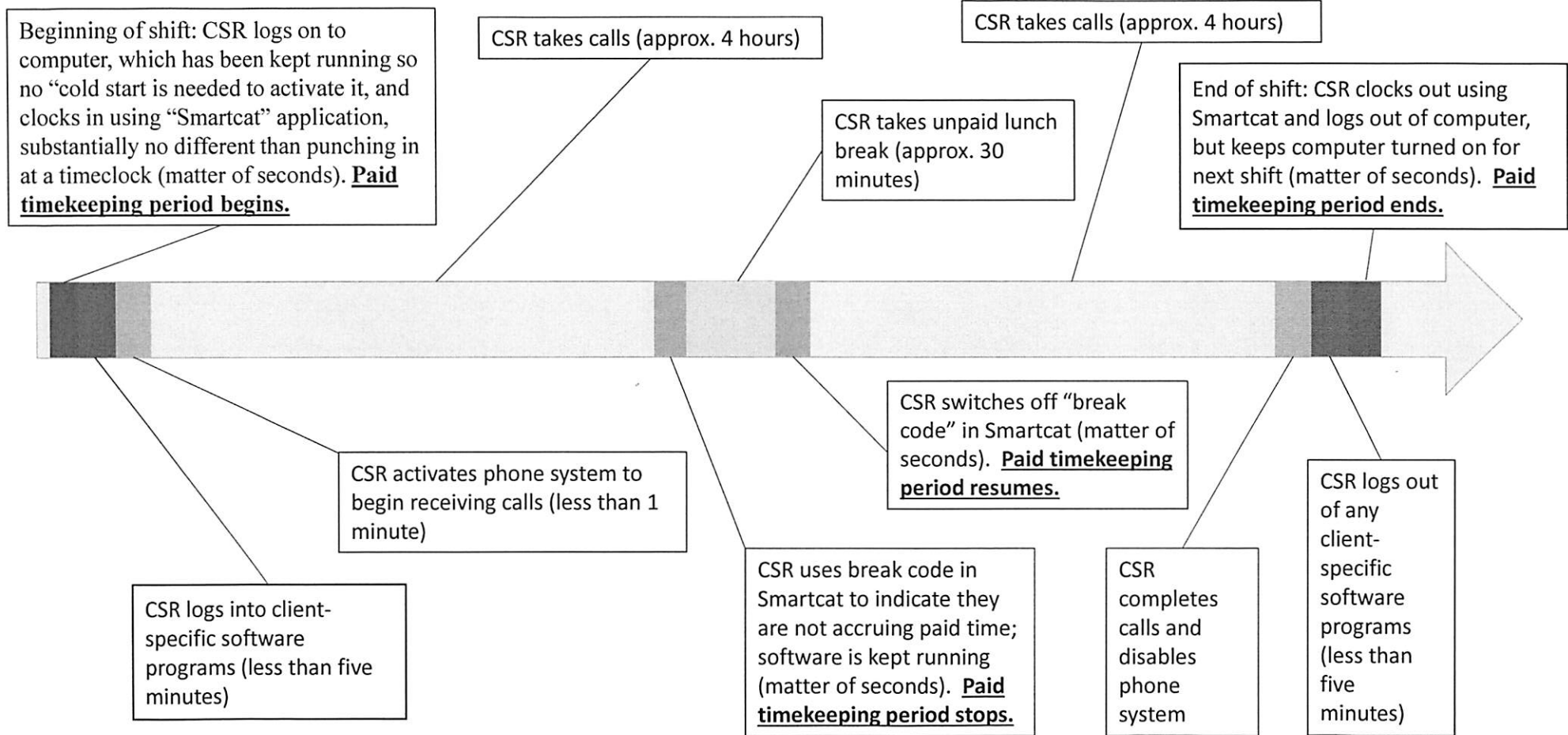
Sources: Declaration of Erin Franklin, ¶¶ 9-17; Declaration of Bill McGrath, ¶¶ 4-11

ADP System – DMI, Troy, MI Center



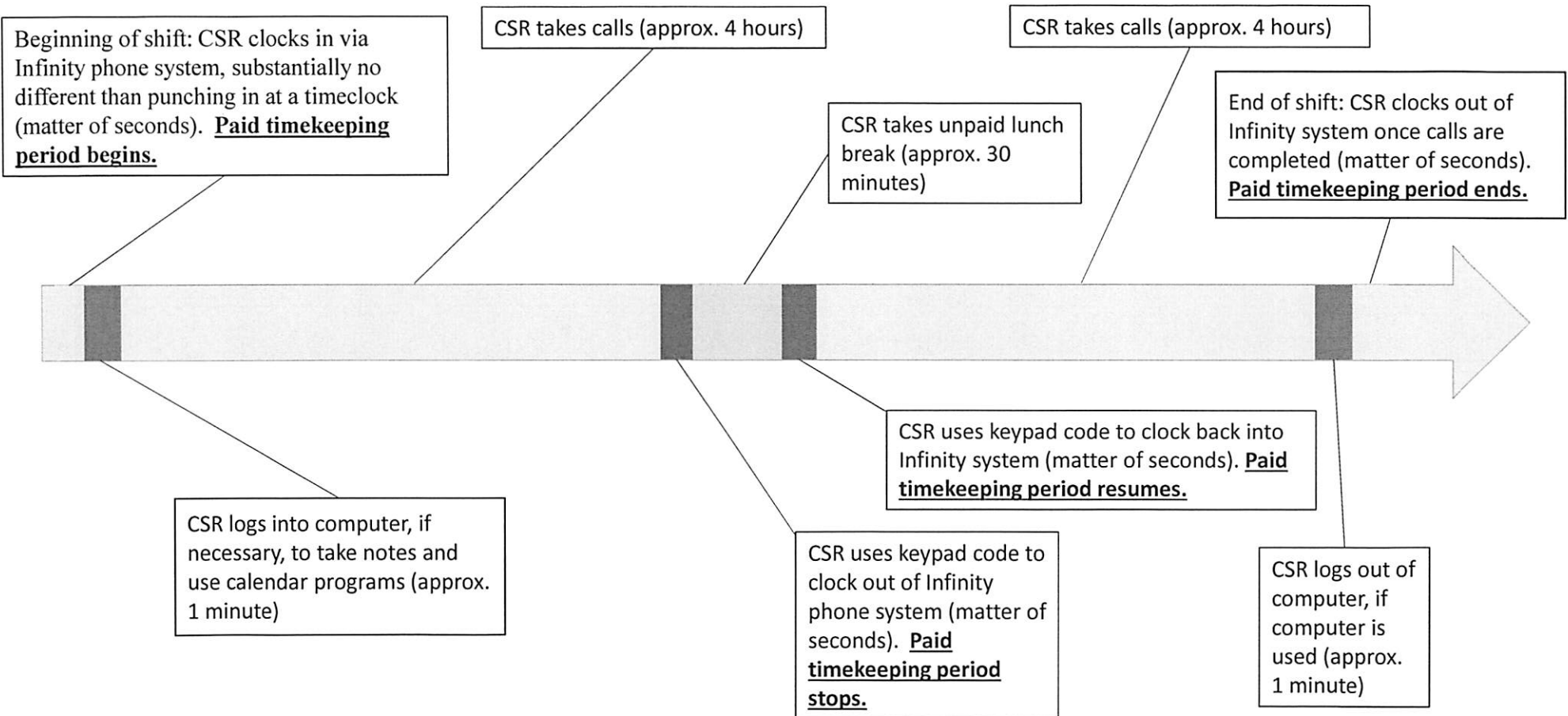
Source: Declaration of Jason Lancaster, ¶¶ 7-15

Smartcat System – NOVO 1, Texas, Montana, and Michigan Centers



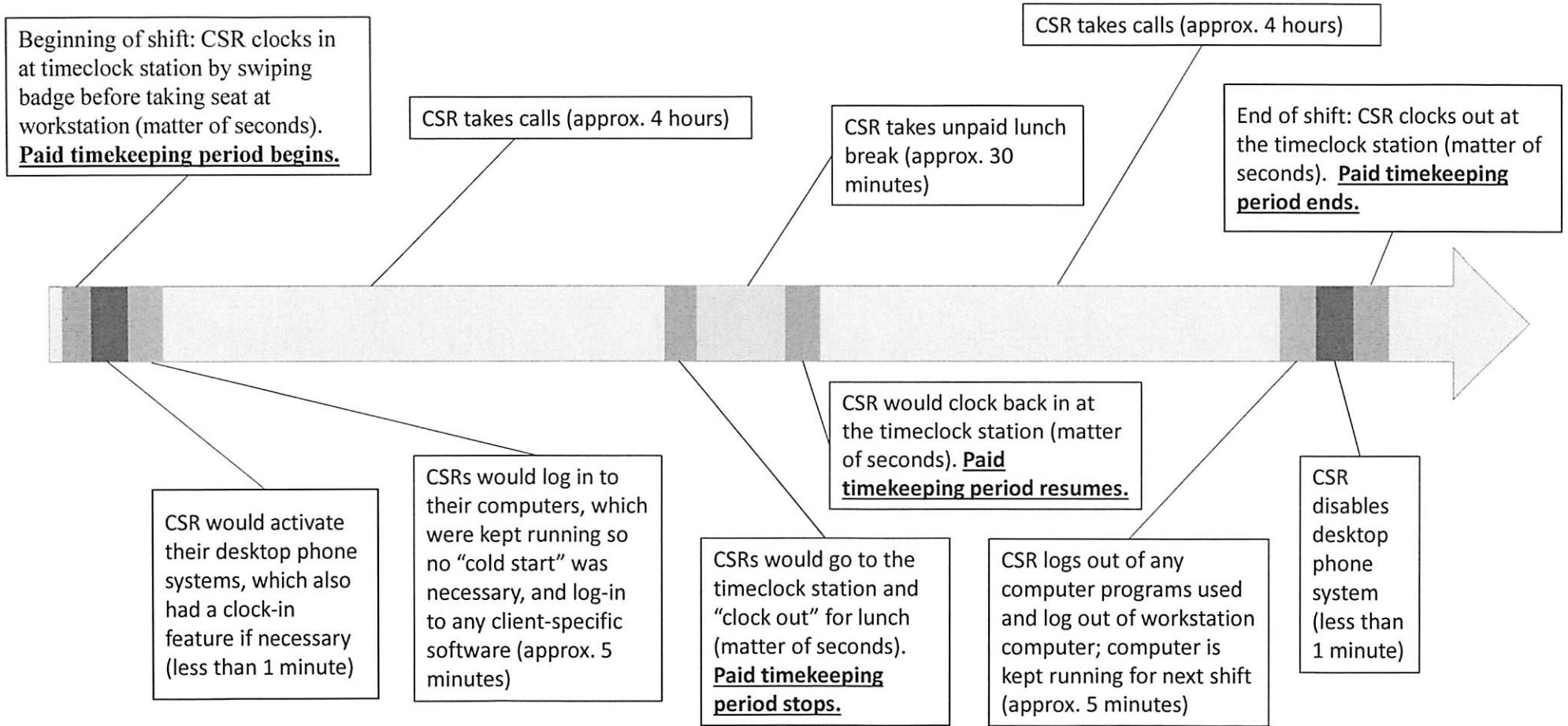
Sources: Declaration of Marva O’Bannon, ¶¶ 7-17; Declaration of Jody Pickens, ¶¶ 9-20; Declaration of Mike Satterlee, ¶¶ 8-18

Infinity Phone System – NOVO 1, Waukesha, WI Center



Source: Declaration of Deborah Ulriksen, ¶¶ 3-8

Timeclock Stations – Budco, Highland Park, MI Center



Sources: Declaration of Jody Pickens, ¶¶ 21-24