

AGREEMENT BETWEEN
VERIZON PENNSYLVANIA LLC
VERIZON SERVICES CORP.
VERIZON CORPORATE SERVICES CORP.

AND

COMMUNICATIONS WORKERS OF AMERICA,
AFL-CIO

On Behalf of Its Affiliated Local Union

PENNSYLVANIA TELEPHONE GUILD
COMMUNICATIONS WORKERS OF AMERICA
AFL-CIO
LOCAL 13500

September 27, 1944

As Last Amended

JUNE 17, 2016

This amended Agreement includes the provisions of the following agreements:

<u>Date of Execution</u>	<u>Date Effective</u>		<u>Date of Termination</u>
	<u>Other</u>	<u>Wages</u>	
8/16/80	8/10/80	8/10/80 8/ 9/81 8/ 8/82	8/ 6/83
8/23/83	8/7/83	8/24/83 8/ 5/84 8/ 4/85	8/ 9/86
8/14/86	8/10/86	8/10/86 8/ 9/87 8/ 7/88	8/ 5/89
8/28/89		8/ 6/89 8/ 5/90 8/ 4/91	8/ 8/92
8/28/92		8/ 9/92 8/ 8/93 8/ 7/94	8/ 5/95
1/25/96		12/31/95 12/29/96 12/28/97	8/ 8/98
8/11/98		8/ 9/98 8/ 8/99	8/ 5/00
8/23/00		8/ 6/00 8/ 5/01 8/ 4/02	8/ 2/03
9/5/03		8/ 3/03 8/ 1/04 8/ 7/05 8/ 6/06	
8/10/08		8/ 5/07 8/3/08 8/2/09	8/ 2/08
10/19/2012		8/1/10 10/21/12 8/4/13	8/6/11
6/17/2016		8/3/14 6/19/16 6/18/17 6/17/18 6/16/19	8/1/2015 8/3/2019

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ARTICLES OF AGREEMENT

THIS AGREEMENT, entered into at Philadelphia, PA, on May 29, 2016 between VERIZON PENNSYLVANIA LLC, a corporation organized under the laws of the Commonwealth of Pennsylvania, VERIZON SERVICES CORP. (herein collectively called the “Company”) and the COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO, on behalf of its affiliated Local Union PENNSYLVANIA TELEPHONE GUILD, COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO, LOCAL 13500, an unincorporated association, (herein called the “Union”);

WHEREAS, on September 27, 1944, the Company and the Union entered into an Agreement with respect to terms and conditions of employment, which Agreement, as amended, was subject to termination on - August 1, 2015, as provided in Article 34 thereof; and

WHEREAS, the Company and the Union recognize the importance of maintaining and promoting equitable and harmonious industrial relations and achieving a high level of productivity and efficiency;

NOW THEREFORE, the parties agree that the Agreement of September 27, 1944, as amended, shall be further amended in accordance with the following:

ARTICLE 1
DEFINITIONS

1.01 The “Company” means Verizon Pennsylvania Inc., formerly known as Bell Atlantic - Pennsylvania, Inc. and The Bell Telephone Company of Pennsylvania, or Verizon Services Corp., formerly known as Bell Atlantic - Network Services, Inc.

1.02 The “Union” means the Pennsylvania Telephone Guild, Communications Workers of America, AFL-CIO, Local 13500.

1.03 “Employee” means an employee in any of the occupations listed in Section A16 of Exhibit A who is employed in any of the following organizations:

- (a) Residence Sales and Service Centers
- (b) General Business Centers
- (c) Large Business Centers
- (d) Receivables Management Collection Centers
- (e) Unlawful Call Center
- (f) Public Communications
- (g) Access Customer Service Center
- (h) Carrier Account Team Center
- (i) Direct Marketing Center
- (j) Customer Care Installation Center (CCIC)

(It is understood that the foregoing is intended not to omit any work groups of employees represented by the Pennsylvania Telephone Guild, Communications Workers of America, AFL-CIO, Local 13500, as encompassed by the list of organizations set forth in Section 1.03 of the 1998 agreement).

1.04 The “basic weekly wage rate” is the amount paid “Full-Time Employees” for a “normal work week” of 37 1/2 hours. It does not include extra payments for non-scheduled hours of work or for work on Holidays or Sundays.

1.05 A “Zone” or “Payroll Location” is one of the cities or towns set forth in the list of Zone Assignments contained in Exhibit C of this Agreement.

- 1.06 Any provision of this Agreement which refers to an organizational or operating unit of the Company shall apply to such unit as may be established by the Company from time to time during the term of this Agreement.
- 1.07 Any provision of this Agreement which refers to a Company Supervisor by title shall be deemed to include any comparable or acting Company Supervisor having authority over the matter involved.
- 1.08 Whenever this Agreement requires any written notice, reply, etc., to be submitted within a specified time, such time requirement shall be deemed met if the instrument is addressed to the person specified in the Agreement and mailed within the time set forth.
- 1.09 The use of the masculine or feminine gender in this contract shall be construed as including both genders and not as sex limitations unless the contract clearly requires a different construction.

ARTICLE 2 RECOGNITION

- 2.01 The Company recognizes the Union as the exclusive representative of the employees for the purpose of collective bargaining with respect to rates of pay, wages, hours of employment and other conditions of employment.
- 2.02 Employees assigned "confidential" titles shall not hold membership in or be represented by the Union. These titles shall not be assigned to more than twenty employees at one time.
- 2.03 Confidential employees must be assigned to management employees, at third tier or higher, who are directly involved in determining and effectuating labor relations policies. In addition, the assignment of confidential titles shall be held to a maximum of one title for those third tier supervisors who have bargaining unit employees in their group. Where two or more such third tier supervisors are located in the same building or within reasonably close proximity, one confidential title may be utilized for all of the third tier supervisors concerned.

2.04 Each employee who, as of the effective date of this Article, is doing confidential work and whom the Company wishes to classify as confidential employee will be so advised and will be given a job of comparable status and pay if the employee desires to remain a member of the Union. The Company will not discriminate against any employee because of any choice made by the employee under this Article. Any charge that the Company has discriminated because of a choice made under this Article shall be reviewed in accordance with Article 13.

ARTICLE 3 DEDUCTION OF UNION DUES PAYMENTS

3.01 The Company will deduct Union membership dues or an amount equal to the periodic dues applicable to members, from the weekly wages or sickness or accident disability benefits of any employee, upon written authorization signed by the employee, and will pay over to the designated representative of the Union the amount thus deducted until the authorization is revoked by the employee in writing, or until the employee is formally separated from the bargaining unit. Formal separation includes transfers out of the bargaining unit and removal from the payroll of the Company. Deductions shall be reinstated within 30 days following the employee's return to the bargaining unit, provided a new authorization is submitted.

For purposes of this Section, leaves of absence not exceeding one year will not be considered as formal separations from the bargaining unit.

3.011 In the event an employee is suspended or discharged and subsequently receives back pay either in a settlement of the grievance by the Company and the Union or in an arbitration or mediation between the Company and the Union over the suspension or discharge, the Company agrees that, to the extent permitted by law, it will deduct from the grievant's back pay, Union dues or an amount equal to periodic dues and forward this amount to the Union. In order for this deduction to be made, in

suspension cases the grievant must have on file a signed, written authorization consenting to the deduction of Union dues or an amount equal to periodic dues and in discharge cases the grievant must sign a new written authorization consenting to the deduction of Union dues or an amount equal to periodic dues.

- 3.02 Deductions as authorized by employees will be made weekly except that no deduction for Union membership dues will be made if, in the payroll week, the wages or sickness or accident disability benefits due such employee are less than the amount of all deductions authorized for the employee.
- 3.03 The Company will forward to the Union the weekly amount deducted, together with supporting information as agreed to by Company and Union.

ARTICLE 4
ABSENCE FOR UNION BUSINESS

- 4.01 Employees who are elected Representatives of the Union, or who are members of the Union acting in place of elected Representatives, will be excused without pay or given leave of absence, to attend solely to the business of the Union to the extent that the Company determines that service requirements permit.
- 4.02 Union officials other than full-time Union officials will be excused during each year the Agreement is in effect as follows:

4.021

<u>Title</u>	<u>Cumulative Total of Excused Scheduled Time</u>
Local President	140 Days
Executive Secretary-Treasurer	140 Days
Executive Vice President	135 Days
Division Secretary-Treasurer	120 Days
Other Elected Representatives	30 Days

- 4.022 Requests for excused absence shall be made as far in advance as possible, ordinarily not less than two days, exclusive of Sunday, to the employees' immediate supervisor.
- 4.023 A single period of excused absence shall not exceed thirty consecutive calendar days.
- 4.024 No change in an employee's basic wage rate shall be made during a period of excused time.

4.03 A leave of absence will be required:

- (a) For Union officials who are on full time Union business.
- (b) If an absence is to exceed thirty consecutive calendar days.
- (c) If during any Agreement period the total excused absence for any Union official exceeds the time specified in Subsection 4.021.

4.031 Leave of absence shall include any period of Excused Scheduled Time taken under 4.021 in the agreement year in which the leave of absence is granted.

4.032 Requests for leave of absence shall be made as far in advance as possible, ordinarily not less than eight days, exclusive of Sunday, to the employee's immediate supervisor.

4.033 The total number of employees on leave of absence for Union business shall not exceed 12 at any one time.

4.034 There shall be no limitation on the total cumulative period of leave of absence for Union business for an employee. Service credit will not be given for leave of absence for Union business prior to August 7, 1983; however, service credit will be given for leave of absence for Union business subsequent to August 7, 1983.

4.04 Leaves of absence will be granted during the life of the Agreement. During any such Leaves of Absence the employee shall be entitled to Death Benefits.

During any period of leave of absence as required by Section 4.03, the employee shall pay the premiums for the Dental Expense Plan, Vision Care Plan, Supplementary Group Life Insurance Program and Dependent Group Insurance Plan. The Company shall pay the premiums for the Basic Group Life Insurance Plan, and will pay the same amount towards the employee's (single or family) coverage under the Medical Expense Plan as the Company would have paid if the employee had remained on the active payroll.

4.05 Employees, upon return from a leave of absence, shall be reinstated to their former occupation. However, if a leave of absence has lasted more than thirty (30) days and the conditions have so changed that reinstatement to their former job is impractical, they will be assigned to work generally similar to that in which they were engaged prior to their absence, subject, however, to the provisions of this Agreement relating to layoffs. They will be placed on the payroll at the rate received when such absence began, adjusted for any general increase in wages made during the period of absence.

4.06 The leave of absence shall cease if the Union notifies the Company that the employee on leave is no longer authorized to transact business for the Union.

ARTICLE 5
PROMOTIONS AND TRANSFERS OF UNION
REPRESENTATIVES

5.01 The Company will give the President of the Union written notice of its intent to promote, transfer or temporarily assign a Union Representative under any of the following conditions:

5.011 The promotion or transfer will formally separate the individual from the bargaining unit.

- 5.012 The promotion, transfer or temporary assignment will affect the employee's status as a Union Representative and move the individual to another building for longer than six weeks.
- 5.013 The promotion, transfer or temporary assignment will affect the employee's status as a Union Representative and move the individual to another location in the same building for more than six months.
- 5.02 If the Union objects in writing within two weeks after the notification, the Company will not make the intended promotion, transfer or temporary assignment. The failure of the Union to so object will constitute its approval.
- 5.03 The Union will advise the Company in writing not later than the first day of January of each year of the names of its Representatives, and will further advise the Company of any changes in its representatives during the ensuing twelve-month period. Failure of the Union to notify the Company that an employee is a representative will relieve the Company from the provision of this Article as to that employee.

ARTICLE 6 BULLETIN BOARDS

- 6.01 The Union may erect bulletin boards at its own expense at premises occupied by the Company. The location, number and construction of such bulletin boards will be subject to the approval of the third tier supervisor for the district involved. The Union will not post on the bulletin boards any matter deemed objectionable by the Company. In the event a second tier supervisor responsible for the location at which the matter is posted, or any higher ranking supervisor of the Company, complains to the President of the Local of the Union or to any other representative of the Union that the matter posted is objectionable, the Union will immediately remove such material. If a representative of the Union is not so available, the Company shall have the right to immediately remove the objectionable material.

ARTICLE 7
WAGES

- 7.01 The wages to be paid to Full-Time Employees, the additional wage increases to be granted during the life of this Agreement, and the times at which such additional wage increases will be granted, are set forth in Exhibit C attached to and made part of this Agreement.
- 7.02 The Company will not, except as a result of the application of Article 9, Section 9.08, or the application of the Notes for Wage Increase Schedule Administration set forth in Exhibit C, reduce the basic weekly wage rate of any Full-Time Employee below the highest basic weekly wage rate received by the employee at any time during the period of this Agreement.
- 7.03 If the Company establishes a new location for an existing occupation, it will notify the Union of the action taken. The notice will be given in advance wherever reasonably possible. If the basic weekly wage rate established by the Company is unsatisfactory to the Union, the Company within thirty (30) days after notice by the Union will meet and negotiate the proper weekly wage rate.

ARTICLE 8
WORKING CONDITIONS

- 8.01 The "Working Conditions," marked Exhibit A, attached hereto, are incorporated as part of this Agreement and will continue in effect during the period covered by this Agreement.

ARTICLE 9
LAYOFFS AND PART-TIMING MADE NECESSARY BY
REDUCTION IN THE VOLUME OF WORK

- 9.01 Reduction in work time may be accomplished by part-timing, or layoffs, or a combination of the two. The Company will determine the necessity for reductions in work time, the amount of the reductions and the zones and occupations to be affected. This Article shall not apply to any reduction in work time or to any reduction in the work force caused by emergency conditions, resulting in temporary furloughs.
- 9.02 As used in this Article “service” means the period of time since the Verizon service date, which date appears on the Company’s records for each employee, and in addition, in the case of an employee taken over from another telephone company at the time of either the purchase of the physical property of such other company by the Company or the consolidation or merger of such other company with the Company, it includes continuous service with such other company immediately prior to service with the Company which has not already been included in determining the employee’s Verizon service date.
- 9.03 As used in this Article, a “Service Group” consists of all employees in any one occupation in a zone, listed in Section C4.00 of this Agreement, whose service, as defined in Section 9.02, began in a particular calendar year. Service Groups are designated by numbers, No. 1 consisting of employees whose service began in the current year, No. 2 consisting of those whose service began in the preceding calendar year, etc.
- 9.04 The Company, without giving notice to the Union, may:
- 9.041 Lay off Occasional, Term and Temporary Employees, without regard to their service.

9.05 *General Layoffs*

- 9.051 If the procedure under Section 9.04 does not reduce the work time in an occupation in a zone to the extent that the Company thinks is necessary, the Company will give at least 40 days written notice to the President of the Union of its intention of further reducing work time by part-timing, or layoffs, or both. During the period of this notice, the Company will discuss with the Union the proposed plan for work reduction and the Company will give consideration to the suggestions offered by the Union before arriving at the final decision as to the method to be pursued.
- 9.052 When employees are to be laid off in any occupation in any zone, they will be laid off to the extent necessary in the following order:
- (a) Occasional and Temporary Employees.
 - (b) Term Employees, without regard to their service.
 - (c) Service Groups 1 and 2 in numerical order, all employees in each Service Group being considered as having the same service.
 - (d) Remaining employees in inverse order of seniority. The Company may retain, without regard to seniority, up to 5% of the number of employees in each of the Service Groups 3 through 15.
- 9.053 The President of the Union will be notified, in writing, of the names of the employees retained under the retention provision of this Section. The employees retained under the provisions of Section 9.052(d) will not be transferred or laid off in order to avoid transferring or laying off employees with greater service.

9.06 *Layoff Allowances*

- 9.061 Each employee laid off will be paid a layoff allowance in accordance with the provisions of this Section except for the following employees:
- (a) "Temporary" or "Occasional" employees, as defined in Exhibit A of this Agreement.
 - (b) Term Employees, as defined in Exhibit A of this Agreement.

- (c) Employees who are offered and refuse employment in a related or reasonably equivalent occupation and within a reasonable commuting distance. If the increased distance between the proposed place of employment and the employee's home is less than 35 road miles, then the assignment shall be considered as within a reasonable commuting distance for purposes of this subsection. Road miles are determined by the shortest of the more commonly traveled routes between the locations involved.

- 9.062 An employee with five years' service or less will be paid one week's pay for each year of service.
- 9.063 An employee with more than five, but not more than ten years' service will be paid one week's pay for each of the first five years and two weeks' pay for each year thereafter.
- 9.064 An employee with more than ten, but not more than fifteen years' service will be paid one week's pay for each of the first five years, two weeks' pay for each of the next five years, and three weeks' pay for each year thereafter.
- 9.065 An employee with more than fifteen years of service will be paid one week's pay for each of the first five years, two weeks' pay for each of the next five years, three weeks' pay for each of the next five years, and four weeks' pay for each year thereafter.
- 9.066 For this purpose, service shall be counted from the employee's Verizon service date, and in computing such years of service a fraction amounting to less than six months will be disregarded, and a fraction amounting to six months or more will be considered as a full- year.

- 9.067 A week's pay for a Regular Full-Time Employee will be at the employee's basic weekly wage rate. A week's pay for a Regular Part-Time Employee engaged or re-engaged prior to January 1, 1981, will be the employee's average weekly earnings, exclusive of compensation for any overtime worked or premium paid, during the last three months prior to layoff. A week's pay for a Regular Part-Time Employee engaged or re-engaged after January 1, 1981, will be based on the employee's "part-time equivalent work week", in accordance with the provisions of Subsection A12.05. Each employee laid off will be paid for any unused vacation to which the employee may be entitled.
- 9.068 If an employee who has received a layoff allowance is re-hired and the number of weeks since the date of the layoff is less than the number of weeks of allowance paid, less vacation pay, if any, the amount paid to the employee for the excess weeks shall be refunded to the Company and withheld at the rate of ten percent per week of the employee's basic weekly wage rate.
- 9.07 Before offering employment to new employees in an occupation in an Area as defined in C4.00, the Company will offer employment to former employees who were laid off in such occupation in such Area in seniority order, provided that the employees have not been laid off for more than three years, and further provided that an employee rejecting an offer of Regular employment in such occupation in the same classification (Full- or Part-Time) as was held by the employee at the time of layoff will forfeit all further rights of recall under this section. In the event that a former employee accepts an offer of employment made pursuant to this section which would involve a relocation of the employee's residence, all expenses associated with any such relocation shall be borne by the employee.
- 9.071 This offer shall be made in writing and sent by certified mail to the last known address of the employee and a copy furnished to the Union.

9.072 Such former employee will be employed if the former employee can meet the requirements of the available job, and if the former employee responds within ten days from the date the written offer of employment was mailed and is available for duty within fourteen days from the date the written offer of employment was mailed. However, in the event that the distance between the location of the employment offered and the home of the former employee exceeds the distance between the former work location and the home by thirty five road miles or more, as determined in accordance with A6.051, such former employee will be employed if the former employee can meet the requirements of the available job, and if the former employee responds within ten days from the date the written offer of employment was mailed and is available within twenty one calendar days from the date the written offer of employment was mailed. Furthermore, in the case of an emergency, employment may be given for the duration of the emergency to any applicant who can meet the requirements of the available job.

9.073 This Section shall not restrict the Company from placing on the Company payroll employees taken over from other telephone companies at the time of either the purchase of the physical properties of such other companies or of the consolidation or merger of such other companies with the Company.

9.08 For the employees who are part-timed the number of hours constituting the “normal work week” or the “normal work day” will be reduced by the extent of the part-timing and the provisions of Exhibit A regarding the scheduling of work time will be modified accordingly. Payments to such employees for time worked or for time not worked, will be at the employee’s basic weekly wage rate reduced by the then current degree of part-timing. Vacation payments will be computed at the employee’s basic hourly wage rate on the basis of the average number of normal work week hours scheduled per week during the first four weeks of the six-week period immediately preceding the part-timing.

ARTICLE 10
PENSIONS AND BENEFITS

10.01 During the life of this Agreement the Company will not:

10.011 Make any change in the “Verizon Pension Plan” or the “Verizon Sickness and Accident Disability Benefit Plan” which would reduce or diminish the benefits or privileges provided by the Plans for employees within the bargaining unit without the agreement of the Union.

10.012 Make any change in the Plans which would increase or enlarge the benefits or privileges provided by the Plans for employees within the bargaining unit without notice to the Union and an offer to bargain during the thirty days following such notice.

10.02 Any claim that this Article has been violated may be submitted to arbitration under Article 14 of this Agreement. A claim of an employee within the bargaining unit that he has been deprived of any benefits or privileges to which he is entitled under the Plans may be processed as a grievance under the provisions of Article 11 of this Agreement. However, nothing in this Agreement shall be construed to subject the provisions of the Plans or their administration or the terms of a proposed change to arbitration.

ARTICLE 11
PROCEDURE FOR ADJUSTING GRIEVANCES

11.01 As a general practice, it is desirable that grievances be first discussed between the employee or employees involved and the immediate supervisor. If the matter cannot be suitably adjusted in this manner, it will be reviewed by a Representative or Representatives of the Union and the immediate supervisor. For any grievance to be reviewed under this Article, it must be presented within 30 days from the time the employee has knowledge of the act which is the basis of the disagreement.

- 11.011 If the grievance is not satisfactorily adjusted within 7 calendar days after it is heard by the immediate supervisor, the Union may appeal it to the next higher step in the grievance procedure. Any extension in the time frame must be mutually agreed upon.
- 11.02 At the second step of the grievance procedure the Union shall present the grievance to the third-tier supervisor. This second step shall be the final step when the grievance involves the issue of discipline without proper cause.
- 11.021 If the grievance does not involve discipline and is not satisfactorily adjusted within 14 calendar days from the date the grievance was heard at this step, the Union may appeal to the third step in the grievance procedure. Any extension in the time frame must be mutually agreed upon.
- 11.03 If the matter is not satisfactorily resolved at the second step and the grievance does not involve discipline, the Union shall present the grievance directly to the Labor Relations Director designated to hear such grievances. This third step shall be the final step when the grievance does not involve the issue of discipline without proper cause.
- 11.04 The parties may agree to waive any prior step of the grievance procedure, but in no event shall the final step be omitted or waived in either disciplinary or non-disciplinary cases. Decisions at the final step shall be rendered within 14 calendar days of the grievance meeting(s). Any extension in the time frame must be mutually agreed upon.
- 11.041 At all steps the Union shall have 14 calendar days to notify the Company the grievance is being advanced to the next higher step after receiving a response from the Company, or after the Company's time period for responding has elapsed and an extension has not been mutually agreed upon.
- 11.05 Nothing in this Agreement shall, in any manner, affect the right of an individual employee or group of employees to present grievances to the Company under Section 11.01 nor affect the rights of the Union under the National Labor Relations Act as amended.

ARTICLE 12
DEMOTIONS FOR MISCONDUCT,
DISCHARGES AND SUSPENSIONS

- 12.01 The Company will not demote for misconduct, discharge or suspend an employee without proper cause. Any question as to whether an employee has been demoted for misconduct, discharged or suspended without proper cause shall be reviewed in accordance with Section 12.02 or 12.03 of this Article, whichever is applicable.
- 12.02 In the event the Union, within 30 calendar days from the date of a demotion for misconduct, a discharge or a suspension of an employee with less than nine months of continuous service, charges that such employee has been demoted for misconduct, discharged or suspended without proper cause, the complaint shall be reviewed in accordance with the provisions of Article 11, but is not arbitrable.
- 12.03 In the event the Union, within 30 calendar days from the date of a demotion for misconduct, a discharge or a suspension of an employee with nine months of continuous service or more, charges that such employee has been demoted for misconduct, discharged or suspended without proper cause, the complaint shall be reviewed in accordance with the provisions of Article 11. If the controversy is not adjusted to the mutual satisfaction of the Union and the Company when processed under that Article, either party, no later than thirty days from the end of such process, may submit the question as to whether the employee was demoted for misconduct, discharged or suspended without proper cause to arbitration as provided in Article 15 of this Agreement. For a demotion for misconduct, discharge or suspension to be reviewed under this Article, all steps must be taken within the time specified unless an extension of the time frame is mutually agreed upon.
- 12.04 Awards shall be retroactive to the extent provided in Article 25 of this Agreement.

ARTICLE 13
DISCRIMINATION

- 13.01 The Company will not discriminate in any manner against any member of the Union because of membership in or activity on behalf of the Union.
- 13.02 In the event the Union charges in writing discrimination against any employee under Section 13.01 of this Article, the charge will be reviewed in accordance with the provisions of Article 11, provided that the charge is made within thirty days from the time the employee has knowledge of the alleged act of discrimination. If the controversy is not adjusted to the mutual satisfaction of the Union and the Company when processed under that Article, either party, no later than thirty days from the end of such process, may submit the question as to whether the employee was discriminated against to arbitration as provided in Article 15 of this Agreement. For charges of discrimination to be reviewed under this Article all steps must be taken within the times specified unless an extension of the time frame is mutually agreed upon.
- 13.03 Awards shall be retroactive to the extent provided in Article 25 of this Agreement.
- 13.04 Nothing in this Article shall preclude the Union from exercising any rights given to it or its members by law.

ARTICLE 14
INTERPRETATION AND PERFORMANCE

- 14.01 If, at any time a controversy should arise between the Union and the Company regarding the meaning of any provision of this Agreement, or regarding a claim that either party hereto has not fulfilled its commitments thereunder, the controversy may be presented for review by either party, within thirty days of the time the controversy arises, in accordance with the provisions of Article 11. If the

controversy is not adjusted to the mutual satisfaction of the Union and the Company when processed under that Article, either party, no later than thirty days from the end of such process, may submit the question under dispute to arbitration as provided in Article 15 of this Agreement. For a question of interpretation or performance to be reviewed under this Article, all steps must be taken within the times specified unless an extension of the time frame is mutually agreed upon.

14.02 Awards shall be retroactive to the extent provided in Article 25 of this Agreement.

ARTICLE 15 ARBITRATION

15.01 There shall be arbitrated only the matters specifically made subject to arbitration in Article 10; Article 12, Section 12.03; Article 13, Section 13.02; and Article 14, Section 14.01.

15.02 The procedure for arbitration is set forth in Exhibit B attached to and made a part of this Agreement. In making an award the Arbitration Board may not add to, subtract from, modify or disregard any contract provision. In no way shall this detract from the right of the Arbitration Board to interpret the meaning and application of any contract term in which the parties hereto are in dispute as to such meaning and application.

ARTICLE 16 AMENDMENTS

16.01 The entire understanding between the parties is set forth completely in this Agreement and the Exhibits attached thereto. Any amendment to this Agreement or any interpretation of the true intent and meaning of the provisions of this Agreement will be committed to writing and signed by the duly authorized representatives of the parties.

ARTICLE 17
FEDERAL OR STATE LAWS

- 17.01 Should any valid Federal or State Law, or the decision of any Court of competent jurisdiction, if final after appeal or otherwise, affect any provision of this Agreement, the provision or provisions so affected will be construed as having been changed to conform to the law or decision, and the other provisions of this Agreement will continue in full force.

ARTICLE 18
STRIKES AND LOCKOUTS

- 18.01 The Company and the Union, respectively agree that there shall be no lockouts by the Company and no strikes, quitting, suspension, retarding or stoppage of work by any employee or employees or any action by the Union to that end at any time while this Agreement is in effect.

ARTICLE 19
PERMANENT TRANSFER OF EMPLOYEES

- 19.01 The Company has the right to permanently transfer employees to the same occupation within any payroll location or from one payroll location to another, or from one occupation to another in the same or another payroll location, and to determine the number of employees to be transferred, the occupations and payroll locations involved, the qualifications required and which employees have such qualifications.
- 19.02 Before permanently transferring any employee from one payroll location to another, or from one occupation to another, where the transfer would necessitate a move of the employee's residence, the Company will give the employee thirty days' prior notice. If the transfer would not require a move of the employee's residence, the Company will give the employee at least ten days' prior notice.

19.03 When, because of force requirements, an employee is to be permanently transferred, either from an occupation in one payroll location to the same occupation in another payroll location, or from one occupation to another occupation with the same or lower maximum wage rate in the same or another payroll location, the Company will transfer from the occupation and payroll location from which the transfer is to be made the employee with the least service who, in the judgment of the Company, is qualified to fill the job and can be transferred without injuring the Company's ability to render telephone service.

19.031 At the option of the Company, the employees with the least service need not be transferred if another qualified employee requests to be transferred, or if the Company offers the job to an employee other than the one with the least service and such employee accepts the offer. Where more than one qualified employee requests to be transferred, the Company will usually select the employee with the most service.

19.032 "Service" as used herein means service as defined in Section 9.02. In Service Groups 1 and 2, all employees in an occupation in each Service Group will be considered as having the same service for the purpose of this Section 19.03.

19.033 In Philadelphia and Pittsburgh, the provisions of this Section 19.03 shall be applied on a "district" rather than a "payroll location" basis.

For the purpose of this provision, Philadelphia districts shall include the territories within the present boundaries of the City of Philadelphia and the territories served by the Melrose exchange. Pittsburgh districts shall include the territories within the present boundaries of the City of Pittsburgh and the territories served by the 241, 242, 243, 244, 247, 256, 371, 731 exchanges (Wilksburg); 271, 273, 351, 636 exchanges (Braddock); and 461, 462, 464 exchanges (Homestead).

19.034 For a period of one year after his reinstatement in the Company, an employee who has been on military leave of absence may be exempted from the seniority provisions of Section 19.03 at the discretion of the Company.

19.035 An employee taken over from another telephone Company by reason of the purchase of the physical properties of such other company or the consolidation or merger of such other company with the Company shall not be subject to seniority provisions of Section 19.03 until such time as he shall have received his regular assignment with the Company.

19.036 When, under the provisions of this Article, an employee is forced to transfer in title or to a different title with the same or lower maximum wage rate for force adjustment reasons, and a move of residence is not necessary, the Company, before filling any available opening in the employee's title or former title at the old or new location, will, for a period of one year from date of transfer, offer the transferred employee the opportunity to return to the former title and/or location.

When an employee is forced to transfer to a different title with the same or lower maximum wage rate for force adjustment reasons and a move of residence is involved, before filling any available job in the former title at the new location, the Company will, for a period of three years, offer the transferred employee, the opportunity to return to the former title.

Opportunities under the provisions of this subsection will not be offered to an employee who voluntarily transfers or to an employee transferred because of inability to adequately perform in a particular job.

An employee rejecting an initial opportunity to return to the former title and/or location will forfeit all return rights under this subsection.

ARTICLE 20
TEMPORARY TRANSFERS

- 20.01 The Company has the right to temporarily transfer employees to the same occupation within any payroll location or from one payroll location to another, or from one occupation to another in the same or another payroll location, and to determine the number of employees to be transferred, the occupations and payroll locations involved, the qualifications required and which employees have such qualifications.
- 20.02 When an employee is temporarily transferred to the same occupation in another payroll location, or from one occupation to another with the same or lower maximum wage rate either in the same or a different payroll location, the employee will be temporarily transferred in accordance with the following:
- 20.021 In selecting employees, the Company will give first consideration to volunteers. The needs of the business and the qualifications and training of the employees shall be controlling. Should more qualified employees volunteer than are needed, the Company will select the employee or employees to be transferred.
- 20.022 The Company, consistent with the needs of the business, will endeavor to schedule a temporarily transferred employee to work at his normal payroll location on his last day of work preceding and the first day of work following a vacation, should he so request.
- 20.023 Temporary transfers are not intended to last more than six months. The Company will review with the employee and the Union any case where an employee has been working on such a temporary assignment for six consecutive months. At the termination of a temporary transfer the employee temporarily transferred will generally be returned to his regular location and occupation.
- 20.024 The Company, consistent with the needs of the business and the qualifications and training of employees, will consider rotating temporary transfers among employees.

20.025 In Philadelphia and Pittsburgh, the provisions of Section 20.02 shall be applied on a “district” rather than a “payroll location” basis.

For the purpose of this provision, Philadelphia districts shall include the territories within the present boundaries of the City of Philadelphia and the territories served by the Melrose exchange. Pittsburgh districts shall include the territories within the present boundaries of the City of Pittsburgh and the territories served by the 241, 242, 243, 244, 247, 256, 371, 731 exchanges (Wilksburg); 271, 273, 351, 636 exchanges (Braddock); and 461, 462, 464 exchanges (Homestead).

20.03 If either party, within thirty days of the alleged improper action, charges in writing that the other party has not acted in accordance with the provisions of this Article, the controversy may be submitted to arbitration under Article 14 of this Agreement. In the event that the Union charges violation of Section 20.02, the only question that may be submitted to arbitration is whether the Company acted in good faith in transferring the particular employee.

ARTICLE 21
INCOME SECURITY PLAN
ENHANCED INCOME SECURITY PLAN

21.01 If during the term of this Agreement, the Company notifies the Union in writing that technological change (defined as changes in equipment or methods of operation) has or will create a surplus in any job title in a work location which will necessitate lay-offs or involuntary permanent reassignments of regular employees to different job titles involving a reduction in pay or to work locations requiring a change of residence, or if a force surplus necessitating any of the above actions exists for reasons other than technological change and the Company deems it appropriate, regular employees who have at least one (1) year of net credited service may elect, in the order of seniority, and to the extent necessary to relieve the surplus, to leave the service of the Company and receive Income Security Plan (ISP) and if applicable, during the term of this agreement, Enhanced Income Security Plan (Enhanced ISP) benefits described in this Section, subject to the following conditions:

- (a) The Company shall determine the job titles and work locations in which a surplus exists, the number of employees in such titles and locations who are considered to be surplus, and the period during which the employee may, if he or she so elects, leave the service of the Company pursuant to this Section. Effective until August 8, 1998, the Company will offer Enhanced ISP in the circumstances described in Subsection 21.02 (a) of this Section and may also offer Enhanced ISP in other circumstances if they choose to do so. The Company may limit acceptances to the number of surplus and this Enhanced ISP offer would be in lieu of obligations, if any, the Company may have to offer regular ISP. Neither such determinations by the Company nor any other part of this article shall be subject to arbitration.
- (b) The number of employees who may make such election shall not exceed the number of employees determined by the Company to be surplus.
- (c) An employee's election to leave the service of the Company and receive ISP or Enhanced ISP payments must be in writing and transmitted to the Company within thirty (30) calendar days from the date of the Company's offer in order to be effective and it may not be revoked after such thirty (30) calendar day period.

21.02 *ISP Termination Allowance*

- (a) For an employee who so elects in accordance with this Section, the Company will pay an ISP Termination Allowance of One Thousand and One Hundred Dollars (\$1,100.00), less withholding taxes, for each completed year of net credited service up to and including thirty (30) years, for a maximum of Thirty Three Thousand Dollars (\$33,000.00) prior to withholding taxes. Furthermore, prior to proceeding to a layoff resulting from a surplus in any particular title, location, and work group, the Company will offer an Enhanced ISP Termination Allowance equal to two (2) times the normal ISP Termination Allowance (e.g., up to a maximum of \$66,000) in the surplus title and location.

- (b) If the total amount of the ISP or Enhanced ISP Termination Allowance prior to deductions for taxes does not exceed Ten Thousand Dollars (\$10,000.00), that allowance shall be paid in a single lump sum within thirty (30) calendar days after the employee has left the service of the Company.
- (c) Except when (b) above applies, an employee may select one of the following irrevocable payment options:
 - (i) Forty-eight (48) monthly payments beginning the month following the month in which the employee leaves the service of the Company. Employees who elect this option and are within forty-eight (48) months of their sixty-seventh (67th) birthday will be paid their monthly payments over the months remaining up to their sixty-seventh (67th) birthday.
 - (ii) Half of the ISP or Enhanced ISP Termination Allowance prior to deductions for taxes, in a lump sum, with the remaining half paid in forty-eight (48) monthly payments as described in (i) above. Such lump sum payments shall be paid within thirty (30) calendar days after the employee has left the service of the Company.

21.03 In addition to the ISP or Enhanced ISP Termination Allowance, for an employee who so elects to leave the service of the Company in accordance with Subsection 21.01 above, the Company, as an ISP or Enhanced ISP Expense Allowance, will reimburse the employee for actual expenses incurred for relocation costs, tuition or training costs, or job placement expenses related to seeking other employment, or any combination thereof, up to an amount not to exceed Seven Hundred Fifty Dollars (\$750.00) for each year of net credited service (prorated for any partial year of service) to a maximum of Three Thousand Seven Hundred Fifty Dollars (\$3,750.00). Any such expenses for which reimbursement will be made must be approved by the Company prior to being incurred and must be incurred within one (1) year from the date of termination of employment except that reimbursement for tuition or training costs will be made for such expenses incurred within two (2) years from the date of termination of employment.

21.04 The years of net credited service in determining the ISP or Enhanced ISP Termination Allowance and the ISP or Enhanced ISP Expense Allowance shall be prorated for any period of time during which an employee is (was) employed on a part-time basis in the same manner as net credited service is prorated based on part-time hours pursuant to the Verizon Pension Plan.

21.05 *Repayment of ISP or Enhanced ISP Termination Allowance*

If the recipient of an ISP or Enhanced ISP Termination Allowance is reemployed within forty-eight (48) months by the Company or by an affiliate or subsidiary company within the Verizon Services Group, ISP or Enhanced ISP termination allowance payments will cease. If the termination allowance was being paid in forty-eight (48) monthly payments (with no lump sum), no repayment is required. If the employee received a lump sum, or a partial lump sum and monthly payments, the employee will repay the excess over what he or she would have received if payments had been made under the forty-eight (48) monthly payment schedule. Such repayment will be made through payroll deduction in each payroll period at the rate of ten percent (10%) of the employee's basic weekly wage.

ARTICLE 22
PROMOTIONS

22.01 The Company will consider many factors including seniority, job performance, health, attendance record and experience in determining employees' qualifications for temporary or permanent promotion within the bargaining unit. Seniority will prevail when other qualifications are substantially equal.

22.02 The Union may call to the Company's attention particular employees whose seniority it believes warrants recognition. The Company will give consideration to such employees, along with others, provided the individual employee so wishes.

22.03 The employee's Supervisor, if requested by an unsuccessful aspirant to a job, will inform such employee of the reasons why the employee was not selected.

- 22.04 If the Union claims that a promotion violates this Article because it was not given to the applicant with the most seniority, such claim may be grieved and then submitted to arbitration pursuant to Section B1. Any Union representing a Company employee may be a party to the arbitration. In such event, the Company must be shown to have acted arbitrarily or in bad faith. The Union will limit the scope of arbitrability under this Article to seniority and the issue of qualifications being substantially equal.
- 22.05 This Article is not intended to detract from the Union's right to arbitrate under Articles 19 and 20.

ARTICLE 23
AGENCY SHOP

- 23.01 All employees, except occasional employees, who are members of the Union or who are obligated to tender to the Union amounts equal to periodic dues on the effective date of this Agreement, or who later become members, and all employees, except occasional employees, entering into the bargaining unit on or after the effective date of this Agreement, shall as a condition of employment pay or tender to the Union amounts equal to the periodic dues applicable to members from such effective date or, in the case of such employees, entering into the bargaining unit after the effective date, on the thirtieth day after such entrance, until the termination of this contract.
- 23.02 The condition of employment specified above shall not apply during periods of formal separation(*) from the bargaining unit by any such employee but shall reapply to such employee on the thirtieth day following his return to the bargaining unit.

(*) The term "formal separation" includes transfers out of the bargaining unit, removal from the payroll of the Company, and leaves of absence of more than one month duration.

ARTICLE 24
NON-DISCRIMINATION

- 24.01 Neither the Company nor the Union shall unlawfully discriminate against any employee because of such employee's race, color, religion, sex, sexual orientation, age or national origin or because the employee is disabled, a disabled veteran or a veteran of the Vietnam era.

ARTICLE 25
RETROACTIVITY

- 25.01 Any determination as to the interpretation of this Agreement or as to the fulfillment of any obligations thereunder shall be limited in its retroactive effect as follows:

- 25.011 If it is found that a discharge based in whole or in part on grounds of misappropriation of Company funds or information or records necessary for billing purposes, or violation of the Company policy regarding the secrecy of communications, was made without proper cause, the Company will reinstate the employee and will reimburse the discharged employee the amount of pay the employee would have received had the employee not been discharged, less any amount received by the employee as wages in other employment or as unemployment benefits for the period since the time of such discharge, or both.
- 25.012 In discharge cases other than those covered by Section 25.011 and in suspension cases the Arbitration Board shall have authority to modify as well as to sustain or set aside the disciplinary action.
- 25.013 *Other cases*—The determination may or may not be retroactive as the equities of the particular case shall demand, but in any case where the determination is retroactive the effect shall be limited to thirty days prior to the date the current dispute is initially submitted to the Company.

ARTICLE 26 PERSONNEL RECORDS

- 26.01 Entries which are intended to be used against an employee for the purpose of justifying discipline shall not be made a part of an employee's personnel record unless a copy has been provided to the employee.
- 26.02 The provisions of Section 26.01 do not apply to routine recording of statistics on such matters as absence, tardiness, productivity, quality, etc. However, any adverse entry based on such statistics shall be subject to Section 26.01.

ARTICLE 27
UNION REPRESENTATION

- 27.01 At any meeting between a representative of the Company and an employee in which discipline (including warnings which are to be recorded in the personnel file, suspension, demotion or discharge for cause) is to be announced, or at any meeting with an employee for the purpose of conducting an investigatory interview which may lead to discipline of such employee, a Union Representative may be present if the employee so requests.

ARTICLE 28
NEW JOB TITLES AND
JOB CLASSIFICATIONS

Whenever the Company determines it appropriate to create a new job title or job classification in the bargaining unit, or to re-structure or redefine an existing one, it shall proceed as follows:

- 28.01 The Company shall notify the Union in writing of such job title or classification and shall furnish a job description of the duties and the wage rates and schedules initially determined for such job titles and classifications. Such wage rates and schedules shall be designated as temporary. Following such notice to the Union, the Company may proceed to staff such job titles or classifications.
- 28.02 The Union shall have the right, within thirty (30) days from the receipt of notice from the Company, to initiate negotiations concerning the initial wage rates or schedules established by the Company.
- 28.03 If negotiations are not so initiated, the initial wage rates and schedules set by the Company shall remain in effect and the temporary designation removed.

- 28.04 If agreement is reached between the parties within the sixty (60) days following the Union's receipt of notice from the Company concerning the initial wage rates and schedules, the agreed upon wage rates and schedules shall be retroactive to the date the change or new job was implemented.
- 28.05 If negotiations are initiated pursuant to paragraph (2), above, and if the parties are unable to reach agreement within sixty (60) days following receipt of notice from the Company, the Union may, within thirty (30) days of the expiration of the sixty (60) day period for negotiations, demand that the issue of an appropriate schedule of wage rates be submitted for resolution to a neutral third party. Within seven (7) days of such demand, each party will submit its final proposed schedule of wage rates to the other party, which cannot thereafter be changed.
- 28.06 The neutral third party shall be selected by mutual agreement from among those who possess acknowledged expertise in the area of employee compensation. The parties may submit all evidence deemed relevant to the issue to the neutral third party. At the request of either party, a hearing shall be held to receive such evidence. Any such hearing shall be held within thirty (30) days after the matter is referred to the neutral third party. While it is not intended that such third party undertake a full and complete job evaluation study, he or she shall review other job titles or classifications and their wage schedules for comparison purposes and may make an on-site inspection of the work place and conduct a reasonable number of interviews of incumbents. A written decision as to the appropriate schedule of wage rates will be rendered by the neutral third party within sixty (60) days of the date that the matter is referred for resolution. In the event that the neutral third party determines that a different schedule of rates is appropriate, the new schedule shall be placed in effect retroactive to the date the change or new job was implemented, except that in no event shall the retroactive effect exceed 150 days.
- 28.07 The procedures set forth in this Section shall be the exclusive means by which the Union may contest the schedule of wage rates which the Company sets for any new, restructured, or redefined job title or classification.
- 28.08 The cost of the neutral third party shall be borne one-half by the Company and one-half by the Union.

ARTICLE 29
REASSIGNMENT PAY PROTECTION PLAN

29.01 If the Company notifies the Union that a need exists to adjust force and employees are reassigned or voluntarily transferred in lieu of others being reassigned, to vacancies where the rate of pay for the new job is less than the current rate for the employee's former job, the rate of pay will be reduced over a period of time based on the employee's length of service. The reductions in pay are effective at periods following reassignment as shown below and are based on the difference in rates for the old and new jobs:

0-5 Years

Weeks 1 through 4—No reduction
Weeks 5 through 8—1/3 reduction
Weeks 9 through 12—2/3 reduction
Weeks 13 and thereafter—Full reduction

5+ Years

Weeks 1 through 56—No reduction
Weeks 57 through 60—1/3 reduction
Weeks 61 through 64—2/3 reduction
Weeks 65 and thereafter—Full reduction

29.02 However, notwithstanding the foregoing schedule, an employee with fifteen (15) years or more of net credited service who, due to technological change, is assigned to a vacancy with a lower rate of pay than the then current rate of the employee's regular job shall continue to be paid in the lower paid job an amount equivalent to the rate of pay of the higher paid job in effect at the time of the downgrade for a period of thirty-six (36) months following the effective date of such downgrade. Thereafter, the following schedule in reduction shall apply:

Weeks 1 through 4—No reduction
Weeks 5 through 8—1/3 reduction
Weeks 9 through 12—2/3 reduction
Weeks 13 and thereafter—Full reduction

29.03 The employee, however, shall receive any increases in pay in amounts which are applicable for a comparable employee in the lower rated job to which downgraded.

ARTICLE 30
TECHNOLOGY CHANGE COMMITTEE

30.01 The Company and the Union recognize that technological changes in equipment, organization, or methods of operation have a tendency to affect job security and the nature of the work to be performed. The parties, therefore, will attempt to diminish or abolish the detrimental effects of any such technological change by creating a joint committee to be known as the Technology Change Committee to oversee problems and recommend solutions of problems in this area as set forth below.

30.02 It is agreed that a Technology Change Committee be constituted in each Company. Such committee will consist of not more than three representatives of the Company and not more than three representatives of the Union. Such Committee may be convened at the option of either party at mutually agreeable places and times, at least two (2) times each year.

30.03 The purpose of the Committee is to provide for discussion of major technological changes (including changes in equipment, organization, or methods of operation) which may affect employees represented by the Union. The Company will notify the Union at least six (6) months in advance of planned major technological changes. Meetings of the Committee will be held as soon thereafter as can be mutually arranged. At such meetings, the Company will advise the Union of its plans with respect to the introduction of such changes and will familiarize the Union with the progress being made.

30.04 The impact and effect of such changes on the employees shall be appropriate matters for discussion. The Company will discuss with the Union:

- (a) What steps might be taken to offer employment to employees affected:

- (1) In the same locality or other localities in jobs which may be available in occupations covered by the Collective Bargaining Agreements between the parties;
 - (2) In other occupations in the Company not covered by the Collective Bargaining Agreement;
 - (3) In other Verizon Services Group companies.
- (b) The applicability of various Company programs and contract provisions relating to force adjustment plans and procedures, including Income Security Plan, Reassignment Pay Protection Plan, termination allowances, retirement, transfer procedures and the like.
- (c) The feasibility of the Company providing training for other assignments for the employees affected. (Example: sponsorship of typing training on Company time)

30.05 The Committees shall not formulate policy or arrive at binding decisions or agreements, but rather shall be charged with the responsibility to develop facts and recommendations so that the Company can make well-informed decisions regarding the matters covered by this provision.

ARTICLE 31
TECHNOLOGICAL DISPLACEMENT

- 31.01 If during the term of this Agreement, the Company notifies the Union in writing that technological change (defined as changes in equipment or methods of operation) has or will create a surplus in any job title in a work location which will necessitate reassignments of regular employees to different job titles involving a reduction in pay or to locations requiring a change in residence, or if a force surplus necessitating any of the above actions exists for reasons other than technological change and the Company deems it appropriate, any regular employee who is in the affected job titles and work locations may elect not to accept such reassignment to a job title involving a reduction in pay or to a location requiring a change in residence and shall be paid a termination allowance. Any such regular employee who refuses to accept a transfer to a job title having the same or greater rate of pay and which does not require a change in residence shall not be paid a termination allowance.
- 31.02 Employees eligible for a termination allowance under the terms of this provision alternatively may elect to participate in the Income Security Plan (ISP) providing they meet the eligibility requirements of that program.

ARTICLE 32
EMPLOYMENT SECURITY TRAINING

32.01 *Personal or Career Development Training*

Personal or career development training programs will be designed as an educational self-development aid to assist employees in their personal development or preparing them for career progression opportunities or job changes within the Company.

- 32.011 Training under such program will be generic in nature as opposed to job specific and will cover technical, sales, clerical and other fundamental skills.

- 32.012 Any regular employee with at least one year of net credited service will be eligible to participate in such training program under the terms of such program.
- 32.013 Participation by employees in the personal or career development training program will be voluntary, and time spent by employees in such training will be outside scheduled working hours and not paid or considered as time worked for any purpose.
- 32.014 Successful completion by an employee of any training or courses offered pursuant to such program will be taken into account by the Company when considering the employee for an upgrade or transfer.

32.02 *Job Displacement Training*

Job displacement training opportunities will be offered to prepare employees whose jobs are being displaced, or whose jobs are being restructured or redefined to a wage schedule with a lower maximum wage rate, to enhance their ability to qualify for anticipated job vacancies within the Company or for job opportunities external to the Company.

32.021 *Internal Job Vacancies*

Employees will be informed of potential displacements as soon as possible and, depending on the number of any anticipated job openings, will be offered training, if necessary, which is intended to enable them to qualify for such job openings in the Company.

32.022 *External Job Opportunities*

For any such employees (those being displaced) interested in seeking employment external to the Company, the Company will reimburse the employee for actual expenses incurred for job specific tuition, training, or counselling, not covered by the Tuition Aid Plan, related to seeking such other employment. Reimbursement for such expenses shall be made up to an amount not to exceed \$500 for each year of net credited service (prorated for any partial year of service) to a maximum of \$2,500. Any such expenses for which reimbursement will be made must be approved by the Company prior to being incurred and while the employee is still on the active payroll of the Company.

32.023 Only regular employees who are notified of potential displacement from their current job or restructuring of that job to a lower maximum wage rate will be eligible to participate in such training as covered in Sections 32.021 and 32.022.

32.024 Participation by employees in job displacement training programs will be voluntary, and time spent by employees in such training will be outside scheduled working hours and not paid or considered as time worked for any purpose unless the Company determines it appropriate in specific instances to permit employees to receive such training during working hours.

32.03 *Training Advisory Board*

There will be a Training Advisory Board consisting of three Union representatives, three Management representatives and a professional educational counsellor selected by the Training Advisory Board from the academic community. The Board will meet periodically and have responsibility for:

- 32.031 furnishing advice to the Company on personal or career development and job displacement training courses and curricula;
- 32.032 reviewing and making recommendations regarding training delivery systems (e.g., technical schools, community colleges, home study programs, etc.) available to be used by the Company;
- 32.033 evaluating the effectiveness of such training programs and courses and the delivery systems utilized;
- 32.034 encouraging employees to participate in and successfully complete the available training courses; and
- 32.035 researching and recommending through the educational counsellor, appropriate educational counselling programs to be made available to those employees interested in seeking employment outside the Company.

32.04 The Union and the Company will each be responsible for the respective costs and expenses of their representatives' participation on the Training Advisory Board and will share equally in the joint costs and expenses incurred by the Board. The Company will be responsible for the costs and expenses of the professional educational counsellor.

32.05 *Employee Career Resource Center*

The Company agrees to continue to offer the Employee Career Resource Center over the life of this Agreement.

32.051 Functions: Each Center will perform the following functions:

- a. One-on-one and group counseling of employees regarding:
 - career goals and objectives
 - job skills and knowledge requirements
 - training for specific jobs;
- b. Provide information on available job opportunities and trends inside and outside of the Network Services Group;
- c. Provide information on available Company programs and procedures (e.g., Regional Associate Mobility Plan, Intercompany Job Bank, Tuition Assistance, ATLAS/P.M. Education);
- d. Aptitude and interest testing;
- e. Liaison with Company departments (e.g., Operations, Labor Relations, Human Resources) to develop recommendations for:
 - placement of employees whose jobs are being displaced, including job specific test training;
 - placement of employees whose jobs are being restructured or redefined to a wage schedule with a lower maximum wage rate;
 - out-placement services for employees when necessary.

- 32.052 Participation: Employee participation in the services of the Center will be voluntary, and time spent by employees in the Center will be outside scheduled working hours and not paid or considered as time worked for any purpose. However, employees who have been declared surplus or in a group that has been declared surplus may be allowed to participate on Company-paid time when specifically authorized and approved by Management. Employees who are voluntarily separated under an ISP offer or laid-off during the life of the Agreement may utilize the services of the Center for a period not to exceed six (6) months from the date of separation.
- 32.053 Administration: Subject to the oversight and potential enhancement responsibility of the Training Advisory Board Executive Council, the Company will continue to have on-going responsibility for the administration of the Center(s), as well as the other employment security programs currently offered, including but not limited to their number, location and budget.
- 32.054 Effect on Other Contract Provisions: Nothing in this program will supersede the applicable promotion, transfer or other provisions of the Agreement.
- 32.055 Nothing in this Article 32 shall be subject to arbitration.

ARTICLE 33 MOTOR VEHICLE USAGE PROGRAM

- 33.01 There will be established in Verizon Pennsylvania Inc. or Verizon Services Corp. a Motor Vehicle Usage Program to provide, in those administrative work units where implemented, that employees who participate will be assigned a motor vehicle for use in their work and for traveling between their work locations and places of residence or other designated places for the vehicle storage.

- 33.02 The Motor Vehicle Usage Program will be implemented only within administrative work units where some or all of the employees normally use a Company-provided motor vehicle in order to perform their work. The decision to implement and to continue the program within any such administrative work unit will be within management's discretion.
- 33.03 When the Motor Vehicle Usage Program is introduced within an administrative work unit, all employees within that unit who normally use a Company-provided motor vehicle in the performance of their work assignment will be eligible to participate. Participation by any such employees will be on a voluntary basis. If an employee elects not to participate, management will determine where the motor vehicle assigned to that employee is to be stored and that location will become the employee's work reporting location.
- 33.04 Employees who participate in the program will be expected to provide normally secure and legal storage for the vehicle at their places of residence. If the vehicle cannot be properly stored at an employee's place of residence, the Company may arrange for appropriate storage at its expense.
- 33.05 Operating and maintenance costs will be at the Company's expense. The Company will make arrangements for maintenance of the vehicle; however, it will be the responsibility of the employee to whom the vehicle is assigned to assure that the vehicle is properly maintained.
- 33.06 For employees who participate in the Motor Vehicle Usage Program, a work reporting area will be established on a local basis before implementation. Such work reporting area will be designed so as to serve the interests of the customer, reasonably accommodate the employee, and be satisfactory to management and the Union. The work reporting area normally will be a circular geographic area. In large congested metropolitan locations or where natural barriers render a circular work reporting area impractical, other suitable parameters will be established.

33.07 Each participating employee will be expected to begin and end the work tour at any assigned location within the established work reporting area. Prior to implementation of the program, the Company and Union will determine a method of compensation for employees who begin or end a work tour outside an established work reporting area.

ARTICLE 34 DURATION OF AGREEMENT

34.01 This Agreement shall continue in effect, subject to the other provisions of this Article, until terminated in accordance with Section 34.02.

34.02 Either party may terminate this Agreement at 11:59 PM, August 3, 2019 by notifying the other party in writing at least 60 calendar days prior to such date. If no such notice of termination is given, this Agreement shall automatically continue in full force and effect for successive renewal periods of one year each, subject to the right of either party to terminate this Agreement at the end of any renewal period, by notifying the other party in writing at least 60 calendar days prior to the end of such renewal period, of its intention to terminate this Agreement.

34.03 At the time that the notice of the desire to terminate this Agreement is served pursuant to Section 34.02 or at least 30 calendar days prior to the date for negotiations agreed to by the parties, the party serving the notice shall submit a written list of the changes desired in this Agreement. Submission of such a list shall not prejudice the right of either party to submit additional changes during the period of negotiations.

34.04 This Agreement has been made in final settlement for its duration of all demands and proposals made by either party during negotiations preceding its execution. It is agreed that during the term of this Agreement the Company shall not be obligated to discuss or agree to any improvement or liberalization either of the provisions of this Agreement or with respect to rates of pay, wages, hours of

employment or other conditions of employment not specifically set forth herein, if such improvement or liberalization is proposed to be made effective during the period covered by this Agreement; and the Union shall not be obligated to discuss or agree to any impairment or deliberalization either of the provisions of this Agreement or with respect to rates of pay, wages, hours of employment or other conditions of employment not specifically set forth herein, if such impairment or deliberalization is proposed to be made effective during the period of this Agreement.

The Company and the Union agree that unless a different effective date is specified in this Agreement its terms shall be effective June 17, 2016.

The Company and the Union further agree that this Agreement shall become effective if and only if it is ratified by the membership of the Union on or before June 28, 2016.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized representatives on the day and year first above written.

COMMUNICATIONS WORKERS OF
AMERICA, AFL-CIO, ON BEHALF OF
ITS AFFILIATED LOCAL UNION,
PENNSYLVANIA TELEPHONE GUILD
LOCAL 13500

VERIZON PENNSYLVANIA LLC
VERIZON SERVICES CORP.

By (s) John Petrini
CWA Representative, District 2-13

By (s) Maryanne Crompton
Director-Labor Relations

By (s) Julie Daloisio
Local President

EXHIBIT A
WORKING CONDITIONS
REGULAR FULL-TIME EMPLOYEES

SECTION A1
DEFINITIONS

- A1.01 *Regular Full-Time Employees*
Employees with the titles listed in Section A15 whose regular assignment of work covers normal work weeks.
- A1.02 *Normal Work Week*
A normal work week is thirty-seven and one-half hours. It consists of five full tours which may be scheduled on any of the seven days of a calendar week and which shall be posted on the work time schedule.
- A1.03 *Full Day Tours*
Seven and one-half hours starting at or after 7 A.M. and ending not later than 7 P.M., and divided into two sessions, not necessarily of the same length, by an unpaid meal period of not more than one hour.
- A1.04 *Part Day Tours*
Not less than three hours nor more than four and one-half hours, starting at or after 7 A.M. and ending not later than 7 P.M.
- A1.05 *Full Evening Tours*
Seven and one-half continuous hours ending after 7 P.M. but not later than midnight and including a paid meal period of one-half hour during which the Company may require the employee to remain at the job location.
- A1.06 *Part Evening Tours*
Not less than three hours nor more than four and one-half hours, ending after 7 P.M. but not later than midnight.

A1.07 *Night Tours*

Seven and one-half continuous hours, starting at or after 10 P.M. but not after midnight, and including a paid meal period of one-half hour during which the Company may require the employee to remain at the job location.

SECTION A2
WORKTIME SCHEDULES

A2.01 *Posting Work Time Schedules*

A2.011 Work time schedules will be posted prior to 3:00 P.M. two Thursdays before they are effective. Tours for employees who are expected to work on holidays will be posted four weeks in advance, to the extent possible.

A2.012 Subject to the provisions of A2.03 these schedules will show the days on which each employee is scheduled to work, and the start and finish of each session for each day. All time included between the starting and quitting time for each day is referred to hereafter as "scheduled hours" which, in addition to the normal work week, may include scheduled full or part tours in excess of the normal work week.

A2.013 Each employee will ordinarily be scheduled for a normal work week, but service requirements may make it necessary to vary the number of hours scheduled in a week or in a day. An employee will not be scheduled for less than a part tour on any day.

A2.014 Employees in individual offices will select tours on the basis of net credited service to the extent that service requirements permit. It is recognized by both Union and Company that the requirements of the business make it necessary for some employees to be assigned to tours other than those they might select.

A2.02 *Changes in Posted Work Time Schedules*

A2.021 Changes in work time schedules after posting will be indicated on the posted schedule. They may be made at any time.

A2.022 These changes may be originated by the Company or at the request of employees, if approved by the Company. Changes by the Company will be avoided in so far as service requirements, as determined by the Company, will permit; but, in the event of unavoidable changes, employees will be given as much advance notice as possible.

A2.03 *Changes Originated by the Company*

A2.031 Work time in excess of a normal work day or in excess of a normal work week may be assigned or scheduled at any time on any day of the week. When work time amounting to a full or part tour in excess of a normal work week is scheduled, the excess time may be canceled at any time by canceling a corresponding amount of full or part tours on any day or days of the week. When the excess time is less than a full or part tour, a corresponding amount of time may be canceled on the day for which the excess time is scheduled.

A2.032 In addition to the changes that may be made as a result of the cancellation of excess time, the Company may reschedule time comprising the normal work week, (in which cases the rescheduled periods shall be considered scheduled hours) as follows:

- (a) The Company may reschedule any full or part tour from any day or part day to another day or part day of the week by giving notice prior to 5 P.M. of the calendar day preceding the earliest day affected. When such changes are made and the employee is notified less than 24 hours prior to the earliest time affected by the change, the work time included in the reassigned full or part tour which does not coincide with the original schedule will be paid at one and one-half times the employee's basic hourly wage rate, even though a part of the normal work week.

- (b) The Company may at any time change the starting and ending time of any scheduled tour providing the amount of time scheduled for the day is not changed, or, in the case of part tours, providing the part of the day on which such tour is scheduled is not changed, but, if such change is made after 5 P.M. of the calendar day preceding the day affected, all time included in the scheduled tour which does not coincide with the previously scheduled hours will be considered, if worked, as being non-scheduled hours for the purpose of compensation. Changes in lunch hours shall not be considered a change of schedule.

A2.04 *Changes Originated by Employees*

A2.041 The time worked to the extent of a normal work day will be considered as being “scheduled hours.”

A2.042 In case of excused absence to attend to Union business, unless it is not possible to do so, requests for such absence shall be made to the employee’s immediate supervisor at least two full working days prior to the beginning of the absence.

A2.05 *Relief Period During Non-scheduled Time Consecutive With a Scheduled Tour*

When an employee works three or more non-scheduled hours consecutive with a scheduled tour, the employee shall be afforded a relief period of no more than 15 minutes during those non-scheduled hours. In no case will management designate such a relief period at the beginning or end of the employee’s non-scheduled work period. The employee need perform no work during the relief period. All other time must be worked.

SECTION A3
BASIS OF COMPENSATION

A3.01 *General*

A3.011 Employees are paid a basic weekly wage rate which is the amount paid for thirty-seven and one-half hours' work. The basic daily wage rate is the basic weekly wage rate divided by five. The basic hourly wage rate is the basic weekly wage rate divided by 37 ½.

A3.012 Employees will be paid at their basic hourly wage rate for all time worked except time worked as follows:

- (a) *Sunday Time*—one and one-half times the basic hourly wage rate for all time worked between midnight Saturday and midnight Sunday, except as provided in paragraph (e).
- (b) *Non-scheduled time consecutive with scheduled hours*—one and one-half times the basic hourly wage rate (except as provided in paragraph (e)), provided that where the scheduled hours are part of the normal work week such non-scheduled time will be paid at one and one-half times the basic hourly wage rate only if the scheduled hours for the particular day are worked in full.
- (c) *Holiday Work*—one and one-half times the basic hourly wage rate for time worked within scheduled hours on a Holiday and two and a half times the basic hourly wage rate for time worked outside scheduled hours on a Holiday. The provisions of paragraph (e) shall not apply.

All time included in the tour starting on a Holiday is Holiday time. No time included in tours starting on the preceding day is Holiday time even though the tour ends after midnight.

(d) *Scheduled time in excess of the scheduled normal work week*—one and one-half times the basic hourly wage rate (except as provided in paragraph (e)), provided thirty-seven and one-half hours have been worked and paid for at basic hourly wage rates during the week or that failure to work such hours was caused by:

- (1) An excused Holiday.
- (2) Absence due to Jury Duty or Grand Jury Duty.
- (3) Attendance at joint conference between Company and Union Representatives.
- (4) Accident occurring while on duty.
- (5) Vacation, except vacation which is worked pursuant to A7.04 regarding payment for working vacation time.
- (6) Visits to Medical Department or Local Consultants at Company request.
- (7) Judge, Inspector or Clerk of Election.
- (8) Absence when required to appear as a witness before a court or Grand Jury.
- (9) Excused Work Day for which the employee is paid.
- (10) Attendance at joint meetings on Quality of Work Life.
- (11) Attendance at Union Orientation Meeting
- (12) Absence for Union business.

(e) *Overtime work normally paid at one and one-half times the basic hourly wage rate*—to the extent that the hours in the week exceed 49, will be paid at twice the basic hourly wage rate.

(f) Any time which does not coincide with the previously scheduled tour will be paid at one and one-half times the basic hourly wage rate where:

- (1) A full or part tour is reassigned to another day with less than 24 hours' advance notice, or
- (2) The starting or ending time of a scheduled tour is changed after 5 P.M. of the calendar day preceding the day affected.

These provisions do not apply to changes in lunch periods or where tours or hours are changed at the request of the employee.

A3.02 *Overtime Administration*

A3.021 An employee will not be required to work more than a total of seven and one-half (7.5) hours overtime in any payroll week except in case of emergency, long term service difficulties or employee consent to such overtime. The Company will give reasonable consideration to an employee's timely request to be excused.

A3.022 An "emergency" is an event of national importance, fire, explosion, or other catastrophe, severe weather conditions, major cable and equipment failure, or an act of God.

A3.023 The parties recognize that service difficulties for an extended period may develop from time to time during which suspension of the above overtime limitations would be appropriate. In the event such service difficulties develop, the Company and the Union will meet to discuss the problem and determine how to best deal with the situation.

A3.03 *Minimum Call Out Payment*

A3.031 If employees are called out to work time which has not been previously scheduled and which is not consecutive with a scheduled tour, they will be paid for each full or part hour so worked at one and one-half times their hourly wage rate, except as provided by A3.012(e), (or, on a Holiday, according to A3.012(c)), provided, however, that they shall receive not less than four hours' pay at their basic hourly wage rate.

A3.032 If employees are called out less than two and one-half hours before a scheduled tour, the employee's work time will be considered consecutive, but they will be paid for the time between their starting to work and the start of their scheduled tour at oneone-half times their hourly wage rate, except as provided in A3.012(e), (or, on a Holiday according to A3.012(c)), whether or not actually worked in full.

A3.04 *Part Hour Worked*

Employees working time for which they are entitled to be paid at one and one-half times their basic hourly wage rate (or as required by A3.012(e)), will be paid for any part hour so worked on the following basis:

<u>Minutes Worked</u>	<u>Hours Reported</u>	<u>Hours Paid (*)</u>
1 to 5 inclusive	None	None
6 to 15 inclusive	1/4	3/8
16 to 30 inclusive	1/2	3/4
31 to 45 inclusive	3/4	1 1/8
46 to 60 inclusive	1	1 1/2
61 to 90 inclusive	1.5	2 1/4
91 to 120 inclusive	2	3
etc.	etc.	etc.

(*) Appropriate adjustments will be made as required by A3.012(e).

A3.05 *Temporary Management Replacement*

A3.051 In those cases where a management employee is to be absent for a full tour, or more, and, in the opinion of the Company, it is necessary to temporarily appoint a management replacement, each employee so appointed shall be paid a special payment for each full tour worked during the employee's actual performance of the assignment, in accordance with the following table:

	<i>Amount of Special Payment</i>
Public Communications Sales Representative	\$13.00
Commercial Representative Customer Service Implementer	
Service Representative Customer Service Administrator	\$11.00
Coin Telephone Collector Counting Room Attendant	\$10.50
All others	\$ 9.50

In those cases where a management employee is to be absent for a half tour and, in the opinion of the Company, it is necessary to temporarily appoint an employee to replace the management employee, each employee so appointed shall be paid one-half of the appropriate amount listed in the above table for each half tour actually worked.

A3.052 The above amounts will be included with the basic rate in computing all compensation for that day to which the employee is entitled under this Agreement.

A3.053 The Company will administer temporary management assignments so that one or more employees will not be assigned to such work for more than a reasonable continuous period under the circumstances of the particular case.

A3.06 *Differentials*

A3.061 Each employee will be paid a wage differential in an amount equivalent to 10% of the employee's basic hourly wage rate for each hour worked after 5 P.M. during evening tours, and each hour worked during night tours, scheduled as part of the normal work week. No differentials will be paid if any premium is paid for time worked except:

- (a) During hours which do not coincide with hours previously scheduled when tours included in the normal work week are changed with insufficient notice.
- (b) For Holiday or Sunday Tours.

A3.062 Effective December 1, 2000, a wage differential of 15% of the employee's basic hourly wage rate will be paid for each hour worked on a Saturday between 12:01 A.M. and 11:59 P.M. during scheduled Saturday Tours. The 10% evening or night tour differential provided for in Section A3.061 does not apply to Saturday tours. The 15% Saturday differential will not be paid if any premium is paid for time worked.

A3.063 Since the wage differential payments are designed to compensate employees for the inconvenience of working evening or night tours, such payments will be made only under the conditions specified in A3.061 except as follows:

- (a) During full evening or night tours the differential will be paid for the one-half hour meal period, during which the Company may require the employee to remain at the job location.
- (b) Absence due to accidents occurring while on duty-if on the day the accident occurs the employee was scheduled to work a tour carrying a differential payment, this payment will be continued during the period of absence. Otherwise no differential will be included as part of absent time payments, vacation payments or holiday allowances.
- (c) Absence due to Excused Work Day for which the employee is paid.

A3.07 *Special Payment for Visiting Customer's Premises*

A3.071 When the Company assigns a Service Representative to make customer visits in connection with services provided by the Company, the employee shall receive a special payment of \$7.00 for each tour during which one or more such visits is required.

A3.072 This payment will enter into computation of overtime, to the extent required by law, but will not be part of the basic rate or basic weekly wages for any other purpose, nor enter into computations of any payments, under the Verizon Pension Plan, the Verizon Sickness and Accident Disability Benefit Plan or any other fringe benefits or differentials.

A3.08 *Training Payment*

An employee designated by management in one occupation may be assigned the responsibility to train an employee in the same or another occupation. When this occurs, the employee performing the training will be given a special payment of \$8.75 for each half tour in which training is performed. For purposes of this subsection, training does not include situations where the employee merely explains a job and its relationship to other jobs, answers questions about or demonstrates a job to another. Training involves directing an employee in how to perform the duties of a job, observing the performance and reviewing the results. The Company agrees that it will not use the results received from the employee/trainer to discipline or evaluate the employee/trainee.

A3.09 *Special City Allowance*

A3.091 An employee whose assigned reporting location on a particular day is within the areas of Philadelphia and Pittsburgh, as described below, will be paid a Special City Allowance of \$2.00 for each day he works after reporting at such assigned reporting location. An employee who is scheduled to work 50% or less of a regular full tour, or is called in and works 50% or less of a full tour, will be paid one-half of a full daily allowance.

A3.092 Not more than one full daily allowance will be paid to an employee on any one day regardless of the number of times the employee reports to a qualified location during that day.

A3.093 The Special City Allowance will enter into computations of overtime pay required by law but will not be part of the basic rate or basic weekly wages for any other purpose, nor enter into the computation of any payments under the Verizon Pension Plan or the Verizon Sickness and Accident Disability Benefit Plan or any other fringe benefits or differentials.

A3.094 Assigned reporting locations within the following designated boundaries qualify, subject to the above provisions, for the Special City Allowance:

For the purpose of this provision, Philadelphia shall include the territories within the present boundaries of the City of Philadelphia and the territories served by the Melrose exchange. Pittsburgh shall include the territories within the present boundaries of the City of Pittsburgh and the territories served by the 241, 242, 243, 244, 247, 256, 371, 731 exchanges (Wilksburg); 271, 273, 351, 636 exchanges (Braddock); and 461, 462, 464 exchanges (Homestead).

A3.10 *Differential for Use of Bi-lingual Skills*

An employee will be paid an hourly differential in the amount of 3.5% of the employee's basic hourly wage rate for all scheduled or nonscheduled hours or partial hours (including overtime) during which the employee is assigned to provide bi-lingual services to customers or to provide translation services for the Company. Only employees who qualify as proficient on the appropriate test for the language being used will be eligible to be assigned such work, and to receive this differential. Employees who were assigned such duties during the term of the 1998 contracts, but who have not qualified as proficient on the appropriate test, will be grandfathered until September 1, 2003, to become test-qualified, during which time they may continue to be assigned such duties.

The bi-lingual differential will enter into computations of overtime pay in accordance with applicable law on overtime on differentials.

It is also agreed that this provision replaces the Bi-lingual Letters of Understanding in the applicable collective bargaining agreements.

SECTION A4
PAY ALLOWANCES FOR ABSENT TIME

A4.01 *General*

Employees will be paid for absent time under the following conditions. In all cases payment will be at the employee's basic hourly wage rate and in no case will absent time payments be allowed for scheduled hours in excess of the normal work week.

A4.02 *Absence Due To Sickness* (see Letter #1)

A4.021 During the first seven consecutive calendar days, employees will be paid for absent time during scheduled hours on days which, if worked, would have been a part of the normal work week.

A4.022 Employees of less than two years' service will be paid for absent time beyond the first seven consecutive calendar days during scheduled hours of normal work weeks as indicated in the following table:

<u>Year of Service</u>	<u>Normal Work Week</u>	
	<u>Full Pay</u>	<u>Half Pay</u>
Less than six months	One normal work week	Two normal work weeks thereafter
Six months but less than one year	0	One normal work week (*)
One year but less than two years	0	Two normal work weeks (*)

(*) Additional half-pay benefits are paid under the Benefit Plan. The benefit payments, when added to the payments shown in the table, provide one or two weeks of full pay for illness absence for those employees who have at least six months' service but less than two years' service.

A4.023 If employees of less than two years' service are absent from duty due to illness more than seven consecutive calendar days and after returning to duty are again absent due to illness within thirteen weeks from the date of return from the last previous illness absence, the maximum sickness payment that may be allowed under the Agreement is the unexpended portion of the allowance provided in the above table.

A4.024 Contractual payments under A4.02 may be withheld by the third tier supervisor where in the opinion of the Company the circumstances of the individual case warrant such action.

A4.03 Absence Due to Quarantine

Employees absent on account of authorized quarantine which the Medical Department has approved will be paid as if the absence were due to their own illness.

A4.04 Absence When Required to Appear In Court Or Before A Grand Jury As a Witness

A4.041 Employees absent during scheduled tours of the normal work week will be paid their basic pay. If consistent with service requirements as determined by the Company, employees scheduled for Saturday or Sunday tours will be rescheduled for tours Monday through Friday while appearing in court or before a grand jury. Payments and rescheduling privileges provided in this Subsection A4.04 will not apply when employees appear in court or before a grand jury in any capacity other than as a witness.

A4.05 Absence While Serving As Juror

A4.051 Employees absent during scheduled tours of the normal work week will be paid their basic pay. Employees scheduled for evening or night tours will be rescheduled for day tours, and employees scheduled for Saturday or Sunday tours will be rescheduled for tours Monday through Friday if consistent with service requirements as determined by the Company, while serving as jurors.

A4.06 Absence Due to Conference of the Union With the Company

- A4.061 Representatives of the Union absent from duty to attend joint conferences between the Company and the Union will be paid for any absent time occurring during scheduled hours of the normal work week which are actually spent in conference with the Company.
- A4.062 An employee attending a joint conference of Representatives with the Company at the request of a Representative because he is personally involved in a matter under discussion will be paid for such absent time to the same extent as Representatives.
- A4.063 Short interruptions during a conference for recesses will be considered as part of the conference.
- A4.064 A Representative of the Union attending disciplinary meetings or investigatory interviews as outlined in Article 27 will be paid by the Company only for such of the Representative's scheduled hours, which are a part of the normal work week, as are actually spent in those meetings.

A4.07 Absence Due to Death in Family

A4.071 When a death occurs in an employee's family, employees may elect to take up to, and be paid for, the maximum number of days delineated below by employee relationship, as comes within their scheduled hours and is associated with the funeral. Employees on evening or night tours shall be excused from evening or night work on the day or days for which they are excused. Employee's family for purposes of this Subsection is limited to the employee's relatives listed below:

Parent or (Step) Parent	4 days
Spouse (or live-in equivalent)	
Child or (Step) Child	
Sister or (Step) Sister	3 days
Brother or (Step) Brother	

Father-in-Law	2 days
Mother-in-Law	
Grandfather	
Grandmother	
Grandchild	
Aunt	1 day
Uncle	
Niece	
Nephew	
Cousin (1st)	
Son-in-law	
Daughter-in-law	
Brother-in-law	
Sister-in-law	
Person residing in the same household as employee	

A4.072 Employees may request additional time over and above that specified in A4.071 and may request time for relationships not specified in A4.071. If circumstances warrant, the Company will grant the time, to be taken as a single vacation day(s), floating holiday(s), excused work days(s), or time off without pay.

A4.08 *Time Off to Vote*

Employees who are unable to vote outside scheduled hours may be allowed time off for the purpose of voting in State or National elections and in such cases they will be paid for the absent time occurring within any tour which is scheduled as part of their normal work week. Employees will not be reimbursed for traveling or other expenses incurred in voting.

A4.09 *When Serving As A Judge, Inspector or Clerk of Election*

Upon reasonable notice, employees will be excused during scheduled hours on election days and, when excused, will be paid their basic pay. Employees normally scheduled for evening or night tours will be rescheduled to day tours if they request.

A4.10 Pre-Admission Medical Tests

Employees directed by their physicians to visit a hospital or other medical facility on an out-patient basis, in order to have a pre-admission medical test(s) (in connection with either in-patient or out-patient surgery) administered in lieu of similar services rendered on an in-patient basis, will be excused and will be paid for the necessary absent time on the same basis as for Absence Due to Sickness as set forth in Subsection A4.021. A copy of the physician's written directive for such tests must be presented to the employee's supervisor prior to the day of the tests. Such time off will not be counted under the absence or attendance control program.

A4.11 Attendance at joint meetings on Quality of Work Life

Employees excused to attend joint meetings with representatives of the Company on Quality of Work Life shall be paid for such absent time as occurs during scheduled hours of the normal work week.

A4.12 Absence Due to Other Reasons

Absence will be paid only when specifically approved by the third tier supervisor.

A4.13 Attendance At Union Orientation Meeting

A4.131 One Representative of the Union may meet once with one or more employee(s) who are newly hired into, or transferred into, the bargaining unit for the purposes of furnishing the employee(s) with information about the Union. The date, time, and place of the meeting must be approved in advance by the employee's immediate supervisor. The meeting shall last no longer than thirty minutes, unless a minimum of five newly hired or transferred employees are in attendance at the same Union orientation meeting, in which event the meeting shall last no longer than sixty minutes.

A4.132 Within an office location, no more than two Union orientation meetings shall be held monthly. Whenever more than one employee is transferred into an office location within the same two week period, every effort will be made by the Union to hold a single group orientation meeting.

A4.133 At their request, employees newly hired into, or transferred into, the bargaining unit will be excused during his or her scheduled hours and paid for up to 30 minutes or 60 minutes under the circumstances described in A4.131 (including travel time, if any) to attend a Union Orientation Meeting described in this Section A4.13.

A4.134 The Representative of the Union who conducts a Union Orientation Meeting described in this Section A4.13 will be paid for no more than thirty minutes, or sixty minutes under the circumstances described in A4.131, of his or her time (including any travel time) to conduct such a meeting, provided such time comes within the Representative's scheduled hours.

SECTION A5 TRAVEL TIME

A5.01 Employees will report for duty at the place designated by their supervisor at the time shown on the work time schedule.

A5.02 In those cases where employees are to travel to the "place designated" in a Company motor vehicle, the day's work will start at the garage. In other cases, if the day's assignment of work requires travel time in either direction in excess of that normally required, the excess will be treated as excess travel time. In such cases the day's work time may be shortened by the amount of excess travel time or the excess travel time may be paid for as work time during "non-scheduled hours."

A5.03 Time consumed in traveling from job to job during the day's work will be considered as work time.

- A5.04 If an employee is loaned or temporarily transferred from one location to another, any travel time that comes within the employee's "scheduled hours" will be considered as work time during "scheduled hours." Travel time outside of the employee's "scheduled hours" will be considered as work time during "non-scheduled hours." The travel time referred to in this paragraph shall be paid only for the trip of first reporting to and the final return from such temporary assignment.
- A5.05 Employees who are scheduled for a full week, or weeks, of vacation during the time they are loaned or temporarily transferred to a location for a period of five or more consecutive days, at such a distance from home that they cannot return at night, will be permitted to return to their normal payroll location prior to the end of their last workday preceding the start of the vacation week or weeks. Travel time will be considered work time and employees will be reimbursed for transportation expenses as covered in Subsection A6.042. If the employee is assigned to continue on a similar assignment on the first tour following return from vacation, excess travel time when first reporting to the temporary location will be considered work time and transportation expenses will be reimbursed as covered in Subsection A6.042.

SECTION A6
REIMBURSEMENT OF INCIDENTAL EXPENSES

A6.01 Except as provided for below, employees will not be reimbursed for expenses:

A6.02 *Meal Expenses*

If the Company decides that employees working away from their normal payroll locations should not commute between tours, the Company will provide daily meal allowances as follows:

Breakfast	\$ 6.00
Noon Meal	10.00
Evening Meal	<u>17.00</u>
	\$33.00

If the Company permits the employees to commute on non-commuting assignments, the employees will be paid the noonday meal allowance. However, the employees will not be provided with any meal allowance when on a one day assignment, regardless of the distance from his/her location. Where the Company provides one or more of the meals listed above at no expense to an employee, the employee shall not be entitled to receive the daily allowance for the corresponding meal(s).

A6.03 *Lodging Expenses*

If the Company decides that an employee working away from his normal payroll location should not commute between tours, he will be reimbursed for all his reasonable lodging expenses actually incurred.

A6.04 *Transportation Expenses*

Employees will be reimbursed for payments made by them for all transportation expenses actually incurred in the performance of their work during scheduled or non-scheduled hours, except that an employee will not be reimbursed for the normal expense involved in traveling in either direction between his residence and the job location either when called out to work any non-scheduled time or when called out to work scheduled time on a holiday.

A6.041 An employee assigned to work at a location other than his normal location will be reimbursed for the difference between his normal transportation expenses and the transportation expenses actually incurred by him in traveling in either direction between his residence and the job location.

A6.042 Employees assigned to work for a period of more than five consecutive days at such a distance from home that they cannot return at night will be permitted to return home once in each calendar week, and will be reimbursed for their actual travel expenses not in excess of 700 miles round trip. If, in the judgment of the third tier supervisor, circumstances warrant it, the employee may be reimbursed for her transportation expenses in excess of 700 miles round trip.

In addition, employees will be permitted to return home on a Holiday if one or more tours in the normal work week intervene between the Holiday and the time of the weekly trip, and where such trips are made, transportation expenses will be reimbursed to and from home, but not in excess of 350 miles round trip. If, in the judgment of the third tier supervisor, circumstances warrant it, the employee may be reimbursed for her transportation expenses in excess of 350 miles round trip.

A6.043 If the Company decides that an employee temporarily working away from his normal payroll location should not commute between tours, but the employee nevertheless requests permission to commute and the Company is willing that he should do so, the Company will pay the employee's commutation expenses as provided in Section A6.06, but the employee's travel time, except when first reporting to and finally returning from the temporary location, will not be considered as work time.

A6.05 *Employees Permanently Transferred From One Payroll Location to Another*

A6.051 This subsection applies to employees meeting all of the following conditions: (1) they are permanently transferred, other than at their own request; (2) they relocate their homes as a result of such transfer within 6 months of the date of transfer; and (3) the distance between the new location and the former home of such transferred employee exceeds the distance between the former location and the former home by 35 road miles or more. Road miles are determined by the shortest of the more commonly traveled routes between the locations involved.

This subsection will also apply to a volunteer for a permanent transfer who meets conditions (2) and (3), above, in a situation where otherwise another employee who meets condition (3), above, would be required to transfer.

Employees covered by this Subsection shall be entitled to the following expenses to the extent they are reasonably incurred, except that meal expenses will be reimbursed in accordance with the provisions of A6.02. It is understood that the Company will make tax deductions from such payments to the extent such deductions are required by law.

- (a) Meal expenses, as covered in A6.02, and lodging and transportation expenses actually incurred by employees until their new residence is established, for a period not in excess of six weeks from the date of transfer. If warranted by unusual circumstances, the third tier supervisor may authorize the reimbursement of such expenses for a period in excess of six weeks.
- (b) The actual expense of packing, moving, and unpacking the customary personal household belongings of employees and their immediate family including transportation insurance of household furniture.
- (c) The actual transportation expenses for employees and their immediate family including meals, as covered in A6.02, and lodging en route.
- (d) Meal expenses, as covered in A6.02, and lodging and transportation expenses actually incurred by one other member of employees' immediate family while looking for a residence in the new community up to a maximum of three trips or six days.
- (e) Meal expenses, as covered in A6.02, and lodging expenses actually incurred by employees and their immediate family from the date of moving until delivery of household goods and connection of utilities, not to exceed three days.
- (f) The actual cost of connecting basic utilities (telephone, electricity, gas and water) at the new location and, when authorized by the Company, the cost of disconnecting normal household appliances (such as gas refrigerators, automatic washers, etc.) at the old location and of reconnecting at the new location.

- (g) Duplicate rent at either the new or old location (whichever is less) that employees are unable to avoid up to a maximum of six weeks.
- (h) The actual realtor's commission paid for the sale of the employee's former residence up to seven percent of the purchase price.

A6.052 If a prior Company initiated permanent transfer, which did not qualify for reimbursement of expenses pursuant to subsection A6.051, combined with a proposed Company initiated permanent transfer, which also does not qualify for reimbursement of expenses pursuant to Subsection A6.051, results in a hardship to the employee, the third tier supervisor will review the case. If appropriate, the third tier supervisor will authorize equitable treatment. Any such equitable treatment is solely within the third tier supervisor's discretion and shall not be arbitrable under the Agreement.

A6.053 Employees who are permanently transferred from one payroll location to another or, in Philadelphia and Pittsburgh, from one district to another, and who are not reimbursed for expenses under A6.051 will be reimbursed for a period not in excess of one month from the date of transfer for all expenditures in excess of normal for their lodging and transportation, and meal expenses will be reimbursed in accordance with A6.02. If warranted by unusual circumstances, the third tier supervisor may authorize the reimbursement of such expenses for a period in excess of one month.

For the purpose of this provision, Philadelphia districts shall include the territories within the present boundaries of the City of Philadelphia and the territories served by the Melrose exchange. Pittsburgh districts shall include the territories within the present boundaries of the City of Pittsburgh and the territories served by the 241, 242, 243, 244, 247, 256, 371, 731 exchanges (Wilksburg); 271, 273, 351, 636 exchanges (Braddock); and 461, 462, 464 exchanges (Homestead).

A6.06 *Method of Reimbursement of Transportation Expense*

A6.061 Transportation incidental to travel as required by Sections A6.04 and A6.05 will be furnished by the Company or will be by means of transportation approved by the Company.

- (a) If public transportation is used, the employee will be reimbursed for fare actually expended.
- (b) Use of personal automobiles for individual assignments, trips or projects may be approved by the immediate supervisor, based among other things, on the transportation available, the employee's qualification as a driver of a Company automobile, evidence of ownership of the personal automobile, liability and property damage insurance carried on the automobile and the extent of the benefit to be derived by the Company from the automobile's use.
- (c) When a personal automobile is to be used on Company business as the authorized means of transportation, approval of the employee's immediate supervisor must be first obtained. If it is expected that a personal automobile will be used on more than half the days on which an employee is scheduled to work over an extended period of time, it shall be considered as a regular recurring usage and written approval must be obtained from the Department Head and renewed each year.
- (d) If an employee, with advance approval, is authorized by Subsection (c) to use a personal automobile, the employee will be reimbursed for any compensable mileage at the rate of twenty-eight cents (\$.28) per mile. On trips of three miles or less, employees shall be reimbursed an amount equal to the rate for one mile multiplied by three.

In the event the Internal Revenue Service (IRS) increases the standard mileage rate allowable as a business use deduction from gross income during the term of the Agreement, the Company will change the amount of reimbursement, accordingly, to be effective on the first of the second month following the publication of the change by the IRS, but in no event prior to the effective date of the IRS increase.

This shall apply to reimbursement for authorized incidental use and not use of personal automobiles, which are required as a condition of employment.

Compensable mileage will be the distance from the point of departure to destination, reduced, where applicable, by the mileage from the employee's home to the employee's normal work location. Mileage will be determined from road maps or odometer readings or a combination of the two. No additional compensation will be paid to or for employee passengers.

- (e) Where travel requires the use of a toll road, highway tolls actually expended will be reimbursed.
- (f) Should an employee use his personal automobile in the course of Company business without prior approval, and mileage payment is not authorized, the transportation shall be paid for at public transportation rates.
- (g) For approval for the use of a personal automobile, an employee's assurance must be obtained that public liability and property damage insurance in adequate amounts is in force covering the automobile to be used.
- (h) An employee will not be required to use his personal automobile.
- (i) The Company assumes no obligation for payment of repairs, maintenance and upkeep of personal automobiles.

- (j) Employees are not authorized to permit relatives or friends to ride with them when using a personal automobile on Company business as the authorized means of transportation. The Company assumes no liability for accident or damage claims made by any such persons or on their behalf and the employee permitting any such person to ride in his personal automobile while on company business is required to notify him or her to that effect.
- (k) Parking fees reasonably incurred will be reimbursed when required by the assignment and approved by the supervisor.
- (l) Motor scooters and motorcycles are not covered.

SECTION A7 VACATIONS

A7.01 *Vacation Allowances*

A7.011 Vacations with pay will be granted during each calendar year in accordance with the following provisions:

No Vacation—If engaged or re-engaged on or after July 1st of the current calendar year.

One Week Vacation—Upon completion of six months' service.

Two Weeks Vacation—Upon completion of twelve months' service, provided that if terms of employment of 6 months and 12 months are both completed in the same calendar year, only two weeks will be granted, with the second week to be taken after completion of 12 months of net credited service. The first week may be taken any time after completion of 6 months of net credited service.

If an employee becomes eligible for one or two weeks of vacation on or after December 1, it may be taken in the following calendar year, providing it is completed prior to April 30, and prior to the taking of any of that year's vacation.

Three Weeks Vacation—Beginning with and at any time within the year in which the employee completes 7 years' service.

Four Weeks Vacation—Beginning with and at any time within the year in which the employee completes 15 years' service.

Five Weeks Vacation—Beginning with the year in which the employee completes 25 years' service but only if at least one week is taken during the month of January, February, March, April, November or December.

A7.012 In assigning vacation periods, consideration will be given to the desires of individual employees; however, it is recognized that service requirements, as determined by the Company are the controlling factors in any case.

A7.013 Employees who are eligible for one or more weeks of vacation in any calendar year may take up to three weeks of their current year's entitlement on a day-at-a-time basis. The selection of day-at-a-time vacation will be in accordance with the provisions of Subsection A10.03 and A10.04 of Section A10, Scheduling of Time Off.

1. Subject to the foregoing provisions in Subsection A7.013, employees may take a maximum of ten (10) day-at-a-time vacations in one-half day increments in a given calendar year. Subsequent requests for one-half day-at-a-time vacation (subject to the ten (10) day maximum) and the Company's accommodation of such requests will be subject to the provisions of Subsections A10.033 and A10.04(d).

A7.014 Employees who are eligible for two or more weeks of vacation in any calendar year may schedule up to two weeks of their current year's entitlement during the period January 1 through April 30 of the subsequent year, provided that an equal, or matching, number of vacation weeks taken from the employee's entitlement for the subsequent year must be scheduled and the weeks taken no later than April 30 also. The selection of "carry-over" and "matching" weeks shall have precedence over all other vacation selections for the period of January 1 through April 30 of the subsequent year.

A7.015 Employees transferred to this Company from an associate company and employees taken over from other telephone companies at the time of either the purchase of the physical properties of such other company by the Company or the consolidation or merger of such other company with the Company will, for vacation purposes, be given credit for the time employed by such associate or other company, and a vacation given according to the employee's combined length of service in the associate or other company and this Company less any vacation already received by the employee during the calendar year of the transfer.

A7.016 If a holiday occurs during an employee's vacation, the employee will be excused with pay on a scheduled day of another week. This day may be taken at any time prior to April 30 of the succeeding calendar year, in accordance with the provisions outlined in Section A10.

A7.017 When an employee is unable, due to absence, to take a previously scheduled vacation in any calendar year, he/she will be permitted to take the unexpended portion of his/her vacation up to a maximum of two weeks in the next calendar year, subject to the following limitations:

- (1) The absence must be due to reasons beyond the employee's control, such as personal illness, accident or jury duty.
- (2) As much of the unexpended vacation as possible must be rescheduled in the current calendar year, subject to the needs of the business.
- (3) The unexpended vacation must be completed by April 30 of the next calendar year.
- (4) No payment in lieu of vacation will be made unless it is made pursuant to Section A7.04 regarding payment for working vacation time.

A7.018 An employee drawn to serve on a jury during his scheduled vacation will be permitted to reschedule his vacation.

A7.02 *Vacation Payments*

- A7.021 In general, employees will be paid for the vacation period on the pay day just before the beginning of vacation.
- A7.022 Upon request of the employee, payment for vacation time will be held until the employee returns from vacation.
- A7.023 Employees may also be paid in advance for the week preceding the vacation.
- A7.024 While on vacation employees will be paid their basic weekly wage rate. When part-timing is in effect, the vacation pay for each week of vacation will be as provided in Article 9, Section 9.08.

A7.03 *Special Conditions Affecting Vacation Allowances*

- A7.031 Treatment for employees granted Military Leaves of Absence is covered in a separate Agreement.
- A7.032 Employees who retire for any reason other than physical disability will be given the full vacation to which they are entitled by their years of service, provided there is sufficient time in the calendar year for such vacation prior to the employee's retirement date. If there is not sufficient time, employees will be given a cash allowance in lieu of unused vacation.
- A7.033 An employee separated or about to be separated from the service of the Company because of inefficiency or infraction of rules will not be given a vacation.

A7.034 In cases of termination of service due to resignation or layoff, employees will be given a cash allowance in lieu of any unused vacation to which they are entitled by their years of service. In the case of interruption of service for leave of absence or resumption of service from leave of absence (other than those leaves referred to in A7.031), employees will be given unused vacation in that calendar year, to which they are entitled by their years of service, but no cash allowance in lieu of vacation will be given.

A7.04 Payment for Working Vacation Time

A7.041 Employees who are entitled to two or more vacation weeks in a calendar year may, at the sole option of the Company, be afforded the opportunity to receive pay for agreeing to work vacation time, subject to the conditions set forth below.

A7.042 HV days, floating holidays, excused work days, or reserve time shall not be eligible for payment in exchange for an employee's agreement to work vacation time.

A7.043 Employees who are entitled to two or more vacation weeks in a calendar year are eligible to be offered the opportunity to work vacation time as follows:

- (a) Employees entitled to two weeks vacation are eligible to be offered the opportunity to work up to one week of vacation;
- (b) Employees entitled to three weeks of vacation are eligible to be offered the opportunity to work up to two weeks of vacation, one week of which can be worked on a day at a time basis.
- (c) Employees entitled to four or five vacation weeks are eligible to be offered the opportunity to work up to three weeks of vacation, one week of which can be worked on a day at a time basis.

A7.044 The Company may, within a work group, offer to eligible employees the opportunity to work vacation time as follows:

- (a) The Company has sole discretion to determine which days or week, if any, it offers as a vacation time for eligible employees to work.
- (b) Should the Company offer eligible employees the opportunity to work either vacation days or a full vacation week, no minimum period of advance notice to the eligible employee(s) will be required.
- (c) Eligible employees scheduled for a vacation on a day or during a week for which management wishes to offer one or more opportunities to work will have the opportunity to volunteer to work in order of their net credited service if the employee is qualified to perform the work which is expected to be performed that day or week.
- (d) Whether to volunteer for an opportunity to work vacation time is within the sole discretion of the employee.

A7.045 An employee shall be paid in accordance with the provisions of this Agreement covering work on a scheduled day of work for the vacation day(s) or week which the employee has agreed to work. In the event an employee is absent on a day or days in a week or weeks which the employee has agreed to work, the employee shall be paid in accordance with the provisions of Section A4.

A7.046 The individual vacation days or week which an employee has elected to work shall not be available for reselection as vacation time (either as a full week or as individual days as listed in Section A10.033) by another employee in the same work group as the employee who has agreed to work a vacation day or week.

A7.047 The fact that eligible employees may agree to work a vacation day or week, if such opportunity is offered by the Company, will not be raised as a reason by the Union for permitting additional employees to take time off.

A7.048 Vacation assignments will remain consistent with the needs of the business.

SECTION A8
HOLIDAYS

A8.01	New Year's Day	Labor Day
	Washington's Birthday	Veterans' Day
	Good Friday	Thanksgiving Day
	Memorial Day	Christmas Day
	Independence Day	Floating Holiday

A8.02 When any of the above Holidays falls on Sunday, the following Monday will be observed as the Holiday. If the Holiday falls on Saturday, the Friday immediately preceding will be observed as the Holiday.

A8.03 Work time schedules for weeks in which a Holiday occurs will provide for a normal full tour on the Holiday as part of the employee's normal work week. To the extent that service requirements permit, as determined by the Company, employees will be excused on the Holiday. Under this condition, employees will be paid a Holiday allowance equal to the employee's basic daily wage rate whether or not the employee is excused on the Holiday. This Holiday allowance may, however, be withheld where, in the opinion of the third tier supervisor, the facts relating to the absence of the employee on the Holiday or the scheduled day immediately preceding or following the Holiday warrant such action.

A8.04 Employees working a full tour on a Holiday may elect to receive the Holiday allowance as specified in A8.03, or to select a day to be taken as a whole excused work day. The selection will be made after working the Holiday, according to the vacation guidelines. In either event, employees working on a Holiday will be paid as provided in A3.012(c) and A3.031 of this Exhibit A.

A8.05 Employees hired before October 1 in any calendar year shall be eligible for a Floating Holiday in that calendar year.

Employees eligible for a Floating Holiday shall select this day in accordance with the procedures outlined in Subsection A10.033.

Floating Holidays, once granted, will not normally be subject to change. However, at the employees' request and subject to the requirements of the business as determined by management, employees may change a scheduled Floating Holiday.

SECTION A9 EXCUSED WORK DAYS

- A9.01 Each regular employee who has at least six months of net credited service on January 1 of the current year shall be eligible for four (4) Excused Work Days with pay and one (1) Excused Work Day without pay during the year. These employees may also take up to two paid Excused Work Days on a ½ day-at-a-time basis, not to exceed a total of 7 ½ hours for each Excused Work Day taken on a ½ day-at-a-time basis.
- A9.02 Employees who do not work on their paid Excused Work Day shall be paid for the day as if for a normal or standard day worked, provided they are on the active payroll of the Company on that Excused Work Day.
- A9.03 One paid Excused Work Day in each calendar year may be designated by the Company for employees in an administrative work group (as designated by the Company) or in any larger group, including the entire Company. Employees (except occasional employees) in any such group for which an Excused Work Day is designated by the Company and who are not otherwise eligible for a paid Excused Work Day shall be excused and paid for such designated day as set forth in A9.02, provided they are on the active payroll of the Company on the designated Excused Work Day.
- A9.04 Employees who are on vacation or absent with pay on their paid Excused Work Day for reasons other than having observed it as an Excused Work Day shall have their paid Excused Work Day rescheduled if a vacation day would have been rescheduled under the same circumstances.

A9.05 If employees agree to work on their paid Excused Work Day and the Company determines that the day cannot be rescheduled, they shall be paid as applicable in accordance with the following subparagraphs:

- (a) Employees who agree to work before the work schedule becomes fixed shall receive one day's pay as set forth in A9.02, in lieu of their Excused Work Day and shall in addition be paid in accordance with the provisions of the Collective Bargaining Agreement covering work on a scheduled day of work.
- (b) Employees who agree to work after the work schedule becomes fixed shall receive one day's pay as set forth in A9.02, in lieu of their Excused Work Day and shall in addition be paid in accordance with the provisions of the Collective Bargaining Agreement covering work on a non-scheduled day.
- (c) Time worked by an employee on his or her Excused Work Day shall be considered time worked on a regularly scheduled day of work for all purposes, except as is otherwise expressly provided in this Section.

SECTION A10
SCHEDULING OF TIME OFF
(EFFECTIVE JANUARY 1, 1981)

A10.01 The provisions of this Section cover the procedures to be followed in scheduling of time off. These procedures relate to provisions of the following Sections of this Agreement:

- Section A7. Vacations, Subsections A7.012, A7.013, A7.016
- Section A8. Holidays, Subsection A8.05
- Section A9. Excused Work Days

The provisions of Section A10 shall not be used to alter the above provisions of this Agreement except to the extent required by this Section.

A10.02 For the purposes of this Section A10, time off includes vacation time, Excused Work Days (paid and non-paid), floating holidays, and days in lieu of holidays which occur during a scheduled vacation week and are referred to as “HV” days.

A10.03 The selection and scheduling of time off shall be in accordance with the provisions of this Subsection A10.03.

A10.031 Employees shall select in the priority herein set forth in seniority order within the administrative work group or other appropriate groups. The employees’ selections shall be granted, to the extent practicable, consistent with force requirements and needs of the business.

A10.032 Prior to the beginning of a calendar year, and in accordance with the procedures stated in Subsection A7.012, management will make available to members of the group a schedule for selection of full vacation weeks. Only full week vacations shall be selected at this time.

A10.033 Upon completion of the selections of full vacation weeks in the manner described in Subsection A10.032, the schedule will be made available for selections of other scheduled time off for which individual employees are eligible. Scheduled time off shall include day-at-a-time vacation days, days in lieu of holidays occurring in vacation weeks (“HV” days), floating holidays, excused work days (paid or non-paid, full days and one-half (1/2) days).

Within each work group, or other vacation selection group, and in seniority order within the group, individual employees shall be given the opportunity to designate specific dates, if known, upon which they desire to observe the time off to which they are entitled.

Individuals need not designate every day to which they are entitled at this time. Subsequent requests will be considered on the basis of the earliest request to the employee’s immediate supervisor. The Company will attempt to accommodate such requests, subject to the needs of the business and force requirements of the work group.

A10.034 Upon completion of the selections of specific individual days as outlined in Subsection A10.033, the schedule will be made available on a seniority basis to select "reserve-time". Reserve-time is a block of work days equal to the number of individual time off days to which an employee is entitled but which are not designated by the employee during the second priority selection. This block of days shall be scheduled consistent with force requirements and the needs of the business, but in any case, not later than April 30 of the succeeding calendar year.

Any time off not taken by an employee prior to the scheduled reserve-time must be taken during the scheduled reserve-time selected by that employee.

A10.035 Vacation schedules will be posted by the Company after all assignments have been completed, but normally not later than January 1.

A10.04 Additional vacation weeks and days which become available during the year due to force losses, vacation changes, improved force conditions, etc., will be made available for vacation changes as follows:

- (a) Management will determine which weeks and days to make available based on anticipated force and service requirements.
- (b) Available weeks and days will normally be posted for ten (10) calendar days.
- (c) Requests will be granted in seniority order except that full vacation weeks will have priority over other time off specified in A10.02.
- (d) The provisions of (b) and (c) above will apply to the extent that there is sufficient time to comply, to make tour changes or cancellations and to post the work time scheduled in accordance with Subsection A2.011.

SECTION A11

REGULAR PART-TIME EMPLOYEES
(Engaged Or Re-Engaged Prior to January 1, 1981)

GENERAL

A11.01 A Part-Time employee is one who is employed and normally scheduled to work less hours per average month than a comparable Full-Time employee in the same job title, classification and work group working the same normal daily tour. The occupational titles of employees in this class are the same as those for Regular Full-Time Employees.

Because of the nature of the work assignments, Part-Time employees are generally not assigned work on the basis of full or part tours as defined in Section A1. Therefore, work time schedules for Part-Time employees will show the clock hours between which the employee is expected to be at work. Generally, a Part-Time employee should not be scheduled for less than three hours on any day the employee is scheduled to work.

A11.02 Except as follows, working conditions for Regular Part-Time Employees will be on the same basis as for Regular Full-Time Employees:

A11.021 Part-Time employees may be scheduled to work full tours, as defined in Section A1, or part tours as defined in Subsection A11.022. Time worked will be paid at the employee's basic hourly wage rate until a total of seven and one-half hours in any one day or thirty-seven and one-half hours in any one calendar week has been worked. When a Part-Time employee works time in excess of seven and one-half hours in one day or in excess of thirty-seven and one-half hours in a calendar week, the excess time worked on the day or within the week will be paid at one and one-half times the employee's basic hourly wage rate, except where A3.012(e) is applicable. Hours in excess of seven and one-half per day shall not be included in calculating hours in excess of thirty-seven and one-half per week.

A11.022 (a) A part day tour for a Part-Time employee will consist of a session ending not later than 7 P.M. and, normally, not less than three hours in length.

(b) A part evening tour for a Part-Time employee will consist of a session ending after 7 P.M. but not later than midnight and, normally, not less than three hours in length.

A11.023 Changes in work time schedules, made after posting, shall be indicated on the posted schedule. They may be made at any time and may be originated by the Company or at the request of the employee, if approved by the Company.

A11.024 Time which does not coincide with the previously scheduled part or full tour will be paid as follows:

(1) When the Company reassigns a full or part tour to another day, the employee should be notified as early as possible but not later than noon of the calendar day preceding the first day affected by the change. If the required notice is not given, the time worked will be paid at one and one-half times the basic hourly wage rate.

(2) The Company may change the start and end time of a full or part tour at any time, provided the amount of time in the tour is not changed and provided the employee involved is notified by 5 P.M. of the calendar day preceding the day affected. If the employee is not properly notified, the non-coinciding work time will be paid at one and one-half times the employee's basic rate.

A11.025 Scheduled time of less than a full tour may be increased up to the amount of a full tour at any time, and shall be paid, to the extent of a full tour, at the employee's basic hourly wage rate provided that work time paid at basic hourly wage rate shall not exceed thirty-seven and one-half hours in a calendar week.

- A11.026 The provisions of A3.03, Minimum Call Out Payment, shall not apply to any Part-Time employee. A Part-Time employee who is called out to work time not previously scheduled and which is not consecutive with a scheduled tour will be paid at the employee's basic hourly wage rate until a total of seven and one-half hours have been worked by the employee on the day the call out occurs. Any hours in excess of seven and one-half on the day of the call out will be paid in accordance with A11.021.
- A11.027 Absent time payments will be calculated on the basis of the scheduled hours during the week in which the absence occurs.
- A11.028 Vacation payments will be based on the employees' average weekly payment for scheduled work time within the normal work week during the first four weeks of the six weeks immediately preceding the vacation.
- A11.029 The Holiday allowance will be determined by multiplying the employees' basic hourly wage rate by either of the following, whichever produces the greater amount:
- (a) One-fifth of the average hours worked per week (exclusive of hours in excess of seven and one-half in a day or thirty-seven and one-half in a week) in the first four of the six calendar weeks immediately preceding the Holiday week, or
 - (b) The number of hours worked on the Holiday but not in excess of seven and one-half.
- A11.030 Payment for paid Excused Work Days will be as follows:
- (a) For Part-Time Employees who do not work their paid Excused Work Day, payments will be based on one-fifth of the average hours worked per week (exclusive of hours in excess of seven and one-half in a day or thirty-seven and one-half in a week) in the first four of the six weeks immediately preceding the week in which the paid Excused Work Day falls, including tour differential if it would have been applicable on the Excused Work Day.

- (b) If Part-Time Employees agree to work their paid Excused Work Day and the Company determines that the day cannot be rescheduled, they will be paid in accordance with paragraph (a) preceding, except that if the number of hours actually worked on the Excused Work Day is greater than the number of hours payable under paragraph (a), the greater number of hours, not in excess of a full tour, will be paid, including tour differential if it would have been applicable on the Excused Work Day. In addition, if employees are notified to work their scheduled Excused Work Day at least 24 hours prior thereto, they will be paid for the time worked on the basis of a regularly scheduled day. If at least 24 hours' notice is not given, employees will be paid as if the hours worked were in excess of seven and one-half per day.

A11.03 Any Regular Employee who was on the active payroll of the Company as of December 31, 1980, and who works as a Regular Part-Time Employee on or after January 1, 1981, shall thereafter continue, for the duration of that term of employment, to be entitled to working conditions and benefits on the same basis as was applicable to a Regular Part-Time Employee on December 31, 1980.

A11.04 When use of the provisions for computing allowances for Regular Part-Time employees, in cases of vacation pay, holidays, Excused Work Days and absence, results in inequitable treatment for certain employees whose recent work schedule is not representative of their work schedule over the past three months, the Union may request the third tier supervisor to review such individual cases. If, upon review, the third tier supervisor agrees that an inequity exists which warrants correction, he may authorize additional allowances in individual cases.

SECTION A12
PART-TIME EMPLOYEES
(Engaged or Re-Engaged after January 1, 1981)

- A12.01 A Part-Time employee is one who is employed and normally scheduled to work less hours per average month than a comparable Full-Time employee in the same job title, classification and work group working the same normal daily tour.
- A12.02 Except for payment for overtime hours worked, all hours worked by a Part-Time employee in Phonecenter Stores, Verizon Customer Service Centers, Verizon Phone Booths (Kiosks) DM/DR (Direct Marketing/Direct Response) Centers and any equivalent retail sales or service centers operation, and any employee who is transferred to or employed by any new unregulated subsidiary or affiliated entity in the Verizon Services Group shall be paid at the equivalent basic hourly rate for a comparable Full-Time employee working a normal daily tour in the same job title, classification, and work group. Payment to a Part-Time employee for hours worked in excess of an equivalent normal daily tour or work week for a comparable Full-Time employee shall be at the applicable overtime rate for a comparable Full-Time employee based on such Part-Time employee's basic hourly rate. Any Regular employee who is on the active payroll of the company as of December 31, 1980, and who works part-time on or after January 1, 1981, shall thereafter continue, during the current term of employment, to be paid on the same basis as was applicable to such a Part-Time employee on December 31, 1980.
- A12.03 The classification of a Part-Time employee is based on the employee's "part-time equivalent work week" which shall be determined prospectively by dividing the employee's total normally scheduled hours per month by 4.35 and rounding the result to the next higher whole number. (Illustration: 68 hours per month divided by 4.35 equals 15.6, rounded to a "part-time equivalent work week" classification of 16).

- A12.04 The “part-time equivalent work week” classification of each Part-Time employee shall be reviewed by the Company no less often than every six (6) months on April 1 and October 1 of each year and adjusted on a prospective basis, if appropriate. In determining whether such adjustment is appropriate, the Company will consider the actual average number of hours worked per month during the preceding six (6) month period and the likelihood that such number of work hours will continue for a reasonably foreseeable period of time except that any hours worked which are paid at the overtime rate shall not be counted in computing the average number of hours worked.
- A12.05 For employees, who are hired on or after January 1, 1981, and who work as Regular or Term Part-Time employees, payments to a Regular or Term Part-Time employee for sickness disability, accident disability, or death benefits under the “Verizon Pension Plan” or the “Verizon Sickness and Accident Disability Benefit Plan”, vacations, holidays, anticipated disability leave, sickness absence (not under the “Verizon Pension Plan” or the “Verizon Sickness and Accident Disability Benefit Plan”), or termination allowance or its equivalent (provided that the termination allowance or its equivalent shall not be applicable to Term employees) shall be prorated based on the relationship of the individual Part-Time employee’s “part-time equivalent work week” to the normal work week of a comparable Full-Time employee in the same job title, classification and work group. A Part-Time employee shall not be paid for absence due to sickness (not under the “Verizon Pension Plan” or the “Verizon Sickness and Accident Disability Benefit Plan”) unless such absence due to sickness occurs on a day of the week on which the employee is scheduled to work. Regular employees who are on the active payroll of the Company as of December 31, 1980, and who work part-time on or after January 1, 1981 shall thereafter continue, during the current term of employment, to receive payments for the benefits and other items listed above on the same basis as was applicable to a Part-Time employee on December 31, 1980.
- A12.06 Employees who are hired on or after January 1, 1981, and who work as Part-Time employees shall, if otherwise eligible to participate under the terms of such plans, be eligible for coverage under the Medical Expense Plan, Dental Expense Plan, and Vision Care Plan, as follows:

- (a) Employees whose Part-Time equivalent work week classification is sixteen (16) or less shall be eligible by enrollment and payment of 100% of the premiums for such coverage;
- (b) Employees whose Part-Time equivalent work week classification is seventeen (17) through twenty-four (24) shall be eligible by enrollment and payment of 50% of the premiums for such coverage;
- (c) Employees whose Part-Time equivalent work week classification is twenty-five (25) or more shall be eligible for such coverage on the same basis as a Regular Full-Time employee;
- (d) Regular employees who are on the active payroll of the Company as of December 31, 1980, shall continue to be eligible for such coverage on the same basis as a Regular Full-Time employee regardless of classification.

A12.07 Effective January 1, 1981, Part-Time employees, regardless of classification, shall be eligible for Excused Work Days on a prorata basis based upon the ratio of any such Part-Time employee's equivalent work week to the normal work week of a comparable Full-Time employee.

SECTION A13 TEMPORARY EMPLOYEES

GENERAL

A13.01 Temporary Employees are those whose term of employment is intended to last more than three weeks but ordinarily not more than one year.

A13.02 The occupational titles and working conditions of Temporary Full-Time Employees are the same in all respects as those of Regular Full-Time Employees, except that Temporary Full-Time Employees shall not be entitled to Excused Work Days other than Company designated Excused Work Days.

A13.03 The occupational titles of Temporary Part-Time Employees are the same as those of Regular Part-Time Employees. Working conditions for Temporary Part-Time Employees shall be the same as those listed in A12 for Regular Part-Time Employees engaged or re-engaged after January 1, 1981, except that Temporary Part-Time Employees shall not be entitled to Excused Work Days other than Company designated Excused Work Days.

SECTION A14 OCCASIONAL EMPLOYEES

GENERAL

- A14.01 An Occasional employee is one who is engaged on a daily basis for a period of not more than three (3) consecutive weeks, or for a cumulative total of not more than thirty (30) days, in any calendar year, regardless of the length of the daily or weekly assignments. An occasional employee who actually works or is engaged to work in excess of three (3) consecutive weeks or thirty (30) days in a calendar year shall be reclassified as a Regular Term or Temporary, Full-Time or Part-Time employee as appropriate.
- A14.02 Wage rates to be paid and any working conditions applying to the particular work for which the employee is engaged will be stated to the employee at time of engagement.
- A14.03 In every case any time not worked as a result of an accident while on duty will be paid for according to established routines.

SECTION A15
TERM EMPLOYEES

- A15.01 Term employees are those whose term of employment is intended to last longer than twelve (12) months but no longer than thirty six (36) months.
- A15.02 The provisions of Sections A1 to A10, inclusive, of Exhibit A for Regular employees will apply to Term Full-Time employees.
- A15.03 The provisions of Section A12, Part-Time Employees (Engaged or Re-engaged after January 1, 1981), of Exhibit A will apply to Term Part-Time employees.

SECTION A16
AUTHORIZED TITLES

- A16.01 The following are authorized occupational titles for employees to whom these Working Conditions apply:

- Collection Representative
- Commercial Representative
- Counting Room Attendant
- Customer Service Clerk
- Customer Service Implementer
- Force Clerk
- General Clerk
- Public Communications Sales Representative
- Sales Representative
- Senior Clerk
- Service Representative
- Staff Clerk
- Stenographer-Clerk
- Telephone Canvasser
- Telephone Canvasser-Business

EXHIBIT B

SECTION B1 PROCEDURE FOR ARBITRATION

- B1.01 The procedure to be followed in instituting and conducting the arbitration of any matter subject to arbitration under the provisions of Article 15, Section 15.01 shall be as follows:
- B1.011 The Board of Arbitration shall consist of three members, one of whom shall be a member of the Union, designated by the Union, and one individual designated by the Company, who shall be in the employ of the Company; the third shall be an Impartial Chairman designated in the manner hereinafter described.
 - B1.012 The various steps required in connection with any such arbitration shall be taken as expeditiously as possible, but the parties agree that the following steps shall be taken within the times stated unless an extension be mutually agreed to in writing.
 - B1.013 Within five days following the serving by either party upon the other of a written demand for Arbitration, each party shall, by a written designation given to the other, appoint the arbitrator to be appointed by it. Each such written designation shall state the full name and address of the arbitrator appointed thereby.
 - B1.014 Should either the Union or the Company fail, within the time above stated, to appoint its Arbitrator, the vacancy resulting by reason of such failure shall, upon the written request of either party be filled by an impartial individual (who shall not be an officer, director or employee of the Company or any Company in the Verizon Services Group, or a member, officer, official, employee, representative, attorney, or counsel of the Union) appointed by the American Arbitration Association.

- B1.015 Within five days following their appointment under Section B1.013 or B1.014 the arbitrators representing the Company and Union shall select an Impartial Chairman. If they are unable to agree, the American Arbitration Association immediately shall be requested in writing to appoint the Impartial Chairman in accordance with the Labor Arbitration Rules then obtaining of the American Arbitration Association. The Impartial Chairman shall not be an officer, director or employee of the Company or of any Company in the Verizon Services Group, nor shall he be a member, officer, official, employee, representative, attorney or counsel of the Union.
- B1.016 Upon the appointment of the Impartial Chairman the Board of Arbitration shall be deemed to be constituted. Within ten days following the constitution of the Board of Arbitration, hearings shall be started and carried to conclusion as expeditiously as possible. The arbitration shall be conducted under the Labor Arbitration Rules then obtaining of the American Arbitration Association as to any procedural matter not specifically covered in this Agreement. In the absence of unanimous agreement by the other members of the Board of Arbitration with respect to the closing of the proceeding, the Impartial Chairman may declare the proceeding closed. Within ten days following the closing of the proceeding the Board of Arbitration shall render its decision in writing.
- B1.017 The members of the Board representing the Union and the Company shall be non-voting members. The decision of the Impartial Chairman shall be final and binding upon the parties. The Union and its members and Company agree to abide by the decision, which shall be enforceable by appropriate action or proceeding, if necessary, in a court of law or equity or otherwise.
- B1.018 Each of the parties hereto shall bear the compensation and expenses of the member appointed by it or on its behalf. The compensation and expenses of the Impartial Chairman and of the American Arbitration Association, and any other expenses of the Board of Arbitration, shall be borne equally by the Union and the Company.

SECTION B2 EXPEDITED ARBITRATION

- B2.01 In lieu of the procedures specified in Section B1 of this Agreement, any grievance involving the suspension of an individual employee, except those which also involve an issue of arbitrability, contract interpretation, or work stoppage (strike) activity and those which are also the subject of an administrative charge or court action shall be submitted to arbitration under the expedited arbitration procedure hereinafter provided within fifteen (15) calendar days after the filing of a request for arbitration. In all other grievances involving disciplinary action which are specifically subject to arbitration under Article 12 of this Agreement, both parties may, within fifteen (15) calendar days after the filing of the request for arbitration, elect to use the expedited arbitration procedure hereinafter provided. The election shall be in writing and, when signed by authorized representatives of the parties, shall be irrevocable. If no such election is made within the foregoing time period, the arbitration procedure in Section B1 shall be followed.
- B2.02 As soon as possible after this Agreement becomes final and binding, a panel of three umpires shall be selected by the parties. Each umpire shall serve until the termination of this Agreement unless his or her services are terminated earlier by written notice from either party to the other. The umpire shall be notified of his or her termination by a joint letter from the parties. The umpire shall conclude his or her services by settling any grievance previously heard. A successor umpire shall be selected by the parties. Umpires shall be assigned cases in rotating order designated by the parties. If an umpire is not available for a hearing within ten (10) working days after receiving an assignment, the case will be passed to the next umpire. If no one can hear the case within ten (10) working days, the case will be assigned to the umpire who can hear the case on the earliest date.
- B2.03 The procedure for expedited arbitration shall be as follows:

- (a) The parties shall notify the umpire in writing on the day of agreement or date of arbitration demands in suspension cases to settle a grievance by expedited arbitration. The umpire shall notify the parties in writing of the hearing date.
- (b) The parties may submit to the umpire prior to the hearing a written stipulation of all facts not in dispute.
- (c) The hearing shall be informal without formal rules of evidence and without a transcript. However, the umpire shall be satisfied himself or herself that the evidence submitted is of a type on which he or she can rely, that the hearing is in all respects a fair one, and that all facts necessary to a fair settlement and reasonably obtainable are brought before the umpire.
- (d) Within five (5) working days after the hearing, each party may submit a brief written summary of the issues raised at the hearing and arguments supporting its position. The umpire shall give his or her settlement within five (5) working days after receiving the briefs. He or she shall provide the parties a brief written statement of the reasons supporting his or her settlement.
- (e) The umpire's settlement shall apply only to the instant grievance, which shall be settled thereby. It shall not constitute a precedent for other cases or grievances and may not be cited or used as a precedent in other arbitration matters between the parties unless the settlement or a modification thereof is adopted by the written concurrence of the representatives of each party at the fourth step of the grievance procedure.
- (f) The time limits in (a) and (d) of this Section may be extended by agreement of the parties or at the umpire's request, in either case only in emergency situations. Such extensions shall not circumvent the purpose of this procedure.

- (g) In any grievance arbitrated under the provisions of this Section, the Company shall under no circumstances be liable for backpay for more than six (6) months (plus any time that the processing of the grievance or arbitration was delayed at the specific request of the Company) after the date of the disciplinary action. Delays requested by the Union in which the Company concurs shall not be included in such additional time.
- (h) The umpire shall have no authority to add to, subtract from or modify any provisions of this Agreement.
- (i) The decision of the umpire will settle the grievance, and the Company and the Union agree to abide by such decision. The compensation and expenses of the umpire and the general expenses of the arbitration shall be borne by the Company and the Union in equal parts. Each party shall bear the expense of its representatives and witnesses.
- (j) The time limit for requesting arbitration under this provision shall be the same as in existing procedures.

EXHIBIT C
WAGE INCREASE SCHEDULES

Notes on Wage Increase Schedule Administration

C1.00 *General*

- C1.01 The wage increase schedules contained in C4.00 provide a plan of wage increases for full time Regular, Term and Temporary employees in the occupations shown at the top of the schedule.
- C1.02 At the top of each wage increase schedule is shown the zone number to which it applies.
- C1.03 Under the heading "Next Increase" are shown the minimum intervals in months between increases, and the amount of the increase to be granted.
- C1.04 Employees will be increased in the interval shown opposite their current wage rate except that such increase may be deferred for a period of 6 months or the stated interval, whichever is less, in individual cases where in the reasonable judgment of the Company the employee does not merit the increase.

In the event an increase is to be deferred, the employee shall be notified at least 15 days prior to the commencement of the payroll period in which the increase would normally become effective and will be advised of the reason for the deferment. If, in the judgment of the Company, the employee later merits the increase when the period of deferment terminates, the employee's wage rate shall be increased by the amount of the deferred increase. The date for the next scheduled wage increase shall be measured from the date the prior increase would normally have been granted had it not been deferred.

If the employee's current wage rate is not shown on the Wage Increase Schedule and the difference between the wage rate and the maximum wage rate is less than the increase shown for the next lower current wage rate, the increase will be to the maximum wage rate and the interval reduced proportionately.

- C1.05 If an employee's rate is to be reduced in accordance with Paragraph C2.00 below, the Company may, at its own discretion in exceptional cases, decrease the rate by a smaller amount than the total amount specified in that paragraph.
- C1.06 Nothing in this agreement shall prevent the Company from reducing an employee to the maximum rate for his occupation and zone.
- C1.07 Employees may be hired into any titles at rates in excess of the minimum hiring rate at the Company's discretion. If an employee is hired into a title at a pay rate in excess of the minimum hiring rate for reasons other than job related experience and/or job related training, any employee in that title in the building into which the employee is hired who is at a lower rate of pay will be raised to the rate of the individual hired.

C1.08 *Progression Increase Deferral Upon Return from Absence*

In the event of absence for any reason continuing for more than one month (thirty days) during which the employee was scheduled to receive a progression increase, the employee shall receive his/her progression increase effective the Sunday after he/she returns to work. In addition, the accumulated absence, if over thirty (30) days (one month), will be added to extend the time until the employee's next scheduled progression increase in intervals of thirty (30) days.

C1.09 *Cost-of-Living*

- (1) Effective August 1, 2010, an adjustment will be made in basic weekly rates in each wage schedule in the amount of: (i) one-half of the increase above three and three quarters percent (3.75%) in the "CPI-W" (1982-84 = 100) for May 2010 over May 2009, applied to (ii) the scheduled rates in effect in each wage schedule on July 31, 2010, (iii) rounded to the nearest 50 cents.
- (2) In no event shall a decrease in the CPI-W result in a reduction of any basic weekly wage rate.
- (3) In the event the Bureau of Labor Statistics does not issue the appropriate Consumer Price Indexes on or before the dates referred to in Paragraph 1, the cost-of-living adjustment required

by such appropriate indexes shall be effective at the beginning of the first payroll week after receipt of the indexes.

- (4) No adjustment, retroactive or otherwise, shall be made as the result of any revision which may later be made in the first published figures for the CPI-W for May 2009 and May 2010.
- (5) The cost-of-living adjustment is dependent upon the availability of the CPI-W in its present form and calculated on the same basis as the CPI-W for May 2008. In the event the Bureau of Labor Statistics changes the form or the basis of calculating the CPI-W, the Company and the Union agree to request the Bureau to make available, for the life of this agreement, a CPI-W in its present form and calculate it on the same basis as the CPI-W for May 2008, which was 212.788 (1982-84 = 100).

C2.00 The following procedure governs the change of an employee from one occupation to another occupation having a different Wage Increase Schedule:

C2.01 *Change to an occupation with a higher maximum rate:*

C2.011 Except as otherwise provided below, the wage rates of promoted employees will be changed to the rates they would be receiving had they been hired directly into and remained in the new occupation since their net credited service date. This shall be accomplished by reconstructing the employee's wage history as though originally hired into the new occupation.

C2.012 Employees will be placed on, the step of the new wage schedule to which promoted as determined by the wage reconstruction process but not to exceed the wage step from maximum rate as shown below:

<u>Title Groupings</u>	<u>Step From Maximum</u>
Commercial Representative Public Communications Sales Representative Customer Service Implementer	12 months
Coin Telephone Collector Counting Room Attendant	6 months
Staff Clerk Service Representative Telephone Canvasser-Business Sales Representative Collection Representative Customer Service Administrator Force Clerk Customer Service Clerk	6 months
Senior Clerk Stenographer-Clerk Telephone Canvasser	0 months
General Clerk	0 months

C2.013 Employees promoted from one occupation to another occupation within the same Title Groupings set forth in C2.012 above, will not be subject to the six and/or twelve month step from maximum rate limitations.

C2.014 If at the time of promotion the employee's current wage rate is higher than it would have been had the employee been hired directly into the new occupation, the wage rate will not be reduced.

C2.015 If at the time of promotion the employee's current wage rate is equal to or higher than the six month or twelve month step from maximum rate, whichever is applicable, the step from maximum rate provision will not apply. In such case, the employee's wage rate will be changed to the rate which would have been received had the employee been hired directly into the new occupation, unless a reduction in the wage rate would result, in which case C2.014 will apply.

C2.016 A promotional increase will be granted to the extent that the maximum rate for the new occupation and zone is not exceeded.

C2.017 Employees who are subject to the six and/or twelve month step from maximum rate limitation will have the interval for the next regular increase measured from the date of this change. For all other employees, the interval for the first regular increase will be measured from the last regular increase received prior to the change in occupation.

C2.02 Change to an occupation with a lower maximum wage rate:

C2.021 If the change results from other than force surplus reasons, employees who are changed to an occupation with a lower maximum rate will have their rate reduced to the rate they would be receiving had they been hired into and remained in the new occupation since their net credited service date. This shall be accomplished by reconstructing the employee's wage history as though they were hired into the new occupation. If the employee's rate exceeds the maximum rate of the new occupation, the rate will be reduced to the maximum rate of the new occupation at the time of the change or, at the option of the Company, in several subsequent steps.

C2.022 The interval for the next regular increase will be measured from the date of the last regular increase.

C2.03 Change to an Occupation with the same maximum wage rate but a higher or lower minimum wage rate:

C2.031 The employee's wage rate will be changed so that it will be on approximately the same position on the wage increase schedule for the new occupation as it was on the wage increase schedule from which the employee is changed.

C2.032 Subsequent regular wage increase treatment will be as provided in Paragraph C2.017.

C3.00 *Change to former occupation or another occupation with a higher maximum rate after having been previously changed to an occupation with a lower maximum rate:*

C3.01 *Employee at maximum rate in former occupation at time of change to occupation with lower maximum rate:*

The employee's rate will be restored to the maximum rate of the former occupation or the new occupation, whichever is lower.

C3.02 *Employee below maximum rate in former occupation at the time of change to occupation with lower maximum rate:*

C3.021 If, at the time of the change from the former occupation the employee's rate was not reduced and remained above the rate received by other employees of similar service in the occupation to which the employee was transferred, no change will be made in the employee's present rate when the employee is restored to the former or new occupation.

Otherwise, the treatment shown in Paragraph C2.00 will be applied.

C3.022 If, at the time of the change from the former occupation, the employee's rate was reduced, the employee's present rate will be increased by the amount the rate was decreased but not to exceed the maximum rate for the new occupation.

C3.023 The interval for the next regular increase will be measured from the date of the last regular increase prior to the change.

C4.00 *Zone Assignments*

PHILADELPHIA AREA

Philadelphia 1

EASTERN AREA

Allentown	1	Easton	1	Newtown Square	1
Ambler	1	Ft. Washington	1	Norristown	1
Ardmore	1	Jenkintown	1	Pottstown	1
Bala Cynwyd	1	King of Prussia	1	Quakertown	1
Bethlehem	1	Lansdale	1	Reading	1
Chester	1	Lansdowne	1	Springfield	1
Churchville	1	Levittown	1	Upper Darby	1
Coatesville	1	Media	1	Wayne	1
Conshohocken	1	Melrose	1	West Chester	1
Doylestown	1				

CENTRAL AREA

Altoona	1	E. Petersburg	1	Scranton	1
Bloomsburg	1	Harrisburg	1	State College	1
Bradford	1	Hazleton	1	Stroudsburg	1
Clarion	1	Lancaster	1	Warren	1
Clearfield	1	Lebanon	1	Wilkes-Barre	1
DuBois	1	Pottsville	1	Williamsport	1

WESTERN AREA

Blawnox	1	McKeesport	1	Sewickley	1
Carnegie	1	Monroeville	1	Sharon	1
Charleroi	1	New Castle	1	Uniontown	1
Connellsville	1	New Kensington	1	Washington	1
Greensburg	1	Pittsburgh	1		
Indiana	1	Rochester	1		

[JUNE 19, 2016 WAGE SCHEDULES]

WAGE TABLE: 01

EFFECTIVE JUNE 19, 2016

PUBLIC COMMUNICATIONS SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$658.50	
6 Mos.	6 Mos.	\$735.00	\$76.50
12 Mos.	6 Mos.	\$818.00	\$83.00
18 Mos.	6 Mos.	\$912.00	\$94.00
24 Mos.	6 Mos.	\$1,015.50	\$103.50
30 Mos.	6 Mos.	\$1,133.50	\$118.00
36 Mos.	6 Mos.	\$1,264.00	\$130.50
42 Mos.	6 Mos.	\$1,408.50	\$144.50
48 Mos. (Maximum)		\$1,572.00	\$163.50
PENSION BAND		123	

WAGE TABLE: 02

EFFECTIVE JUNE 19, 2016

COMMERCIAL REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$597.00	
6 Mos.	6 Mos.	\$669.50	\$72.50
12 Mos.	6 Mos.	\$750.50	\$81.00
18 Mos.	6 Mos.	\$843.00	\$92.50
24 Mos.	6 Mos.	\$945.00	\$102.00
30 Mos.	6 Mos.	\$1,061.00	\$116.00
36 Mos.	6 Mos.	\$1,189.50	\$128.50
42 Mos.	6 Mos.	\$1,334.00	\$144.50
48 Mos. (Maximum)		\$1,498.00	\$164.00
PENSION BAND		121	

WAGE TABLE: 03

EFFECTIVE JUNE 19, 2016

CUSTOMER SERVICE ADMINISTRATOR

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$636.00	
6 Mos.	6 Mos.	\$724.00	\$88.00
12 Mos.	6 Mos.	\$826.00	\$102.00
18 Mos.	6 Mos.	\$942.50	\$116.50
24 Mos.	6 Mos.	\$1,075.50	\$133.00
30 Mos.	6 Mos.	\$1,227.00	\$151.50
36 Mos. (Maximum)		\$1,398.00	\$171.00
PENSION BAND		117	

WAGE TABLE: 04

EFFECTIVE JUNE 19, 2016

CONSULTANT
SERVICE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$574.00	
6 Mos.	6 Mos.	\$657.00	\$83.00
12 Mos.	6 Mos.	\$749.00	\$92.00
18 Mos.	6 Mos.	\$856.50	\$107.50
24 Mos.	6 Mos.	\$976.50	\$120.00
30 Mos.	6 Mos.	\$1,114.50	\$138.00
36 Mos. (Maximum)		\$1,272.50	\$158.00
PENSION BAND		114	

WAGE TABLE: 05

EFFECTIVE JUNE 19, 2016

CUSTOMER ACCOUNT REPRESENTATIVE
 CUSTOMER BUSINESS REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$552.50	
6 Mos.	6 Mos.	\$631.50	\$79.00
12 Mos.	6 Mos.	\$720.50	\$89.00
18 Mos.	6 Mos.	\$821.50	\$101.00
24 Mos.	6 Mos.	\$939.00	\$117.50
30 Mos.	6 Mos.	\$1,072.00	\$133.00
36 Mos. (Maximum)		\$1,223.50	\$151.50
PENSION BAND		112	

WAGE TABLE: 06

EFFECTIVE JUNE 19, 2016

COIN TELEPHONE COLLECTOR
 COUNTING ROOM ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$593.00	
6 Mos.	6 Mos.	\$668.50	\$75.50
12 Mos.	6 Mos.	\$754.00	\$85.50
18 Mos.	6 Mos.	\$849.00	\$95.00
24 Mos.	6 Mos.	\$957.50	\$108.50
30 Mos.	6 Mos.	\$1,079.50	\$122.00
36 Mos. (Maximum)		\$1,216.50	\$137.00
PENSION BAND		112	

WAGE TABLE: 07

EFFECTIVE JUNE 19, 2016

COLLECTION REPRESENTATIVE
FORCE CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$535.00	
6 Mos.	6 Mos.	\$606.00	\$71.00
12 Mos.	6 Mos.	\$688.00	\$82.00
18 Mos.	6 Mos.	\$780.00	\$92.00
24 Mos.	6 Mos.	\$885.00	\$105.00
30 Mos.	6 Mos.	\$1,003.50	\$118.50
36 Mos. (Maximum)		\$1,136.00	\$132.50
PENSION BAND		110	

WAGE TABLE: 08

EFFECTIVE JUNE 19, 2016

CUSTOMER SERVICE CLERK
SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$515.00	
6 Mos.	6 Mos.	\$586.50	\$71.50
12 Mos.	6 Mos.	\$666.00	\$79.50
18 Mos.	6 Mos.	\$756.00	\$90.00
24 Mos.	6 Mos.	\$858.50	\$102.50
30 Mos.	6 Mos.	\$974.50	\$116.00
36 Mos. (Maximum)		\$1,107.50	\$133.00
PENSION BAND		109	

WAGE TABLE: 09

EFFECTIVE JUNE 19, 2016

TELEPHONE CANVASSER - BUSINESS

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$526.00	
6 Mos.	6 Mos.	\$593.00	\$67.00
12 Mos.	6 Mos.	\$668.50	\$75.50
18 Mos.	6 Mos.	\$754.50	\$86.00
24 Mos.	6 Mos.	\$850.50	\$96.00
30 Mos.	6 Mos.	\$959.00	\$108.50
36 Mos. (Maximum)		\$1,082.00	\$123.00
PENSION BAND		108	

WAGE TABLE: 10

EFFECTIVE JUNE 19, 2016

STAFF CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$512.50	
6 Mos.	6 Mos.	\$580.50	\$68.00
12 Mos.	6 Mos.	\$657.50	\$77.00
18 Mos.	6 Mos.	\$744.50	\$87.00
24 Mos.	6 Mos.	\$843.50	\$99.00
30 Mos.	6 Mos.	\$956.00	\$112.50
36 Mos. (Maximum)		\$1,082.00	\$126.00
PENSION BAND		108	

WAGE TABLE: 11

EFFECTIVE JUNE 19, 2016

STENOGRAPHER CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$502.50	
6 Mos.	6 Mos.	\$570.00	\$67.50
12 Mos.	6 Mos.	\$645.00	\$75.00
18 Mos.	6 Mos.	\$728.00	\$83.00
24 Mos.	6 Mos.	\$822.50	\$94.50
30 Mos.	6 Mos.	\$931.00	\$108.50
36 Mos. (Maximum)		\$1,051.50	\$120.50
PENSION BAND		107	

WAGE TABLE: 12

EFFECTIVE JUNE 19, 2016

SENIOR CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$497.00	
6 Mos.	6 Mos.	\$562.00	\$65.00
12 Mos.	6 Mos.	\$638.00	\$76.00
18 Mos.	6 Mos.	\$722.00	\$84.00
24 Mos.	6 Mos.	\$818.50	\$96.50
30 Mos.	6 Mos.	\$928.50	\$110.00
36 Mos. (Maximum)		\$1,051.50	\$123.00
PENSION BAND		107	

WAGE TABLE: 13

EFFECTIVE JUNE 19, 2016

TELEPHONE CANVASSER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$495.50	
6 Mos.	6 Mos.	\$559.00	\$63.50
12 Mos.	6 Mos.	\$631.50	\$72.50
18 Mos.	6 Mos.	\$713.50	\$82.00
24 Mos.	6 Mos.	\$805.00	\$91.50
30 Mos.	6 Mos.	\$910.00	\$105.00
36 Mos. (Maximum)		\$1,029.00	\$119.00
PENSION BAND		107	

WAGE TABLE: 14

EFFECTIVE JUNE 19, 2016

GENERAL CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$480.50	
6 Mos.	6 Mos.	\$543.00	\$62.50
12 Mos.	6 Mos.	\$614.50	\$71.50
18 Mos.	6 Mos.	\$693.50	\$79.00
24 Mos.	6 Mos.	\$785.00	\$91.50
30 Mos.	6 Mos.	\$886.50	\$101.50
36 Mos. (Maximum)		\$1,002.00	\$115.50
PENSION BAND		106	

CUSTOMER SERVICE IMPLEMENTER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$638.50	
6 Mos.	6 Mos.	\$720.50	\$82.00
12 Mos.	6 Mos.	\$812.50	\$92.00
18 Mos.	6 Mos.	\$916.50	\$104.00
24 Mos.	6 Mos.	\$1,033.50	\$117.00
30 Mos.	6 Mos.	\$1,166.00	\$132.50
36 Mos.	6 Mos.	\$1,315.00	\$149.00
42 Mos.	6 Mos.	\$1,483.50	\$168.50
48 Mos. (Maximum)		\$1,673.00	\$189.50
PENSION BAND		N/A	

[JUNE 18, 2017 WAGE SCHEDULES]

WAGE TABLE: 01

EFFECTIVE JUNE 18, 2017

PUBLIC COMMUNICATIONS SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$675.00	
6 Mos.	6 Mos.	\$753.50	\$78.50
12 Mos.	6 Mos.	\$838.50	\$85.00
18 Mos.	6 Mos.	\$935.00	\$96.50
24 Mos.	6 Mos.	\$1,041.00	\$106.00
30 Mos.	6 Mos.	\$1,162.00	\$121.00
36 Mos.	6 Mos.	\$1,295.50	\$133.50
42 Mos.	6 Mos.	\$1,443.50	\$148.00
48 Mos. (Maximum)		\$1,611.50	\$168.00
PENSION BAND		123	

WAGE TABLE: 02

EFFECTIVE JUNE 18, 2017

COMMERCIAL REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$612.00	
6 Mos.	6 Mos.	\$686.00	\$74.00
12 Mos.	6 Mos.	\$769.50	\$83.50
18 Mos.	6 Mos.	\$864.00	\$94.50
24 Mos.	6 Mos.	\$968.50	\$104.50
30 Mos.	6 Mos.	\$1,087.50	\$119.00
36 Mos.	6 Mos.	\$1,219.00	\$131.50
42 Mos.	6 Mos.	\$1,367.50	\$148.50
48 Mos. (Maximum)		\$1,535.50	\$168.00
PENSION BAND		121	

WAGE TABLE: 03

EFFECTIVE JUNE 18, 2017

CUSTOMER SERVICE ADMINISTRATOR

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$652.00	
6 Mos.	6 Mos.	\$742.00	\$90.00
12 Mos.	6 Mos.	\$846.50	\$104.50
18 Mos.	6 Mos.	\$966.00	\$119.50
24 Mos.	6 Mos.	\$1,102.50	\$136.50
30 Mos.	6 Mos.	\$1,257.50	\$155.00
36 Mos. (Maximum)		\$1,433.00	\$175.50
PENSION BAND		117	

WAGE TABLE: 04

EFFECTIVE JUNE 18, 2017

CONSULTANT
SERVICE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$588.50	
6 Mos.	6 Mos.	\$673.50	\$85.00
12 Mos.	6 Mos.	\$767.50	\$94.00
18 Mos.	6 Mos.	\$878.00	\$110.50
24 Mos.	6 Mos.	\$1,001.00	\$123.00
30 Mos.	6 Mos.	\$1,142.50	\$141.50
36 Mos. (Maximum)		\$1,304.50	\$162.00
PENSION BAND		114	

WAGE TABLE: 05

EFFECTIVE JUNE 18, 2017

CUSTOMER ACCOUNT REPRESENTATIVE
 CUSTOMER BUSINESS REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$566.50	
6 Mos.	6 Mos.	\$647.50	\$81.00
12 Mos.	6 Mos.	\$738.50	\$91.00
18 Mos.	6 Mos.	\$842.00	\$103.50
24 Mos.	6 Mos.	\$962.50	\$120.50
30 Mos.	6 Mos.	\$1,099.00	\$136.50
36 Mos. (Maximum)		\$1,254.00	\$155.00
PENSION BAND		112	

WAGE TABLE: 06

EFFECTIVE JUNE 18, 2017

COIN TELEPHONE COLLECTOR
 COUNTING ROOM ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$608.00	
6 Mos.	6 Mos.	\$685.00	\$77.00
12 Mos.	6 Mos.	\$773.00	\$88.00
18 Mos.	6 Mos.	\$870.00	\$97.00
24 Mos.	6 Mos.	\$981.50	\$111.50
30 Mos.	6 Mos.	\$1,106.50	\$125.00
36 Mos. (Maximum)		\$1,247.00	\$140.50
PENSION BAND		112	

WAGE TABLE: 07

EFFECTIVE JUNE 18, 2017

COLLECTION REPRESENTATIVE
FORCE CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$548.50	
6 Mos.	6 Mos.	\$621.00	\$72.50
12 Mos.	6 Mos.	\$705.00	\$84.00
18 Mos.	6 Mos.	\$799.50	\$94.50
24 Mos.	6 Mos.	\$907.00	\$107.50
30 Mos.	6 Mos.	\$1,028.50	\$121.50
36 Mos. (Maximum)		\$1,164.50	\$136.00
PENSION BAND		110	

WAGE TABLE: 08

EFFECTIVE JUNE 18, 2017

CUSTOMER SERVICE CLERK
SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$528.00	
6 Mos.	6 Mos.	\$601.00	\$73.00
12 Mos.	6 Mos.	\$682.50	\$81.50
18 Mos.	6 Mos.	\$775.00	\$92.50
24 Mos.	6 Mos.	\$880.00	\$105.00
30 Mos.	6 Mos.	\$999.00	\$119.00
36 Mos. (Maximum)		\$1,135.00	\$136.00
PENSION BAND		109	

WAGE TABLE: 09

EFFECTIVE JUNE 18, 2017

TELEPHONE CANVASSER - BUSINESS

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$539.00	
6 Mos.	6 Mos.	\$608.00	\$69.00
12 Mos.	6 Mos.	\$685.00	\$77.00
18 Mos.	6 Mos.	\$773.50	\$88.50
24 Mos.	6 Mos.	\$872.00	\$98.50
30 Mos.	6 Mos.	\$983.00	\$111.00
36 Mos. (Maximum)		\$1,109.00	\$126.00
PENSION BAND		108	

WAGE TABLE: 10

EFFECTIVE JUNE 18, 2017

STAFF CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$525.50	
6 Mos.	6 Mos.	\$595.00	\$69.50
12 Mos.	6 Mos.	\$674.00	\$79.00
18 Mos.	6 Mos.	\$763.00	\$89.00
24 Mos.	6 Mos.	\$864.50	\$101.50
30 Mos.	6 Mos.	\$980.00	\$115.50
36 Mos. (Maximum)		\$1,109.00	\$129.00
PENSION BAND		108	

WAGE TABLE: 11

EFFECTIVE JUNE 18, 2017

STENOGRAPHER CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$515.00	
6 Mos.	6 Mos.	\$584.50	\$69.50
12 Mos.	6 Mos.	\$661.00	\$76.50
18 Mos.	6 Mos.	\$746.00	\$85.00
24 Mos.	6 Mos.	\$843.00	\$97.00
30 Mos.	6 Mos.	\$954.50	\$111.50
36 Mos. (Maximum)		\$1,078.00	\$123.50
PENSION BAND		107	

WAGE TABLE: 12

EFFECTIVE JUNE 18, 2017

SENIOR CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$509.50	
6 Mos.	6 Mos.	\$576.00	\$66.50
12 Mos.	6 Mos.	\$654.00	\$78.00
18 Mos.	6 Mos.	\$740.00	\$86.00
24 Mos.	6 Mos.	\$839.00	\$99.00
30 Mos.	6 Mos.	\$951.50	\$112.50
36 Mos. (Maximum)		\$1,078.00	\$126.50
PENSION BAND		107	

WAGE TABLE: 13

EFFECTIVE JUNE 18, 2017

TELEPHONE CANVASSER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$508.00	
6 Mos.	6 Mos.	\$573.00	\$65.00
12 Mos.	6 Mos.	\$647.50	\$74.50
18 Mos.	6 Mos.	\$731.50	\$84.00
24 Mos.	6 Mos.	\$825.00	\$93.50
30 Mos.	6 Mos.	\$933.00	\$108.00
36 Mos. (Maximum)		\$1,054.50	\$121.50
PENSION BAND		107	

WAGE TABLE: 14

EFFECTIVE JUNE 18, 2017

GENERAL CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$492.50	
6 Mos.	6 Mos.	\$556.50	\$64.00
12 Mos.	6 Mos.	\$630.00	\$73.50
18 Mos.	6 Mos.	\$711.00	\$81.00
24 Mos.	6 Mos.	\$804.50	\$93.50
30 Mos.	6 Mos.	\$908.50	\$104.00
36 Mos. (Maximum)		\$1,027.00	\$118.50
PENSION BAND		106	

CUSTOMER SERVICE IMPLEMENTER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$654.50	
6 Mos.	6 Mos.	\$738.50	\$84.00
12 Mos.	6 Mos.	\$833.00	\$94.50
18 Mos.	6 Mos.	\$939.50	\$106.50
24 Mos.	6 Mos.	\$1,059.50	\$120.00
30 Mos.	6 Mos.	\$1,195.00	\$135.50
36 Mos.	6 Mos.	\$1,348.00	\$153.00
42 Mos.	6 Mos.	\$1,520.50	\$172.50
48 Mos. (Maximum)		\$1,715.00	\$194.50
PENSION BAND		126	

[JUNE 17, 2018 WAGE SCHEDULES]

WAGE TABLE: 01

EFFECTIVE JUNE 17, 2018

PUBLIC COMMUNICATIONS SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$692.00	
6 Mos.	6 Mos.	\$772.50	\$80.50
12 Mos.	6 Mos.	\$859.50	\$87.00
18 Mos.	6 Mos.	\$958.50	\$99.00
24 Mos.	6 Mos.	\$1,067.00	\$108.50
30 Mos.	6 Mos.	\$1,191.00	\$124.00
36 Mos.	6 Mos.	\$1,328.00	\$137.00
42 Mos.	6 Mos.	\$1,479.50	\$151.50
48 Mos. (Maximum)		\$1,652.00	\$172.50
PENSION BAND		123	

WAGE TABLE: 02

EFFECTIVE JUNE 17, 2018

COMMERCIAL REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$627.50	
6 Mos.	6 Mos.	\$703.00	\$75.50
12 Mos.	6 Mos.	\$788.50	\$85.50
18 Mos.	6 Mos.	\$885.50	\$97.00
24 Mos.	6 Mos.	\$992.50	\$107.00
30 Mos.	6 Mos.	\$1,114.50	\$122.00
36 Mos.	6 Mos.	\$1,249.50	\$135.00
42 Mos.	6 Mos.	\$1,401.50	\$152.00
48 Mos. (Maximum)		\$1,574.00	\$172.50
PENSION BAND		121	

WAGE TABLE: 03

EFFECTIVE JUNE 17, 2018

CUSTOMER SERVICE ADMINISTRATOR

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$668.50	
6 Mos.	6 Mos.	\$760.50	\$92.00
12 Mos.	6 Mos.	\$867.50	\$107.00
18 Mos.	6 Mos.	\$990.00	\$122.50
24 Mos.	6 Mos.	\$1,130.00	\$140.00
30 Mos.	6 Mos.	\$1,289.00	\$159.00
36 Mos. (Maximum)		\$1,469.00	\$180.00
PENSION BAND		117	

WAGE TABLE: 04

EFFECTIVE JUNE 17, 2018

CONSULTANT
SERVICE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$603.00	
6 Mos.	6 Mos.	\$690.50	\$87.50
12 Mos.	6 Mos.	\$786.50	\$96.00
18 Mos.	6 Mos.	\$900.00	\$113.50
24 Mos.	6 Mos.	\$1,026.00	\$126.00
30 Mos.	6 Mos.	\$1,171.00	\$145.00
36 Mos. (Maximum)		\$1,337.00	\$166.00
PENSION BAND		114	

WAGE TABLE: 05

EFFECTIVE JUNE 17, 2018

CUSTOMER ACCOUNT REPRESENTATIVE
 CUSTOMER BUSINESS REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$580.50	
6 Mos.	6 Mos.	\$663.50	\$83.00
12 Mos.	6 Mos.	\$757.00	\$93.50
18 Mos.	6 Mos.	\$863.00	\$106.00
24 Mos.	6 Mos.	\$986.50	\$123.50
30 Mos.	6 Mos.	\$1,126.50	\$140.00
36 Mos. (Maximum)		\$1,285.50	\$159.00
PENSION BAND		112	

WAGE TABLE: 06

EFFECTIVE JUNE 17, 2018

COIN TELEPHONE COLLECTOR
 COUNTING ROOM ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$623.00	
6 Mos.	6 Mos.	\$702.00	\$79.00
12 Mos.	6 Mos.	\$792.50	\$90.50
18 Mos.	6 Mos.	\$892.00	\$99.50
24 Mos.	6 Mos.	\$1,006.00	\$114.00
30 Mos.	6 Mos.	\$1,134.00	\$128.00
36 Mos. (Maximum)		\$1,278.00	\$144.00
PENSION BAND		112	

WAGE TABLE: 07

EFFECTIVE JUNE 17, 2018

COLLECTION REPRESENTATIVE
FORCE CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$562.00	
6 Mos.	6 Mos.	\$636.50	\$74.50
12 Mos.	6 Mos.	\$722.50	\$86.00
18 Mos.	6 Mos.	\$819.50	\$97.00
24 Mos.	6 Mos.	\$929.50	\$110.00
30 Mos.	6 Mos.	\$1,054.00	\$124.50
36 Mos. (Maximum)		\$1,193.50	\$139.50
PENSION BAND		110	

WAGE TABLE: 08

EFFECTIVE JUNE 17, 2018

CUSTOMER SERVICE CLERK
SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$541.00	
6 Mos.	6 Mos.	\$616.00	\$75.00
12 Mos.	6 Mos.	\$699.50	\$83.50
18 Mos.	6 Mos.	\$794.50	\$95.00
24 Mos.	6 Mos.	\$902.00	\$107.50
30 Mos.	6 Mos.	\$1,024.00	\$122.00
36 Mos. (Maximum)		\$1,163.50	\$139.50
PENSION BAND		109	

WAGE TABLE: 09

EFFECTIVE JUNE 17, 2018

TELEPHONE CANVASSER - BUSINESS

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$552.50	
6 Mos.	6 Mos.	\$623.00	\$70.50
12 Mos.	6 Mos.	\$702.00	\$79.00
18 Mos.	6 Mos.	\$793.00	\$91.00
24 Mos.	6 Mos.	\$894.00	\$101.00
30 Mos.	6 Mos.	\$1,007.50	\$113.50
36 Mos. (Maximum)		\$1,136.50	\$129.00
PENSION BAND		108	

WAGE TABLE: 10

EFFECTIVE JUNE 17, 2018

STAFF CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$538.50	
6 Mos.	6 Mos.	\$610.00	\$71.50
12 Mos.	6 Mos.	\$691.00	\$81.00
18 Mos.	6 Mos.	\$782.00	\$91.00
24 Mos.	6 Mos.	\$886.00	\$104.00
30 Mos.	6 Mos.	\$1,004.50	\$118.50
36 Mos. (Maximum)		\$1,136.50	\$132.00
PENSION BAND		108	

WAGE TABLE: 11

EFFECTIVE JUNE 17, 2018

STENOGRAPHER CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$528.00	
6 Mos.	6 Mos.	\$599.00	\$71.00
12 Mos.	6 Mos.	\$677.50	\$78.50
18 Mos.	6 Mos.	\$764.50	\$87.00
24 Mos.	6 Mos.	\$864.00	\$99.50
30 Mos.	6 Mos.	\$978.50	\$114.50
36 Mos. (Maximum)		\$1,105.00	\$126.50
PENSION BAND		107	

WAGE TABLE: 12

EFFECTIVE JUNE 17, 2018

SENIOR CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$522.00	
6 Mos.	6 Mos.	\$590.50	\$68.50
12 Mos.	6 Mos.	\$670.50	\$80.00
18 Mos.	6 Mos.	\$758.50	\$88.00
24 Mos.	6 Mos.	\$860.00	\$101.50
30 Mos.	6 Mos.	\$975.50	\$115.50
36 Mos. (Maximum)		\$1,105.00	\$129.50
PENSION BAND		107	

WAGE TABLE: 13

EFFECTIVE JUNE 17, 2018

TELEPHONE CANVASSER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$520.50	
6 Mos.	6 Mos.	\$587.50	\$67.00
12 Mos.	6 Mos.	\$663.50	\$76.00
18 Mos.	6 Mos.	\$750.00	\$86.50
24 Mos.	6 Mos.	\$845.50	\$95.50
30 Mos.	6 Mos.	\$956.50	\$111.00
36 Mos. (Maximum)		\$1,081.00	\$124.50
PENSION BAND		107	

WAGE TABLE: 14

EFFECTIVE JUNE 17, 2018

GENERAL CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$505.00	
6 Mos.	6 Mos.	\$570.50	\$65.50
12 Mos.	6 Mos.	\$646.00	\$75.50
18 Mos.	6 Mos.	\$729.00	\$83.00
24 Mos.	6 Mos.	\$824.50	\$95.50
30 Mos.	6 Mos.	\$931.00	\$106.50
36 Mos. (Maximum)		\$1,052.50	\$121.50
PENSION BAND		106	

CUSTOMER SERVICE IMPLEMENTER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$671.00	
6 Mos.	6 Mos.	\$757.00	\$86.00
12 Mos.	6 Mos.	\$854.00	\$97.00
18 Mos.	6 Mos.	\$963.00	\$109.00
24 Mos.	6 Mos.	\$1,086.00	\$123.00
30 Mos.	6 Mos.	\$1,225.00	\$139.00
36 Mos.	6 Mos.	\$1,381.50	\$156.50
42 Mos.	6 Mos.	\$1,558.50	\$177.00
48 Mos. (Maximum)		\$1,758.00	\$199.50
PENSION BAND		126	

[JUNE 16, 2019 WAGE SCHEDULES]

WAGE TABLE: 01

EFFECTIVE JUNE 16, 2019

PUBLIC COMMUNICATIONS SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$709.50	
6 Mos.	6 Mos.	\$792.00	\$82.50
12 Mos.	6 Mos.	\$881.00	\$89.00
18 Mos.	6 Mos.	\$982.50	\$101.50
24 Mos.	6 Mos.	\$1,093.50	\$111.00
30 Mos.	6 Mos.	\$1,221.00	\$127.50
36 Mos.	6 Mos.	\$1,361.00	\$140.00
42 Mos.	6 Mos.	\$1,516.50	\$155.50
48 Mos. (Maximum)		\$1,693.50	\$177.00
PENSION BAND		123	

WAGE TABLE: 02

EFFECTIVE JUNE 16, 2019

COMMERCIAL REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$643.00	
6 Mos.	6 Mos.	\$720.50	\$77.50
12 Mos.	6 Mos.	\$808.00	\$87.50
18 Mos.	6 Mos.	\$907.50	\$99.50
24 Mos.	6 Mos.	\$1,017.50	\$110.00
30 Mos.	6 Mos.	\$1,142.50	\$125.00
36 Mos.	6 Mos.	\$1,280.50	\$138.00
42 Mos.	6 Mos.	\$1,436.50	\$156.00
48 Mos. (Maximum)		\$1,613.50	\$177.00
PENSION BAND		121	

WAGE TABLE: 03

EFFECTIVE JUNE 16, 2019

CUSTOMER SERVICE ADMINISTRATOR

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$685.00	
6 Mos.	6 Mos.	\$779.50	\$94.50
12 Mos.	6 Mos.	\$889.00	\$109.50
18 Mos.	6 Mos.	\$1,015.00	\$126.00
24 Mos.	6 Mos.	\$1,158.50	\$143.50
30 Mos.	6 Mos.	\$1,321.00	\$162.50
36 Mos. (Maximum)		\$1,505.50	\$184.50
PENSION BAND		117	

WAGE TABLE: 04

EFFECTIVE JUNE 16, 2019

CONSULTANT
SERVICE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$618.00	
6 Mos.	6 Mos.	\$708.00	\$90.00
12 Mos.	6 Mos.	\$806.00	\$98.00
18 Mos.	6 Mos.	\$922.50	\$116.50
24 Mos.	6 Mos.	\$1,051.50	\$129.00
30 Mos.	6 Mos.	\$1,200.50	\$149.00
36 Mos. (Maximum)		\$1,370.50	\$170.00
PENSION BAND		114	

WAGE TABLE: 05

EFFECTIVE JUNE 16, 2019

CUSTOMER ACCOUNT REPRESENTATIVE
CUSTOMER BUSINESS REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$595.00	
6 Mos.	6 Mos.	\$680.00	\$85.00
12 Mos.	6 Mos.	\$776.00	\$96.00
18 Mos.	6 Mos.	\$884.50	\$108.50
24 Mos.	6 Mos.	\$1,011.00	\$126.50
30 Mos.	6 Mos.	\$1,154.50	\$143.50
36 Mos. (Maximum)		\$1,317.50	\$163.00
PENSION BAND		112	

WAGE TABLE: 06

EFFECTIVE JUNE 16, 2019

COIN TELEPHONE COLLECTOR
COUNTING ROOM ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$638.50	
6 Mos.	6 Mos.	\$719.50	\$81.00
12 Mos.	6 Mos.	\$812.50	\$93.00
18 Mos.	6 Mos.	\$914.50	\$102.00
24 Mos.	6 Mos.	\$1,031.00	\$116.50
30 Mos.	6 Mos.	\$1,162.50	\$131.50
36 Mos. (Maximum)		\$1,310.00	\$147.50
PENSION BAND		112	

WAGE TABLE: 07

EFFECTIVE JUNE 16, 2019

COLLECTION REPRESENTATIVE
FORCE CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$576.00	
6 Mos.	6 Mos.	\$652.50	\$76.50
12 Mos.	6 Mos.	\$740.50	\$88.00
18 Mos.	6 Mos.	\$840.00	\$99.50
24 Mos.	6 Mos.	\$952.50	\$112.50
30 Mos.	6 Mos.	\$1,080.50	\$128.00
36 Mos. (Maximum)		\$1,223.50	\$143.00
PENSION BAND		110	

WAGE TABLE: 08

EFFECTIVE JUNE 16, 2019

CUSTOMER SERVICE CLERK
SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$554.50	
6 Mos.	6 Mos.	\$631.50	\$77.00
12 Mos.	6 Mos.	\$717.00	\$85.50
18 Mos.	6 Mos.	\$814.50	\$97.50
24 Mos.	6 Mos.	\$924.50	\$110.00
30 Mos.	6 Mos.	\$1,049.50	\$125.00
36 Mos. (Maximum)		\$1,192.50	\$143.00
PENSION BAND		109	

WAGE TABLE: 09

EFFECTIVE JUNE 16, 2019

TELEPHONE CANVASSER - BUSINESS

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$566.50	
6 Mos.	6 Mos.	\$638.50	\$72.00
12 Mos.	6 Mos.	\$719.50	\$81.00
18 Mos.	6 Mos.	\$813.00	\$93.50
24 Mos.	6 Mos.	\$916.50	\$103.50
30 Mos.	6 Mos.	\$1,032.50	\$116.00
36 Mos. (Maximum)		\$1,165.00	\$132.50
PENSION BAND		108	

WAGE TABLE: 10

EFFECTIVE JUNE 16, 2019

STAFF CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$552.00	
6 Mos.	6 Mos.	\$625.50	\$73.50
12 Mos.	6 Mos.	\$708.50	\$83.00
18 Mos.	6 Mos.	\$801.50	\$93.00
24 Mos.	6 Mos.	\$908.00	\$106.50
30 Mos.	6 Mos.	\$1,029.50	\$121.50
36 Mos. (Maximum)		\$1,165.00	\$135.50
PENSION BAND		108	

WAGE TABLE: 11

EFFECTIVE JUNE 16, 2019

STENOGRAPHER CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$541.00	
6 Mos.	6 Mos.	\$614.00	\$73.00
12 Mos.	6 Mos.	\$694.50	\$80.50
18 Mos.	6 Mos.	\$783.50	\$89.00
24 Mos.	6 Mos.	\$885.50	\$102.00
30 Mos.	6 Mos.	\$1,003.00	\$117.50
36 Mos. (Maximum)		\$1,132.50	\$129.50
PENSION BAND		107	

WAGE TABLE: 12

EFFECTIVE JUNE 16, 2019

SENIOR CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$535.00	
6 Mos.	6 Mos.	\$605.50	\$70.50
12 Mos.	6 Mos.	\$687.50	\$82.00
18 Mos.	6 Mos.	\$777.50	\$90.00
24 Mos.	6 Mos.	\$881.50	\$104.00
30 Mos.	6 Mos.	\$1,000.00	\$118.50
36 Mos. (Maximum)		\$1,132.50	\$132.50
PENSION BAND		107	

WAGE TABLE: 13

EFFECTIVE JUNE 16, 2019

TELEPHONE CANVASSER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$533.50	
6 Mos.	6 Mos.	\$602.00	\$68.50
12 Mos.	6 Mos.	\$680.00	\$78.00
18 Mos.	6 Mos.	\$769.00	\$89.00
24 Mos.	6 Mos.	\$866.50	\$97.50
30 Mos.	6 Mos.	\$980.50	\$114.00
36 Mos. (Maximum)		\$1,108.00	\$127.50
PENSION BAND		107	

WAGE TABLE: 14

EFFECTIVE JUNE 16, 2019

GENERAL CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$517.50	
6 Mos.	6 Mos.	\$585.00	\$67.50
12 Mos.	6 Mos.	\$662.00	\$77.00
18 Mos.	6 Mos.	\$747.00	\$85.00
24 Mos.	6 Mos.	\$845.00	\$98.00
30 Mos.	6 Mos.	\$954.50	\$109.50
36 Mos. (Maximum)		\$1,079.00	\$124.50
PENSION BAND		106	

CUSTOMER SERVICE IMPLEMENTER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	\$688.00	
6 Mos.	6 Mos.	\$776.00	\$88.00
12 Mos.	6 Mos.	\$875.50	\$99.50
18 Mos.	6 Mos.	\$987.00	\$111.50
24 Mos.	6 Mos.	\$1,113.00	\$126.00
30 Mos.	6 Mos.	\$1,255.50	\$142.50
36 Mos.	6 Mos.	\$1,416.00	\$160.50
42 Mos.	6 Mos.	\$1,597.50	\$181.50
48 Mos. (Maximum)		\$1,802.00	\$204.50
PENSION BAND		126	

EXHIBIT D

PENSION BANDS AND BENEFITS

D1.00 Pension Bands

<u>Job Titles</u>	<u>Wage Zone</u> <u>1</u>
Coin Telephone Collector	112
Collection Representative	110
Commercial Representative	121
Counting Room Attendant	112
Customer Service Administrator	117
Customer Service Clerk	109
Customer Service Impementer	126
Force Clerk	110
General Clerk	106
Public Communications Sales Representative	123
Sales Representative	109
Senior Clerk	107
Service Representative/Consultant	114
Staff Clerk	108
Stenographer-Clerk	107
Telephone Canvasser	107
Telephone Canvasser-Business	108

D2.00 Monthly Benefit Table

<u>Pension</u>			
<u>Band</u>	<u>9/15/2016</u>	<u>9/15/2017</u>	<u>9/15/2018</u>
101	\$39.15	\$39.54	\$39.94
102	\$40.76	\$41.17	\$41.58
103	\$42.41	\$42.83	\$43.26
104	\$44.08	\$44.52	\$44.97
105	\$45.72	\$46.18	\$46.64
106	\$47.40	\$47.87	\$48.35
107	\$49.03	\$49.52	\$50.02
108	\$50.65	\$51.16	\$51.67
109	\$52.36	\$52.88	\$53.41
110	\$53.97	\$54.51	\$55.06
111	\$55.63	\$56.19	\$56.75
112	\$57.27	\$57.84	\$58.42
113	\$58.92	\$59.51	\$60.11
114	\$60.61	\$61.22	\$61.83
115	\$62.24	\$62.86	\$63.49
116	\$63.88	\$64.52	\$65.17
117	\$65.49	\$66.14	\$66.80
118	\$67.22	\$67.89	\$68.57
119	\$68.85	\$69.54	\$70.24
120	\$70.48	\$71.18	\$71.89
121	\$72.12	\$72.84	\$73.57
122	\$73.79	\$74.53	\$75.28
123	\$75.44	\$76.19	\$76.95
124	\$77.10	\$77.87	\$78.65
125	\$78.74	\$79.53	\$80.33
126	\$80.38	\$81.18	\$81.99
127	\$82.04	\$82.86	\$83.69
128	\$83.66	\$84.50	\$85.35
129	\$85.35	\$86.20	\$87.06
130	\$86.95	\$87.82	\$88.70
131	\$88.65	\$89.54	\$90.44
132	\$90.30	\$91.20	\$92.11
133	\$91.93	\$92.85	\$93.78
134	\$93.61	\$94.55	\$95.50
135	\$95.20	\$96.15	\$97.11

LETTER AGREEMENTS

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ABSENCE FROM DUTY

(10-19-2012)

A. Effective January 1, 2013:

1. Payment for days scheduled but not worked during the period of seven consecutive calendar days or less beginning with the first day of each absence due to an employee's personal illness or off-duty accident will be capped at ten days. Part-time employees will also be capped at 10 paid days, but the number of hours part-time employees will be paid for each day will be pro-rated based on the number of hours such employees are normally scheduled to work, in the same manner that the Company pro-rates vacation and other paid time for part-time employees. For example, a part-time employee who always works 22.5 hours per week will receive no more than 45 hours of paid incidental absence in a calendar year.
2. All employees may take up to four (4) incidental absence days in a calendar year which shall not be charged against an employee's record for purposes of determining attendance performance on the Company's applicable absence control plan ("Exempt Days"). Incidental absence days, in excess of the four (4) Exempt Days, may be treated in accordance with the Company's applicable absence control plan. This Section XII.A.2 will not apply to an associate until such associate reaches one year of net credited service. The number of Exempt Days for such an associate will be prorated in the year he or she reaches one year of net credited service as follows: (a) an associate who reaches one year of net credited service in the first quarter of the calendar year will receive four (4) Exempt Days; (b) an associate who reaches one year of net credited service in the second quarter will receive three (3) Exempt Days; (c) an associate who reaches one year of net credited service in the third quarter will receive two (2) Exempt Days and (d) an associate who reaches one year of net credited service in the fourth quarter will receive one (1) Exempt Day. This Section XII.A.2 will have no application to tardiness.

3. Employees who use four days or fewer of paid or unpaid incidental absence in a calendar year will receive the following lump sum payment, prorated for part-time employees, which will be paid no later than the first paycheck in March of the following year. All existing provision(s) pertaining to unpaid incidental absence, including waiting days, will continue in full force and effect.

Number of Paid or Unpaid Incidental Absence Days Used in the Calendar Year	Lump Sum Payment
Zero Days	5 days' pay
More than Zero Days but less than 2 Days	4 days' pay
At least 2 Days but less than 3 Days	3 days' pay
At least 3 Days but less than 4 Days	2 days' pay
4 Days	1 day's pay

B. Prorating Lump Sum Payment for Working a Partial Year.

Eligibility: Regular, Term and Temporary employees who are hired for an assignment expected to last more than one year must be on the payroll for at least 90 days during a calendar year, excluding time not on the job due to SADBp absence and paid and unpaid leave, to be eligible for a lump sum payment pursuant to Section XII.A.3.

Temporary employees who are hired for an assignment expected to last one year or less are ineligible for a lump sum payout pursuant to Section XII.A.3. Employees who are discharged for cause on or before December 31 of the calendar year will not be eligible to receive a lump sum payment pursuant to Section XII.A.3.

Proration: The lump sum payment pursuant to Section XII.A.3 will be prorated by twelfths to correspond to the number of months the employee was on the payroll during the calendar year, exclusive of SADBp absence and paid and unpaid leaves. For purposes of proration, a month will be taken into account if the employee was on the payroll on any day of the calendar month, and not on SADBp or other paid or unpaid leave for the entire month.

- C. For purposes of incentive pay under this provision, a day's pay shall be paid under this Article at one-fifth the employee's basic weekly rate, excluding differentials and overtime.
- D. Paid incidental absence days will count towards the applicable annual cap. Unpaid waiting days will not count towards the applicable annual cap.

Agreement Continuation

The following Common Issues MOU provisions from the 2003 Memorandum of Understanding between Verizon Maryland Inc., Verizon Virginia Inc., Verizon Washington, D.C. Inc., Verizon West Virginia Inc., Verizon Pennsylvania Inc., Verizon Delaware Inc., Verizon New Jersey Inc., Verizon Services Corp., Verizon Corporate Services Corp., Verizon Avenue Inc., and Verizon Advanced Data Inc. and Communications Workers of America, AFL-CIO, effective August 3, 2003 (the "2003 MOU"), with an expiration date of August 2, 2008 (unless otherwise noted) are extended by this 2008 Memorandum of Understanding between Verizon Maryland Inc., Verizon Virginia Inc., Verizon Washington, D.C. Inc., Verizon West Virginia Inc., Verizon Pennsylvania Inc., Verizon Delaware Inc., Verizon New Jersey Inc., Verizon Services Corp., and Verizon Corporate Services Corp. (herein the "Company" or "Companies"), and Communications Workers of America, AFL-CIO (hereinafter the "Union" or "CWA") ("2008 MOU") for the life of the new collective bargaining agreements, with no change in their terms and will be included in the applicable collective bargaining agreement(s):

- Outside Copper Cable Splicing
- Internal v. External Staffing Commitment
- IME Program
- Stress Letter of Understanding
- 1991 Memorandum of Understanding ("PA Information Age Agreement")
- BANI Customer Bid Work Letter
- Letter Agreement on Termination of Outside Contractors
- Letter Agreement on Service Quality Observing
- Letter Agreement on Service Monitoring
- FMLA – Absence for Union Business
- Provisions on Vacation Scheduling Percentage (Percentage is 18%)
- Short Notice Excused Work Days

It is agreed that the following Sections of the 2003 MOU and any associated attachments have been intentionally removed and shall not be renewed: Sections XI (Annual Discussions), XII (Joint Mediation Sessions), XIII (Joint Committee On Absence Control), XIX (Independent Medical Examination Reports), XX (Service Bridging), and XXII (Limited Extension Agreement).

All Local, District and International agreements that were valid and enforceable under the 2003 collective bargaining agreements, and which have not been separately renegotiated by the parties in 2008 negotiations, will continue in effect for the life of the new agreements.

On the subject of oral agreements, there is no intention on the Companies' part to change the status of any oral agreement -- whatever contractual status any oral agreement had during the term of the 2003 contracts will remain unchanged unless a change is made subsequent to collective bargaining.

If there are particular oral agreements that the Union wishes to discuss or which become the subject of a dispute after the contract, the Union may bring them to the attention of Labor Relations. If we are unable to resolve the situation, the dispute can be submitted to arbitration under the applicable contractual arbitration procedures.

August 17, 2000

Mr. James Short
Assistant to Vice President
District 13, CWA
230 South Broad Street, 19th Floor
Philadelphia, PA 19102

Dear Mr. Short:

This letter is to recognize that during 2000 bargaining, the issue of assigning Pennsylvania and Delaware employees to work in other states within the Mid-Atlantic Region (DC, VA, MD, WV, NJ, DE, PA) has been discussed.

In response to concerns raised by the Union, the Company agrees that it will seek volunteers when a need arises to send Pennsylvania or Delaware employees to work in another Mid-Atlantic state. Upon request, the Union agrees to assist the Company in securing volunteers.

In the event of an emergency (such as a major service problem, severe weather, or other Act of God) in the receiving state, the Company will first seek volunteers; however, if there are not enough volunteers, the Company may assign Pennsylvania or Delaware employees to work out of state.

The Company will notify the Union when Pennsylvania or Delaware employees are asked to work out of state.

The commitments in this letter will remain in effect for the life of the new Local 13100 and 13500 collective bargaining agreements.

Very truly yours,
(s) Ron Williams
Executive Director-Labor Relations

AGREED:
(s) Jim Short
Bargaining Agent
Communications Workers of America

LETTER OF UNDERSTANDING - "BANDI"

A condition of the Federal Communications Commission's approval of the merger between Bell Atlantic and GTE is the creation of a separate data affiliate ("SDA") to provide certain data services. The parties understand that the SDA, Bell Atlantic Network Data, Inc. ("BANDI") will need to employ employees who are currently employed by some former Bell Atlantic Network Services Companies in bargaining units represented by the CWA ("Union"). The Network Services Companies and the Union hereby agree that bargaining unit employees of the Network Services Companies may be transferred, on a voluntary basis, to employment at BANDI, which shall be treated as a transfer between employers within the same bargaining unit. Simultaneous with such transfers, BANDI will recognize the Union as the exclusive bargaining representative of the transferred employees, and the collective bargaining agreement that governed employees' terms and conditions of employment immediately prior to the change in employer will be amended to add BANDI as a party to the agreement effective as of the date of the first employee's transfer. (If BANDI's corporate name is changed, the new name will be substituted for BANDI.)

BANDI employees will continue to be covered by any promotion, lateral or downgrade plans (as well as all other rights) available to employees of the former Network Services Companies and may continue to avail themselves of the use of these plans.

The parties further understand that as a result of regulatory requirements, BANDI will not be able to provide local concession telephone service to its employees. Instead, bargaining unit employees shall receive \$35 per month to be included in payroll compensation that will be effective upon the first month that a bargaining unit employee becomes employed by BANDI. BANDI employees who retire during the life of the current agreement will receive a lump sum payment of \$2,600, less applicable deductions.

By: (s) Ron Williams
Company Bargaining Chair for:
Verizon Services Corp.,
Verizon Delaware Inc.,
Verizon Maryland Inc.,
Verizon New Jersey Inc.,
Verizon Pennsylvania Inc,

By: (s) Jim Short
Bargaining Agent
Communications Worker of America

Verizon Virginia, Inc.,
Verizon West Virginia,
Verizon Washington, D.C.

August 3, 2003
(Modified September 19, 2012)

Mr. James N. Byrne
Staff Representative-District 13, CWA
230 S. Broad Street, 19th Floor
Philadelphia, PA 19102

Dear Mr. Byrne:

This letter will confirm our agreement during 2003 negotiations to place, in our collective bargaining agreement, the following agreed-to arbitration settlement guidelines with respect to providing off-line time to Consultants in all Lines of Business.

On Tuesdays through Saturdays, excluding the first business day after a holiday, the Company will provide 30 minutes of closed time per day per scheduled Consultant. Closed time does not constitute a break, but rather is provided to the Consultant for purposes of performing productive work dealing with customer related issues. It does not, however, include training time. If an emergency condition as defined in Subsection A3.022 of the 2000 Collective Bargaining Agreement exists on any given day, the supervisor shall notify the Union steward that closed time is not available that day.

If a Consultant is offline for the entire day, either because the Consultant is on medical restrictions or for any other reason, the Consultant may not receive closed time on that day

Any dispute regarding the Company's compliance with the terms of this Agreement may be processed through the normal grievance and arbitration procedures.

Very truly yours,
/s/ Cynthia Marinari
Company Bargaining Chair
Director - Labor Relations

AGREED:
/s/ James Byrne
CWA Representative, District 13

COMMERCIAL STRESS RELIEF PACKAGE
8-23-00
(Modified 10-19-2012)

**SERVICE REPRESENTATIVES/CONSULTANTS –
DOWNGRADES, TRANSFERS, PROMOTIONS**

This will confirm that for the life of the 2012 collective bargaining agreement, Consultants/Service Representatives who are not meeting their sales objectives will be allowed to apply for non-sales related positions (positions without sales objectives or requiring sales skills) provided that they meet all other appraisal standards and other applicable qualifications except for sales objectives.

EVALUATIVE OBSERVATIONS
10-19-2012

This letter will confirm our agreement to modify evaluative observation practices for certain Consultants in all lines of business and Telephone Canvassers in the Direct Marketing Center (DMC) for the life of the 2012 collective bargaining agreement.

The modifications to evaluative observation practices for Consultants in all lines of business and Telephone Canvassers in the DMC are as follows:

- 1) Consultants in Potomac and New Jersey will receive advance notification of evaluative observations except for Consultants who received an overall rating of “Needs Improvement”, “Does Not Meet Requirements”, or “Not Rated” on their most recent annual or mid-year evaluation under the Associate Appraisal Plan in performance only. Other than the frequency of the evaluations, this provision does not change the current practice.

For example, if as a result of an annual evaluation rating of “Needs Improvement” under the Associate Appraisal Plan in performance only a Consultant does not receive advance notice of evaluative observations and that Consultant thereafter receives a mid-year evaluation rating of

“Meets Requirements” under the Associate Appraisal Plan in performance only, the Consultant will receive advance notice of evaluative observations following the “Meets Requirements” mid-year rating.

Existing practices in Pennsylvania and Delaware with respect to the quarterly evaluation of Consultants and Telephone Canvassers will remain in effect for the term of the successor CBAs/MOUs.

Consultants (PA and DE) and Telephone Canvassers (PA) will receive advance notification of evaluative observations except for Consultants and Telephone Canvassers who received an overall rating of “Needs Improvement”, “Does Not Meet Requirements”, or “Not Rated” on their most recent quarterly evaluation under the Associate Appraisal Plan in performance only.

- 2) The Company will endeavor to provide face-to-face feedback on observations by the close of the day on which the observation was taken but in no event later than the close of the next business day on which both the Consultant or Telephone Canvasser and the team leader who conducted the observation are on the job and are working at a common work location for their full tours.
- 3) Except for Mondays and the day after a holiday, when Consultants or Telephone Canvassers are scheduled for overtime, evaluative observing may take place during the first 8 paid hours of a scheduled work day for employees with a 35 hour basic work week, or during the first 8.5 paid hours for employees with a basic 37.5 hour work week. On a Monday and the day after a holiday, the evaluative observations must continue to take place during the first 7/7.5 hours of the scheduled work day. If the Company determines that a Consultant’s or Telephone Canvasser’s performance is substantially different during periods of diagnostic evaluation, as compared to periods of evaluative observation, evaluative observations may be conducted on that Consultant or Telephone Canvasser beyond the first 8 hours or 8.5 hours, or 7/7.5 hours on Mondays and the day after a holiday, whichever applies.
- 4) On an annual basis, evaluative observations will be limited in frequency as follows:
 - 20 observations for Consultants and Telephone Canvassers who received an overall rating of “Exceeds Requirements” on their most recent annual evaluation under the Associate Appraisal Plan;

- 30 observations for Consultants and Telephone Canvassers who received an overall rating of “Meets All” on their most recent annual evaluation under the Associate Appraisal Plan; and
- 40 observations for Consultants and Telephone Canvassers who received an overall rating of “Needs Improvement”, “Does Not Meet”, or “Not Rated” on their most recent annual evaluation under the Associate Appraisal Plan.

5) It is expressly understood that these modifications do not apply to diagnostic evaluations, which are not appraisal-impacting.

DISCONNECT WORK 8-23-00

This will confirm our agreement that for the life of the 2000 collective bargaining agreement, the Company will return customer disconnect service order work to the Consumer RSSCs no later than June 1, 2001.

DSL DEMAND SALES 8-23-00

This will confirm our agreement as follows:

1. The Company’s Residence Sales and Service Organization (Consumer) will, by the end of the current contract, train its Consultants to handle customer incoming calls for Verizon-On-Line DSL requests in D.C., DE, MD, NJ, PA, VA, WV (“Mid-Atlantic Region”). At least 50 Consultants in PA/DE, 50 Consultants/CSRs in NJ, and 100 Consultants in the combined D.C., MD, VA, and WV will be trained before June 1, 2001.
2. The Company’s General Business Sales Organization (GBS) will, before June 1, 2001, train a total of at least 10 bargaining unit Consultants in the Mid-Atlantic Region to handle customer incoming calls for Verizon-On-Line DSL requests.

3. GBS and Consumer Consultants will become the primary channel for incoming sales demand calls to business offices in the Mid-Atlantic Region requesting Verizon-On-Line DSL service for the types of customers handled by GBS and Consumer, except that complex Verizon-On-Line DSL calls will continue to be handled by the Company's High Speed Solution Center until the Company is satisfied that the technology is in place in business offices for GBS and Consumer Consultants to handle such complex calls, and until they are trained to do so. The Company expects this technology to be developed and such training to be completed by June 1, 2001, and will use its best efforts to meet this target. The Company may assign Telephone Canvassers to perform outbound telecanvassing for Verizon-On-Line DSL service if the Telephone Canvasser work force is adequately staffed and qualified, and the Direct Marketing Center is appropriately equipped.
4. Further, nothing herein shall limit the Company from assigning non-demand DSL sales work of any kind to any sales channel such as, for example, telemarketers or Internet based ordering.
5. Except for the specific commitments set forth above, nothing in this letter of agreement shall be construed to affect any existing rights or obligations under the collective bargaining agreement.

**LIMITATIONS ON MANDATORY OVERTIME
(Applicable to Commercial Employees Only)
8-23-00**

The overtime limits ("caps") of 10 or 15 hours specified in existing overtime administration provisions in the DC, MD, VA, WV, VSC, Local 13100, and Local 13500 collective bargaining agreements shall both be reduced to seven and one-half (7.5) hours.

In addition, the following provision will apply in all of the collective bargaining agreements: The Company will give reasonable consideration to an employee's timely request to be excused.

**NOTICE FOR MANDATORY OVERTIME
8-23-00**

No mandatory overtime will be assigned to Service Representatives/Consultants with less than 24 hours notice before the start of the tour in which the overtime is to be worked to the affected employee, except for the following situations:

1. To complete calls and/or clear calls in queue at the end of a tour, or
2. Extenuating service conditions, in which case the Company will contact the Union in advance to explain the situation.
3. Emergency conditions as defined in the existing contract provisions on overtime "caps".

**SERVICE REPRESENTATIVE/CONSULTANT – TIME IN TITLE
8-23-00**

Effective January 1, 2001, the time in title requirement under RAMP for the Service Representative and Consultant titles shall be reduced from 36 months to 30 months.

The above change should not be read to suggest that the Companies and Union have negotiated any provision of RAMP or that the Union accepts RAMP, either in whole or in part. This letter is simply a commitment by the Companies regarding how they will administer a single RAMP requirement for the life of the 2000 collective bargaining agreements.

COMMON INTEREST FORUM (10-19-2012)

The Companies, the CWA and the IBEW mutually believe that it would be beneficial for the parties to engage in periodic discussions regarding the state of the business and workplace issues of mutual concern. Accordingly, as a result of the 2011 negotiations, the Companies and the unions will establish a separate Common Interest Forum ("CIF") for Pennsylvania/Delaware Commercial, Pennsylvania/Delaware Plant, New Jersey CWA, New Jersey IBEW and the Potomac region to facilitate such discussions.

The Pennsylvania/Delaware Commercial CIF will consist of no more than ten union and ten management representatives. The Pennsylvania/Delaware Plant CIF will consist of no more than ten union representatives and ten management representatives. The New Jersey CWA CIF will consist of no more than eight CWA representatives and no more than eight management representatives. The New Jersey IBEW CIF will consist of no more than six IBEW representatives and six management representatives. The Potomac CIF will consist of no more than six union representatives and six management representatives. The unions' representatives will be selected by the unions in their sole discretion. A CWA National Union representative, or the designee of the IBEW Business Manager/President, will attend meetings, but will not be counted against the allotment of union representatives. The management representatives will be selected by the Companies in their sole discretion, but will include at least one Labor Relations Director, one Vice President with responsibility for operations and one Director with responsibility for operations.

The CIF will meet twice a year, at mutually agreeable times and places. The parties will set an agenda in advance of each meeting. Each party has the right to place items of interest on the agenda of any CIF meeting.

August 23, 1983

Mrs. Gale P. Dreves, President
Pennsylvania Telephone Guild
1522 Northway Mall
McKnight Road
Pittsburgh, Pennsylvania 15237

Dear Mrs. Dreves:

This letter will confirm our discussions during 1983 negotiations concerning employees who are absent from work because of their involvement in certain community service activities.

Employees are encouraged to take an active part in community functions, including volunteer fire departments, outside of working hours. In cases of fire, special consideration will be given to individual cases where employee-firefighters have become fatigued fighting fires and have been unable to report to work at the start of their scheduled tour.

When an employee-firefighter wishes to respond to an alarm during working hours, the Company will exercise reasonable limitations based on the needs of the business in answering the employee's request. Under normal circumstances, employees who are permitted to respond to an alarm will be excused with pay during their scheduled hours. However, once an employee leaves the job in response to an emergency, the Company cannot assume further liability for that employee.

Moreover, the Company encourages any employees who are in the immediate vicinity of an emergency to do all they can to prevent loss of life or property.

Very truly yours,

(s) D. F. Morgantini
Division Staff Manager –

Labor Relations

Agreed: (s) Gale P. Dreves
President

August 23, 1983
(amended 1-25-96)

Mrs. Gale P. Dreves, President
Pennsylvania Telephone Guild
1522 Northway Mall
McKnight Road
Pittsburgh, Pennsylvania 15237

Dear Mrs. Dreves:

This is to confirm our understanding of August 23, 1983, concerning concession telephone arrangements after the effective date of the Bell System divestiture for active and retired employees of Bell of Pennsylvania.

1. As agreed to in national bargaining, all active and retired employees of Bell of Pennsylvania will receive the terminal equipment (CPE) for which, as of July 1, 1983, they received a concession related to monthly charges. This transfer will occur on the effective date of the pending divestiture of Bell of Pennsylvania from the Bell System and will be at no cost to the employees.

2. In addition, the Union and Bell of Pennsylvania have agreed that each active employee with less than thirty (30) years of service on and after the effective date of divestiture will receive a fifty percent (50%) discount on single line local service of whatever residential class he or she elects to subscribe to at his or her residence, such discount to be applicable to all fixed monthly dial tone charges including CALC's authorized by the FCC or a State Regulatory Commission and local message unit charges.

3. Except as provided in Paragraph 6 of this letter, Bell of Pennsylvania and the Union also have agreed that each active employee with thirty (30) or more years of service and each employee who retires after the effective date of divestiture with a Bell Atlantic pension will receive a one hundred percent (100%) discount on single line local service of whatever residential class he or she elects to subscribe to at his or her residence, such discount to be applicable to all fixed monthly dial tone charges including CALC's authorized by the FCC or a State Regulatory Commission and local message unit charges. Moreover, each active and retired employee covered by this paragraph will be allowed up to twenty-five dollars (\$25.00) per month in intra-LATA toll calls, said intra-LATA toll call allowance to include charges for calls within the LATA in which the active or retired employee has service and intra-LATA calls made within any other LATA served by a subsidiary of Bell Atlantic.

4. Bell of Pennsylvania will seek to adopt jointly with other Bell Atlantic Companies uniform procedures for implementation of the arrangements agreed to herein.

5. All of the arrangements agreed to herein are, of course, subject to any necessary regulatory or other governmental approval.

6. Employees who retire on or after January 1, 1996 and who reside in locations outside of Delaware, District of Columbia, Maryland, New Jersey, Pennsylvania, Virginia and West Virginia will not receive concession telephone arrangements.

Very truly yours,

(s) D. F. Morgantini
Division Staff Manager – Labor

Relations

Agreed: (s) Gale P. Dreves
President

January 25, 1996

Mrs. Gale P. Dreves
Admin. Assistant to Vice President
CWA, District 13, AFL-CIO
11 Parkway Center, Suite 325
Pittsburgh, PA 15220

Dear Mrs. Dreves:

This will confirm our understanding regarding Consultants. Except as modified by this Letter of Understanding, all collective bargaining agreement provisions applicable to Service Representatives will continue to apply to Consultants. The Companies may describe the Consultant title as appropriate to designate the specialized functions of various Consultant jobs (e.g., Consumer Consultant, Credit Consultant, Small Business Consultant).

The duties of the various specialized Consultant jobs may include any or all of the duties previously assigned to Service Representatives, Collectors and/or Collection Representatives. Achievement of sales results will be a job requirement for the Consultant jobs which specialize in sales, provided that sales results will not be the sole basis for discipline. In determining whether a Consultant's sales results are satisfactory, the reasons for failing to meet sales objectives (such as local economic downturns, product or service failures, etc.) always will be taken into consideration. The introduction of new equipment, new technology and/or support systems to be used by Consultants in the workplace (such as software, personal computers and/or SaleService Negotiation System (SSNS)) does not constitute a restructuring of the Consultant job or the creation of a new job from existing Consultant job duties.

Subject to any applicable collective bargaining agreement provisions, Consultants will receive such training as the Companies determine from time to time to be appropriate. Not all Consultants will necessarily receive the same type or degree of training; for example, a Consultant may receive specific collection-related training or only sales-and-service training.

The work performed by Consultants may be transferred between and among the Companies as the Companies deem appropriate, provided that no such transfer will directly result in the layoff, downgrade or part-timing of any Consultant.

Very truly yours,

/s/ W. C. Hart
Director–Labor Relations

AGREED: /s/ Gale P. Dreves
Admin. Assistant to Vice President
District 13

August 23, 1983

Mrs. Gale P. Dreves, President
Pennsylvania Telephone Guild
1522 Northway Mall
McKnight Road
Pittsburgh, Pennsylvania 15237

Dear Mrs. Dreves:

In accordance with our discussion in 1983 negotiations, in which the Union expressed its continuing concern about contests, the Company and the Union agree to create a Joint Committee to review their respective concerns and issues regarding Bell of Pennsylvania sponsored contests.

A post-bargaining committee, composed of two representatives from the Company and two from the Union, will be formed to begin discussions relating to this subject. The purpose of this committee will be to make recommendations which consider the interests and concerns of both the Union and Company.

If this is agreeable to the Union, please sign this letter and return the original to me.

Very truly yours,

(s) D. F. Morgantini
Division Staff Manager – Labor

Relations

Agreed: (s) Gale P. Dreves
President

September 19, 2012

Mr. Edward Mooney
International Vice President
CWA District 2-13, AFL-CIO
230 South Broad Street, 19th Floor
Philadelphia, Pennsylvania 19103

Dear Mr. Mooney:

This will confirm our September 19, 2012, agreement regarding contracting initiatives.

The Company agrees, subject to certain conditions described below, that through 12-31-18, it will not contract out work of a type that it has not contracted out during the three years preceding the effective date of the agreement. This restriction shall not preclude contracting out work to deal with emergency situations including severe weather conditions.

The parties further agree to create a Contracting Initiatives Committee, which will be co-chaired by the CWA District Vice President and a company Senior Operations Manager (or their designee). The CEO of Verizon and the President of CWA shall be ex-officio members of the Committee. Each party may appoint up to two additional members.

The purpose of this Committee is to find ways by which the levels of contracting can be reduced within the Verizon (Mid-Atlantic) Operating companies. The objective is for company employees to do more work in a more productive and efficient manner than that performed by contractors. The company will provide all necessary resources needed by the Committee to carry out its purpose.

In addition, the Company will notify the Union at least six months in advance of planned new, major, contracting initiatives that are to be implemented on or after January 1, 2019, and which affect employees represented by the Union. The Contracting Initiatives Committee will then have the opportunity to discuss such new major initiatives. It is understood, however, that after the end of the six month period, the Company is free to implement planned, new, major initiatives that do not otherwise violate the collective bargaining agreement.

Very Truly Yours,

/s/ Joseph Gimilaro
Executive Director-Labor Relations

AGREED:

/s/ Edward Mooney
International Vice President
Communications Workers of America

ELECTRONIC RECORDING OF CALLS (10-19-2012)

The provisions of this Article XXIII only apply to electronic recording of calls.

1. The terms of the Service Quality Observing Letters and Articles, Service Quality and Supervisory Observing Article and all other agreements, practices and arbitration awards relating to the observation and evaluation of employee performance will remain in effect and apply to recorded calls, except as modified by the terms of this Article XXIII - Electronic Recording of Calls Agreement or other provisions of the 2012 MOU, and except that the Pennsylvania "Telsam" Award in arbitration case 1822-84, dated February 20, 1986 is no longer in effect. In addition, the Evaluative Observations Agreement, as revised in 2012 (attached as Schedule A), shall apply to recorded evaluative observations of Consultants.

2. For purposes of Supervisory and Service Observing, the Company may electronically record contacts with customers and service-related contacts with other employees.

3. The Company shall not use electronically recorded calls for any reason except as specifically identified in this agreement. The electronic recording of calls will be used for Service Observing (which measures the overall speed, accuracy and efficiency of our telecommunications network and workforces) and Supervisory Observing (which includes Evaluative Observing for determining the quality of individual employee performance and Diagnostic Observing used for individual training and development).

4. The Company will provide the Union with thirty (30) days' notice before implementing electronically recorded Supervisory (Evaluative and Diagnostic) observations in any office.

5. No employee will be disciplined as a result of Service Observing or Diagnostic Observing except for gross customer misconduct (abusive, discourteous behavior towards the customer or dumping/hanging up on the customer) or violations of the Verizon Code of Conduct (sales integrity, slamming, violations of secrecy of communications, falsification of records, failure to perform regulatory requirements or conducting non-business related activities with a customer on line). Failure to attempt to sell a feature, or to bridge, is not considered gross customer misconduct or a violation of the Verizon Code of Conduct. When calls are electronically

recorded, such discipline may only be imposed provided the Company endeavors to provide face-to-face feedback on Service and Diagnostic observations by the close of the day on which the observation was taken but in no event later than the close of the next business day on which both the associate and the supervisor who conducted the observation are on the job and are working at a common work location for their tours. (“Conducted the observation” refers to the supervisor who either conducted a live observation or listened to an electronically recorded call.)

6. Grounds for discipline regarding recorded Evaluative Observations are the same as for unrecorded Evaluative Observations.

7. Electronically recorded calls will be erased after ninety (90) days. Notwithstanding the foregoing, electronically recorded call(s) may be preserved if discipline has been imposed relating to such call(s) or if a call is being preserved for general training purposes (e.g., using the call as an example). For audit and compliance reasons, the Company can preserve some calls for up to a year, which the Company anticipates will be no more than one percent of the total volume of calls. Employees’ personal calls will not be observed or electronically recorded. The Company will provide employees with access to telephones not connected to any type of recording device.

8. Electronic monitoring and call recording equipment and systems will be secured and accessible only to authorized personnel. The identity of the employee being recorded will not be released to any unauthorized persons, which includes other bargaining unit members, except for use in grievance, arbitration and/or legal proceedings. Employees will only be required to listen to electronic recordings of themselves. Employees may be assigned to listen to other employees’ recorded calls only for training purposes and only after the recorded employee has provided written permission for the Company to use his or her call.

SCHEDULE A

EVALUATIVE OBSERVATIONS

This letter will confirm our agreement to modify evaluative observation practices for certain Consultants in all lines of business for the life of the 2012 collective bargaining agreement.

The modifications to evaluative observation practices for Consultants in all lines of business are as follows:

- 1) Consultants in Potomac and New Jersey will receive advance notification of evaluative observations except for Consultants who received an overall rating of “Needs Improvement”, “Does Not Meet Requirements”, or “Not Rated” on their most recent annual or mid-year evaluation under the Associate Appraisal Plan in performance only. Other than the frequency of the evaluations, this provision does not change the current practice.

For example, if as a result of an annual evaluation rating of “Needs Improvement” under the Associate Appraisal Plan in performance only a Consultant does not receive advance notice of evaluative observations and that Consultant thereafter receives a mid-year evaluation rating of “Meets Requirements” under the Associate Appraisal Plan in performance only, the Consultant will receive advance notice of evaluative observations following the “Meets Requirements” mid-year rating.

Existing practices in Pennsylvania and Delaware with respect to the quarterly evaluation of Consultants will remain in effect for the term of the successor CBAs/MOUs.

Consultants (PA and DE) and Telephone Canvassers (PA) will receive advance notification of evaluative observations except for Consultants and Telephone Canvassers who received an overall rating of “Needs Improvement”, “Does Not Meet Requirements”, or “Not Rated” on their most recent quarterly evaluation under the Associate Appraisal Plan in performance only.

- 2) The Company will endeavor to provide face-to-face feedback on observations by the close of the day on which the observation was taken but in no event later than the close of the next business day on which both the Consultant and the team leader who conducted the observation are on the job and are working at a common work location for their full tours.
- 3) Except for Mondays and the day after a holiday, when Consultants are scheduled for overtime, evaluative observing may take place during the first 8 paid hours of a scheduled work day for employees with a 35 hour basic work week, or during the first 8.5 paid hours for employees with a basic 37.5 hour work week. On a Monday and the day after a holiday, the evaluative observations must continue to take place during the first 7/7.5 hours of the scheduled work day. If the Company determines that a Consultant's performance is substantially different during periods of diagnostic evaluation, as compared to periods of evaluative observation, evaluative observations may be conducted on that Consultant beyond the first 8 hours or 8.5 hours, or 7/7.5 hours on Mondays and the day after a holiday, whichever applies.
- 4) On an annual basis, evaluative observations will be limited in frequency as follows:
 - 20 observations for Consultants who received an overall rating of "Exceeds Requirements" on their most recent annual evaluation under the Associate Appraisal Plan;
 - 30 observations for Consultants who received an overall rating of "Meets All" on their most recent annual evaluation under the Associate Appraisal Plan; and
 - 40 observations for Consultants who received an overall rating of "Needs Improvement", "Does Not Meet", or "Not Rated" on their most recent annual evaluation under the Associate Appraisal Plan.
- 5) It is expressly understood that these modifications do not apply to diagnostic evaluations, which are not appraisal-impacting.

August 3, 2003

Mr. James Byrne
Staff Representative, District 13
230 S. Broad St., 19th Floor
Philadelphia, PA 19102

Dear Mr. Byrne:

This will confirm our agreement during 2003 bargaining to establish a trial, beginning April 1, 2004, to permit employees in the CSSC to change or “flex” the start or end time of their tours by 30 minutes six times per calendar year.

An employee may change his or her tour by requesting to take “flex time” in one of the following four ways:

1. Change the start time of a tour to 30 minutes before the scheduled start time, and leave 30 minutes before the scheduled end time of the tour, or extend a scheduled 30 minute lunch to one hour.
2. Change the start time of a tour to 30 minutes after the scheduled start time, and work 30 minutes beyond the scheduled tour end time, work through a scheduled 30 minute lunch, or shorten a scheduled one hour lunch to 30 minutes.
3. Change the end time to 30 minutes before the scheduled end time and work through a scheduled 30 minute lunch or shorten a scheduled one hour lunch to 30 minutes.
4. Change the end time to 30 minutes after the scheduled end time and extend a scheduled 30 minute lunch to one hour.

This “flex” time option shall be subject to the following conditions:

1. “Flex time” requests must be made on the day on which the employee wishes to take the “flex time” and before the start of the employee’s scheduled tour.

2. Each granted “flex time” request will count towards the maximum of six such requests that can be granted per employee per calendar year. Only one type of the 4 “flex time” requests specified above may be made for any given tour.
3. No more than one “flex time” request per tour in a Manager’s group will be granted. Requests will be granted on a “first come, first served” basis.
4. “Flex time” requests will not be granted on Mondays, on days after a Holiday, or in an “emergency” as defined in A3.022.
5. When exercising this “flex time” option, an employee must still work a full 7.5 hour tour on the day the “flex time” option is being exercised. If overtime is scheduled on a day that an employee exercises the flex tour option, the employee will be required to work the total number of hours scheduled for that day, i.e., a normal tour of 7.5 hours and any scheduled hours in excess of the normal tour.
6. Employees will not receive any differential pay as a result of using a “flex time” option.
7. An employee must have completed Phase II of initial training to be eligible to request “flex time.”

The Company may elect to discontinue this trial at any time after giving at least 10 days’ notice to the Union and discussing the planned termination with the Union before that 10 day period expires.

Very truly yours,

/s/ Cynthia Marinari
Company Bargaining Chair

AGREED:

/s/ James Byrne
CWA Representative
District 13

September 15, 1998

Mr. James Byrne
Staff Representative
CWA, District 13
230 S. Broad Street, 19th floor
Philadelphia, Pennsylvania 19102

Re: Absence For Union Business in the Build for the Annual FMLA Eligibility Requirement

Dear Mr. Byrne:

As a follow-up to our recent contract settlement and our discussion on this matter, effective January 3, 1999, the Company will include "absence for Union business" which is unpaid, excused time, during the employee's normal daily tour within the normal work week in the build for the FMLA annual eligibility requirement. Absence for Union business will not be considered as "time worked" for any other purpose, unless otherwise specified in the contract.

This Letter of Understanding shall expire at 11:59 p.m. on August 5, 2000.

If you are in agreement, please sign the two enclosed originals where noted below, and return on for my file.

Sincerely,

/s/ W. C. Hart
Director - Labor Relations

AGREED:
/s/ James Byrne
CWA Representative
District 13

August 11, 1998

Mr. James N. Byrne
CWA Representative
District 13
230 S. Broad Street
Phila., PA 19102

Dear Mr. Byrne:

This letter will confirm our agreement during 1998 bargaining to change the Force Clerk (FC) wage rate to the attached. In recognition of this agreement, the Union agrees to withdraw its demand that the issue of an appropriate schedule of wage rates be resolved by a neutral third party under Article 28.

In addition, the Company and the Union have agreed that, when a FC is assigned to perform the following additional force administration functions for two (2) or more hours of his/her regular tour of duty, the FC shall be paid a differential of \$15.00 for each day he/she is so assigned:

“Monitors the ET system for access and adherence to requirements and will approach any Service Representative/Consultant who is out of adherence and notify the Service Representative/Consultant accordingly. The FC will ask Service Representatives/Consultants to open or close in conformance with their schedule. The FC will then inform office management if a Service Representative/Consultant does not open for customer calls, provided management is available.”

“Opens or closes employees in accordance with the ETOC and management force requirements and parameters.”

This agreement is without precedent or prejudice to the position that the Company does not bargain over job duties.

Please acknowledge your agreement by signing below.

Sincerely,

/s/ W. C. Hart
Director - Labor Relations

AGREED:
/s/ James Byrne
CWA Representative - District 13

August 11, 1998

Mr. James N. Byrne
CWA Representative
District 13
230 S. Broad St., 19th Fl.
Philadelphia, PA 19102

Dear Mr. Byrne:

This will confirm our agreement during 1998 bargaining to replace the letter of January 25, 1996, regarding Four Day Work Week Trials, with the following four-day work week letter:

The Company and the Union mutually recognize that, in certain administrative work units or groups or in conjunction with certain types of tours (such as evening, night, Saturday or Sunday tours), it may be beneficial to the employees and in the best interests of the business to establish a four-day schedule as a normal work week. In such cases, the total number of hours presently constituting a five-day normal work week will be scheduled over four days of the calendar week. All four day work weeks will be scheduled with at least 2 consecutive days off.

Individual tours scheduled during a four day normal work week may or may not be of equal length, but will not be shorter than 7.5 hours or longer than 10 hours. Such tours will be divided into two sessions, which may or may not be of equal length, by a meal period of not more than one hour; no individual session will be longer than five and three-quarters hours during a 10 hour tour. When a four-day schedule is in effect, the duration of tours specified in the Agreement will be considered to be expanded accordingly. Employees working a four-day work week will receive the same total amount of break time over the course of four days as employees working a five-day normal work week.

The Union may recommend that the Company institute four-day schedules in particular administrative work units or groups or in conjunction with particular types of tours. The Company will decide in each case whether or not implementation of the Union's suggestion is consistent with the needs of the business. The Company may also institute four-day schedules in administrative work units or groups on its own initiative. The Company will provide 14 calendar days notice to the Local President and the administrative work unit or group concerned before introducing four-day schedules in a particular unit or group. In administering four-day schedules, the Company will offer four-day work weeks to employees on a voluntary basis in order of net credited service. If there are insufficient volunteers, four-day schedules will not be instituted.

When a four-day schedule is in effect as a normal work week, notwithstanding any contrary provision of the Agreement, no overtime payment will be made for any of the hours constituting the scheduled work day. Tour differential payments will be made in accordance with the Agreement. An employee who agrees to act as a temporary management replacement under Subsection A3.051 or to perform training under Subsection A3.08 of the Agreement will not do so for more than 7.5 hours (or 8 hours for an employee whose normal work week is 40 hours) and will receive the special payments specified in those subsections.

Pay allowances for absent time occurring during a four-day normal work week will be subject to the conditions specified in Section A4 of the Agreement. When pay treatment is calculated on a daily (as opposed to hourly or weekly) basis, a scheduled day of a four-day normal work week and a scheduled day of a five-day normal work week will each count as one full day, except with respect to vacations and employee designated excused work day calculations.

Vacation and employee designated excused work days will be assessed in proportion to the ratio between the hours actually scheduled on the tour in question and the hours scheduled on each tour of a five day normal work week for the employee's administrative group. For example, if a 37.5 hour employee scheduled to work three 10 hour days and one 7.5 hour day takes a vacation day on a 10 hour day, all 10 hours (or 1.33 vacation days) will be charged. If that same employee takes a vacation day on the 7.5 hour day, 7.5 hours (or one vacation day) will be charged.

For calendar weeks containing holidays recognized under the Agreement (including floating holidays) or Company designated excused work days, the Company may, at its sole option, either temporarily revert to a five-day schedule or maintain a four-day schedule for employees whose normal work week is 37.5 hours. Employees whose normal work week is 40 hours will temporarily revert to a five day schedule for calendar weeks containing holidays recognized under the Agreement (including floating holidays) or Company designated excused work days. Tours for such weeks will be posted four weeks in advance, to the extent possible. If a four-day schedule is maintained, the scheduled tour on the holiday or Company-designated excused work day will be 7.5 hours, and the scheduled tours on the remaining three work days will be increased accordingly to provide a full normal work week.

Subject to the above, four-day schedules will be administered in accordance with applicable provisions of the Agreement. The parties may meet and discuss other administrative issues raised with respect to the four-day work week.

Very truly yours,

/s/ W. C. Hart
Director - Labor Relations

AGREED:
/s/ James Byrne
CWA Representative - District 13

August 3, 2003

Mr. James Byrne
Staff Representative, District 13
230 S. Broad St., 19th Floor
Philadelphia, PA 19102

Dear Mr. Byrne,

This letter will confirm our agreement during 2003 negotiations to utilize the following grievance procedure on a trial basis for the life of the 2003 Agreement in place of the existing provisions of Article 11 in the body of the contract.

ARTICLE 11
PROCEDURE FOR ADJUSTING GRIEVANCES

11.01 Introduction

- a) As a general practice, it is desirable that grievances first be discussed between the employee(s) involved and the immediate supervisor. (However, it is understood that grievances involving Human Resources issues will be presented to Labor Relations Staff, in accord with Subsection (b).) If the matter cannot be suitably adjusted in this manner, it will be reviewed by a Representative or Representatives of the Union and the immediate supervisor. For any grievance to be discussed, it must be presented within thirty (30) days from the time the employee has knowledge of the act which is the basis of the disagreement.

- b) Complaints or disputes involving a Human Resources issue (such as promotion bypasses, wage credit issues, Worker's Compensation matters or benefits-related matters) shall be presented directly to Labor Relations Staff. The written statement required by Subsection 11.04(c) shall accompany any Human Resources grievance. The Labor Relations Staff shall be the final step prior to arbitration for all grievances involving a Human Resources issue. The provisions of Section 11.03(c) shall apply to settlements of grievances involving Human Resources issues.

11.02 Informal Discussion

- a) The initial discussion between the supervisor and the Union Representative(s) will be informal. The parties will have thirty (30) calendar days to resolve the grievance unless they extend this period by mutual consent. During this period but in no event later than fourteen (14) calendar days after the commencement of this thirty (30) day informal discussion period, the supervisor will provide the Union Representative with all of the relevant information regarding the grievance.
- b) All settlements reached during this informal discussion period will be without precedent or prejudice to the parties' respective positions.

11.03 Formal Grievance Procedure – First Step

- a) If, during the thirty (30) day informal discussion period, the parties are unable to resolve the grievance, the Union will have fourteen (14) calendar days from the date it receives the Company's final response to notify the Company that it wishes to have the grievance heard formally. A formal grievance meeting will be arranged by the parties. This formal grievance meeting will serve as the first step of the grievance procedure
- b) If the grievance is not satisfactorily adjusted within 14 calendar days after it is heard by the immediate supervisor, the Union may appeal it to the next step in the grievance procedure. The Union shall have 14 calendar days to notify the Company the grievance is being advanced to the second step after receiving a response from the Company, or after the Company's time period for responding has elapsed and an extension has not been mutually agreed upon.
- c) All settlements reached will be without precedent or prejudice to the parties' respective positions.

11.04 Formal Grievances – Second Step

- a) If the grievance involves the issue of discipline without proper cause and has not been satisfactorily adjusted at the first step, the Union shall, at its option, present the grievance to the second-tier or third-tier supervisor, or his or her designated representative.
- b) If the grievance does not involve discipline without proper cause and has not been satisfactorily adjusted at the first step, the Union shall present the grievance to Labor Relations Staff.
- c) A written statement will accompany any grievance which is presented at the second step of the grievance procedure. This statement, signed by either the grievant or the Union, shall contain all pertinent information including what is being grieved, the circumstances giving rise to the grievance, the place(s), time(s), date(s), and name(s) of the employee(s) involved, the section(s) of the Agreement alleged to be violated, if any, and the remedy requested.
- d) If the parties are unable to resolve the grievance at the second step of the grievance procedure, the Union may demand arbitration of the grievance in accordance with Article 14.

11.05 Waiving First Step, and Time Frames

The parties may agree to waive the first step of the grievance procedure, but in no event shall the second step be omitted or waived in either disciplinary or non-disciplinary cases. Decisions at the second step shall be rendered within 14 calendar days of the grievance meeting(s). Any extension in the time frame must be mutually agreed upon.

11.06 Repetitive Grievances

- a) A Representative of the Union and Labor Relations will determine, and if possible, agree on what grievances, if any, contain similar or identical issues. Once such grievances are identified and if the parties have agreed that they contain the same or similar issues, they will be considered as “repetitive” grievances and an identification and tracking mechanism will be established for them. Additional grievances relating to the same or similar issues may continue to be filed, and information gathered regarding them. If filed, however, the additional grievances will be held “pending” and not heard formally until the initial grievances that the parties had agreed contain the same or similar issues are resolved. If the initial grievances are later settled, the parties will then develop guidelines for the settlement of the grievances that had been held “pending” the resolution of the initial grievances. If the parties cannot resolve the pending grievances in accordance with the guidelines that they established, the grievances may continue to be processed through the grievance procedure.
- b) If the parties cannot agree on which grievances contain the same or similar issues, no tracking system will be developed and all grievances will be processed individually.

11.07 Nothing in this Agreement shall, in any manner, affect the right of an individual employee or group of employees to present grievances to the Company under Section 11.01 nor the rights of the Union under the National Labor Relations Act as amended.

Unless this letter agreement is renewed or modified in 2008 bargaining or a different grievance procedure is negotiated, the parties will revert to the grievance procedure as set forth in Article 11 in the body of the contract.

Very truly yours,
/s/ Cynthia Marinari
Company Bargaining Chair

AGREED:
/s/ James Byrne
CWA Representative, District 13

August 11, 1998

Mr. James N. Byrne
CWA Representative
District 13
230 S. Broad St., 19th flr.
Phila., PA 19102

Dear Mr. Byrne:

The Company will establish Home Garaging in administrative work units whereby employees will be assigned a motor vehicle for use in their work, for traveling between their work locations and area of residence or other designated places where the vehicle is stored.

Home Garaging will be implemented only within administrative work units where some or all of the employees normally use a Company-provided motor vehicle in order to perform their work. The decision to implement this program will be within management's discretion. However, only volunteers will be utilized.

When Home Garaging is introduced within an administrative work unit, all employees within that unit who normally use a Company-provided motor vehicle in the performance of their work assignment will be eligible to participate. Since participation is voluntary if an employee elects not to participate, management will determine where the motor vehicle assigned to that employee is to be stored and that location will become the employee's work reporting location, but not for purposes of locality wage zones, special city allowances or union local affiliation. All employees, including those who do not participate in home garaging trials in administrative work units, will report to a company designated work center (as described above) at least once a week.

Employees who participate in the program will be expected to provide normally secure and legal storage for the vehicle at their places of residence. If the vehicle cannot be properly stored at an employee's place of residence, the Company may arrange for appropriate storage at its expense.

Operating and maintenance costs will be at the Company's expense. The Company will make arrangements for maintenance of the vehicle; however, it will be the responsibility of the employee to whom the vehicle is assigned to assure that the vehicle is properly maintained.

For employees who participate in Home Garaging, a work reporting area will be established on a local basis before implementation. The work reporting area normally will be a circular geographic area. In large congested metropolitan locations or where natural barriers render a circular work reporting area impractical, other mutually suitable parameters will be established.

Each participating employee will be expected to begin and end the work tour at any assigned location within the established work reporting area. Employees who are assigned to a job location at the beginning or end of a work tour which is outside an established work reporting area will be paid for necessary travel time to or from their homes at the beginning or end of their tours.

As specified above, at least one (1) tour per week will begin at a Company designated work center. If requested by the Local Union representative or steward, on a voluntary basis, participants will be permitted sixty (60) Company paid minutes of union meeting time each month on those days when the participant reports to work at the Company designated work center.

Very truly yours,

/s/ W. C. Hart
Director – Labor Relations

AGREED:
/s/ James Byrne
CWA Representative - District 13

INTER-COMPANY TRANSFERS
8-23-00

1. Commencing January 1, 2001, the Company will implement a process which will allow employees to request lateral transfers or downgrades between positions in NY/NE Companies and Mid-Atlantic Companies.
2. For the purposes of this agreement NY/NE Companies will include:

Verizon New England Inc.
Verizon New York Inc.
Empire City Subway Company (Limited) Telesector Resources Group, Inc.

For the purposes of this agreement Mid-Atlantic Companies will include:

Verizon Pennsylvania Inc.
Verizon New Jersey Inc.
Verizon Delaware Inc.
Verizon Maryland Inc.
Verizon Virginia Inc.
Verizon Washington, D.C. Inc.
Verizon West Virginia Inc.
Verizon Services Corp.

3. This agreement does not apply to requests for upgrades. This agreement does not apply to employee requests for lateral transfers or downgrades within these companies, among the NY/NE Companies, among the Mid-Atlantic Companies, or to any other employee movements covered by other provisions of the collective bargaining agreements, if any. This agreement will not affect existing staffing procedures in any of the NY/NE or Mid-Atlantic Companies.

August 3, 2003

Mr. James Byrne
Staff Representative, District 13
230 S. Broad St., 19th Floor
Philadelphia, PA 19102

Dear Mr. Byrne,

This will confirm our agreement during 2003 contract negotiations to establish a committee to discuss the possible utilization of a job sharing arrangement in Local 13500.

The Joint Job Sharing Committee will be made up of no more than two representatives of the Company and two representatives of the Union. The purpose of this committee is to explore job sharing issues and make recommendations to the Verizon-Pennsylvania Local 13500 Stress Committee that take into consideration the interests of the Union, its members, and the Company.

The first meeting will occur within six months after the ratification of the 2003 contract. Any additional meetings will be arranged by mutual agreement. Meetings will be held at mutually agreed times and locations.

This agreement will expire on the expiration date of the 2003 labor contract between Verizon — Pennsylvania and CWA, District 13, Local 13500.

Very truly yours,

/s/ Cynthia Marinari
Company Bargaining Chair

AGREED:
/s/ James Byrne
CWA Representative
District 13

JOINT TIME FOR PARTICIPATION IN JOINT COMMITTEES 8-23-00

For the life of the new agreements, the Companies will pay for joint time spent in the following committees, all of which are also continued for the life of the agreement:

- Advisory Committee on Health Care
- Advisory Committee on Family Care
- National Health Reform Committee
- Safety Executive Council
- Training Advisory Board Executive Council
- Joint Title Review Committee (new)
- Stress Relief Committee (Commercial) (new)
- Operator Services Monitoring (new)

This list is intended to include all regional joint committees for which joint time is paid; if any were inadvertently omitted, they are eligible for the same treatment.

August 3, 2003

Mr. James Byrne
Staff Representative
CWA, District 13, AFL-CIO
230 S. Broad Street, 19th Floor
Philadelphia, PA 19102

Dear Mr. Byrne:

This will confirm our agreement during 2003 bargaining that the transfer plan described below supersedes D. F. Morgantini's letter of September 26, 1983 and applies to all organizations in which employees represented by Local 13500 work.

An employee who desires a lateral or downgrade transfer within the Local 13500 bargaining unit which is not available through the Regional Associate Mobility Plan will complete the standard transfer request form and submit it to his/her immediate supervisor. An employee will not be eligible to submit a request for a transfer under this plan until the employee has been in a job title for a period of 6 months from the effective date of the employee being newly hired, promoted or transferred into that job title. Management will submit the completed form to Human Resources. When an opening occurs which the Company decides to fill, management will submit an appropriate requisition to Human Resources. No transfer will be made pursuant to this letter unless an opening exists.

When seeking to fill a requisition for an opening within the Local 13500 bargaining unit, the Company will consider candidates in the following sequence: first, candidates from the Available Employee File (including personnel on leave of absence, declared force excess in a particular location or work group, laid-off employees or others having contractual re-employment rights, and employees with medical restrictions preventing them from fully performing their present assignments); next, candidates from within the bargaining unit who have submitted lateral or downgrade transfer requests; and, finally, candidates from other sources in their normal order. If a particular requisition is not filled from the Available Employee File, the Company will consider transfer requests in order of the date of application (not seniority) for transfer to the location covered by the requisition.

If a candidate for transfer selected through the above process currently holds a position on the same enhanced team (as the Company has delineated that team on the date of the requisition) as the position to which the requisition relates, the candidate will be released for transfer regardless of force conditions. The Company may, however, postpone the effective date of the transfer for a reasonable period of time (but not to exceed 30 days) from the date of the selection.

If a candidate for transfer selected through the above process currently holds a position in a different enhanced team, or in a different district or discipline (for example, Residence or Business), than the position to which the requisition relates, the candidate must have ratings of at least satisfactory in performance and attendance at the time of selection in order to be eligible for transfer. In addition, the Company may reject a proposed transfer of an employee outside an enhanced team, district or discipline if that transfer would cause the total number of such transfers to exceed, on a quarterly basis, 4% of the force of the relevant sending managerial entity or, on a yearly basis, 8% of the force of the relevant sending managerial entity. Both percentages will be calculated on January 1 of the respective year. In cases of hardship, denials of requests for transfer pursuant to these ratings requirements and numerical limitations may be reviewed and resolved by the third-tier supervisor(s) involved and the Union, but the final decision rests with the third-tier supervisor(s).

If a proposed transfer outside an enhanced team, district or discipline satisfies the ratings requirements and falls within the permissible numerical limitations stated above, the Company will release the candidate for transfer regardless of force conditions. For a proposed transfer to a different discipline, however, the Company will not release a candidate who has been in his/her present title and location for less than twelve months; moreover, every candidate must make a job visit before deciding whether to accept a transfer to a different discipline. The Company may postpone the effective date of a transfer outside an enhanced team, district or discipline for a reasonable period of time (not normally to exceed 30 days) from the date of the selection due to force conditions. If a proposed transfer outside an enhanced team, district or discipline does not satisfy the ratings requirements or fall within the permissible numerical limitations stated in the preceding paragraph, or if a proposed transfer outside a discipline does not satisfy the time in title and location requirements stated above, the Company will select alternative candidates in the sequence specified above, until all applicable conditions are met.

If an employee declines a title and location for which he/she has applied, the employee's lateral/downgrade request for the declined title and location will be cancelled.

Very truly yours,

(s) Cynthia Marinari
Company Bargaining Chair

AGREED:

(s) James Byrne

Staff Representative, District 13

August 3, 2003

Mr. James Byrne
Staff Representative-District 13, CWA
230 S. Broad Street, 19th floor
Philadelphia, PA 19102

Dear Mr. Byrne:

This letter will confirm our agreement to establish a trial to provide for the alternative dispute resolution of grievances through mediation as follows:

1. The following types of cases may be submitted to mediation by mutual agreement:
 - suspension and discharge cases which are subject to arbitration in accordance with Article 15 of the Collective Bargaining Agreement;
 - disputes where employees allege that they were improperly denied an opportunity to work overtime;
 - disputes where it is alleged that management is doing “bargaining unit” work.
2. Either party may request mediation by providing the other party with written notice within 30 days from the date on which the grievance has been heard at the final step of the grievance procedure. The party to whom notice is given shall have ten (10) working days from receipt of such notice to advise the requesting party whether it agrees to mediate the grievance. Failure to respond in the 10 day period shall not be deemed to constitute agreement.
3. If there is agreement to mediate, the procedures set forth in paragraphs 5 – 11 below will apply. Otherwise, and unless the case is moved to mediation without agreement (see paragraph 4 below), the request for mediation will constitute a demand for arbitration pursuant to Article 15.

4. If there is no mutual agreement to mediate the case, either party may move a case that is subject to mediation, to mediation, subject to the following:
 - the mediator will serve as a mediator only and will not render a decision if there is no agreed settlement;
 - if there is no mediation settlement, the case may be moved to arbitration through the normal arbitration procedures;
 - if there is an arbitration in such case, the person who was the mediator cannot serve as the arbitrator and a party cannot introduce any statements (or documents) made (or produced) by the other party, its witnesses or advocates in the mediation, as evidence in the arbitration.

In addition, suspensions of five days or less may be moved to mediation without agreement, under the procedures set forth in paragraphs 5 – 11 below (where the mediator can become an arbitrator if no settlement is reached).

5. If a mediation is to take place, a mediation hearing will be expeditiously scheduled. Mediators will be selected from the Federal Mediation and Conciliation Service. The mediation conference will be conducted at a mutually agreeable location.
6. Attorneys will not be used to present mediation cases. In advance of the mediation conference, the parties will discuss the case in an effort to understand each other's position on the facts and to minimize surprise at the conference. Probable witnesses should be identified and their expected testimony summarized. Where possible, stipulations of fact should be prepared.
7. The mediation conference shall be informal and last not more than four (4) hours. Either party may elect to make an opening and/or closing statement. Witnesses will testify in person and under oath. No stenographic or other recording of the conference shall be made, except that the parties and mediators may take notes during the conference. The rules of evidence will not apply.

8. The mediator may meet with each party privately at any time to propose a resolution of the matter. An agreed resolution shall be without precedent or prejudice to either party's position and will not be referred to in the future except in proceedings involving discipline of the same grievant.
9. If the matter is not resolved by the parties and the case was either submitted to mediation by mutual agreement, or involves a suspension of five (5) days or less, the mediator will render a final and binding decision on the matter before concluding the conference unless the mediator requests, and the parties agree to, up to five (5) days to issue a decision. In making his or her decision, the scope of the mediator's authority shall be governed by Section 15.02 of the parties' Agreement. The decision of the mediator will be without precedent or prejudice to either party's position and will not be referred to in the future except in proceedings involving discipline of the same grievant.
10. If the matter is not resolved by the parties and the case was not submitted to mediation by mutual agreement, and does not involve a suspension of five (5) days or less, the case may be moved to regular or expedited arbitration, whichever is applicable. In such a case, all applicable arbitration provisions and requirements will apply.
11. Each party will bear its own costs. The cost of the mediator, if any, will be shared equally by the parties.

This trial will expire on August 2, 2008.

Very truly yours,

(s) Cynthia Marinari
Company Bargaining Chair

AGREED:

(s) James Byrne

CWA Staff Representative

MEDIATION 8-23-00

The provisions on “Mediation Cases” in the 1998 MOU will be continued for the life of the 2000 collective bargaining agreements:

MEDIATION CASES: The Companies will amend their current mediation provisions so that the following types of cases may be submitted to mediation by mutual agreement:

- arbitrable discharge cases;
- disputes where employees allege that they were improperly denied an opportunity to work overtime;
- disputes where it is alleged that management is doing “bargaining unit” work.

Where there is mutual agreement to mediate one or more cases, the parties will reserve two days per month per CWA District for mediation cases. In addition, in jurisdictions with a backlog of mediation cases, the parties will reserve up two additional days per month for the next 6 months in order to address the backlog. However, either party may move a case which is subject to mediation to mediation without agreement of the other party, subject to the following:

- the mediator will serve as a mediator only and will not render a decision if there is no agreed settlement;
- if there is no settlement in mediation, the case may be moved to arbitration through the normal arbitration procedures;
- if there is an arbitration in such case, the person who was the mediator cannot serve as the arbitrator and a party cannot introduce any statements (or documents) made (or produced) by the other party, its witnesses or advocates in the mediation, as evidence in the arbitration.

In addition, suspensions of five days or less may be moved to mediation without agreement, under the normal mediation rules (where the mediator can become an arbitrator if no settlement is reached).

In addition, the following mediation trial will be conducted under each of the local collective bargaining agreements, as follows:

- The trial will last from January 1, 2001 to December 31, 2001.
- The following matters will be subject to mediation without mutual agreement under the normal mediation rules (where the mediator can become an arbitrator if no settlement is reached):
 - Suspensions of up to 10 days
 - Claims of management performing bargaining unit work
 - Claims of an improper “bypass” under a lateral transfer plan (solely for purposes of this trial, whether or not these claims are subject to arbitration under applicable contract provisions)

At the close of the trial, the Company and Union will meet to discuss the trial and to decide whether to continue the trial, by mutual agreement, for a period not exceeding the remaining life of the applicable collective bargaining agreements.

August 3, 2003

Mr. James N. Byrne
Staff Representative
CWA, District 13, AFL-CIO
230 South Broad Street, 19th Floor
Philadelphia, PA 19102

Dear Mr. Byrne:

This will confirm our agreement during 2003 bargaining for CWA Local 13500 that, for the life of the 2003 collective bargaining agreement, no employee in the CSSC, DMC and RMCC will be considered to have an incident of minor tardiness within the meaning of the Regional Attendance Plan solely on the basis of information generated by the Company's Management Information System ("MIS") without being given an opportunity to provide an explanation for her or his tardiness by the conclusion of the next scheduled tour at which the employee is on the job.

Very truly yours,

(s) Cynthia Marinari
Company Bargaining Chair

AGREED:
(s) James Byrne
CWA Staff Representative

August 11, 1998

Mr. James N. Byrne
CWA Representative
District 13
230 S. Broad St., 19th flr.
Phila., PA 19102

Dear Mr. Byrne:

This will confirm our discussions during 1998 bargaining concerning the applicability of training payments under Subsection A3.08 to certain assignments. The parties agree that a Consultant or Service Representative will receive the training payment pursuant to Subsection A3.08 of the Agreement where the Company assigns a Consultant or Service Representative, for a half tour or more, to:

- assist employees in the New Employee Development (“NED”) Group (or in other similar groups), provided that no employee will be assigned to this work for a total of more than 300 hours in a calendar year, and/or
- work at the Help Desk, provided that no employee ordinarily will be assigned to the Help Desk for more than 450 hours in a calendar year. In addition, employees at the Help Desk will not be assigned supervisory takeovers.

Where the Consultant or Service Representative is pulled from a NED assignment in order to meet service conditions, the Consultant or Service Representative will still receive the training payment for any half tour in which he or she assisted the NED group.

Very truly yours,
(s) W. C. Hart
DIRECTOR – LABOR RELATIONS

AGREED:
/s/ James Byrne
CWA Representative, District 13

May 29, 2016

Ms. Gail Evans
Administrative Director
CWA District 2-13, AFL-CIO
9602D Martin Luther King Jr. Hwy.
Lanham, MD 20708

Dear Ms. Evans:

This will confirm our understanding that for the term of the 2016 collective bargaining agreement if an associate in a Consumer Sales and Service Center ("CSSC"), a Business Sales and Billing Center ("BSBC") or a Multi-Lingual Sales and Service Center ("MSSC") has been voluntarily or involuntarily assigned to work overtime that is consecutive with a normal scheduled tour, and the Company cancels the overtime assignment less than twenty-four (24) hours prior to the start of the tour connected to the overtime assignment, then the associate shall have the option of working the overtime assignment.

If an associate in a CSSC, BSBC or MSSC has been voluntarily or involuntarily assigned to work a holiday, and the Company cancels the assignment less than seventy-two (72) hours before the holiday assignment commences, then the associate shall have the option of working the holiday. In scheduling work on holidays in a CSSC, BSBC or MSSC, the Company will first seek volunteers before assigning employees to work on a holiday.

Issues regarding the workplace will be addressed in the appropriate Common Interest Forum meetings. The topics for these meetings may include:

- a. training
- b. productivity
- c. performance requirements
- d. forced overtime
- e. performance feedback
- f. scheduling issues
- g. monitoring
- h. stress

/s/ Joseph Gimilaro
Executive Director-Labor Relations

AGREED:

/s/ Gail Evans
CWA District 2-13

August 19, 2003

Mr. James N. Byrne
CWA Representative
District 13
230 S. Broad St., 19th flr.
Phila., PA 19102

Dear Mr. Byrne:

This letter will confirm our agreement during 2003 bargaining to conduct a trial through August 2, 2008, regarding the posting of work time schedules under Subsection A.2011 of the Agreement.

The Company and Union mutually recognize that changes in work time schedules after posting are disruptive to the lives of employees. The Company and Union further recognize that one factor affecting the accuracy of work time schedules is how far in advance the Company is required to forecast its staffing needs. In an effort to reduce the need for subsequent changes in posted work time schedules in the Consumer Sales and Service Centers (CSSCs), General Business Services (GBS), Direct Marketing Center (DMC) and the Receivables Management Call Centers (RMCCs), while recognizing that service requirements may require such changes, the Company and Union agree that for the duration of the trial, work time schedules in the CSSCs, GBS, DMC and RMCCs will be posted prior to 3:00 p.m. Thursday of the week before they are effective. Tours for employees who are expected to work on holidays will be posted four weeks in advance, to the extent possible .

The parties further agree that for the duration of the trial there will be no mandatory overtime in the CSSCs, GBS, DMC and the RMCCs with less than 24 hours notice before the start of the tour in which the overtime is to be worked to the affected employee, except for the following situations:

1. Emergency conditions as defined in A3.022,
2. To complete calls and/or clear calls in queue at the end of a tour, or

3. Extenuating service conditions, in which case the Company will contact the President of Local 13500 in advance to explain the situation.

Please acknowledge your agreement by signing below.

Very truly yours,

/s/ Cynthia Marinari
Company Bargaining Chair

AGREED:

/s/ James Byrne

CWA Representative, District 13

August 23, 2000

Mr. James N. Byrne
Staff Representative
CWA, District 13, AFL-CIO
19th Floor
Philadelphia, PA 19102

Dear Mr. Byrne:

During 2000 collective bargaining, the Union proposed an alternative method for selecting employees for promotion in which specified factors, including seniority are given equal weight, and seniority would prevail where these qualifications were deemed equal. While the Company remains committed to the promotional system it utilizes, the Company recognizes there is value in better understanding the Union's proposal and how it would affect the selection of employees for promotion.

Given the parties' continuing efforts at resolving areas of dispute in an interest-based, problem-solving way, the Company and Union have agreed to form a Promotions Forum, in which up to three representatives of each party will discuss and consider the other party's interests and concerns about promotions using the Issues Resolution Process. This Joint Committee, which may also include up to three representatives from CWA Local 13000, will meet at least three (3) times in 2001 and three (3) times in 2002. The Company's attendees will include a representative from Human Resources and Labor Relations. The Union's attendees will include two representatives who have had in-depth involvement in grievances over "promotion bypasses."

Unless extended by mutual agreement, the provisions of this letter agreement will terminate when the parties' August 2000 Agreement terminates.

Please sign below to signify your agreement to the provisions of this letter.

Very truly yours,

(s)W. C. Hart
Director - Labor Relations

AGREED:
(s)James N. Byrne
Staff Representative
District 13

August 3, 2003

Mr. James N. Byrne
Staff Representative
CWA, District 13, AFL-CIO
230 S. Broad Street
19th Floor
Philadelphia, PA 19102

Dear Mr. Byrne:

Safety is a concern to the Company and the Union. The Company and the Union mutually recognize the need for a work environment in which safe operations can be achieved in accomplishing all phases of work. In addition, both parties recognize the need to promote better understanding and acceptance of the principles of safety on the part of all employees to provide for their own safety and that of their fellow employees, customers and the general public.

In an effort to achieve these principles, the Company and the Union agree to continue, during the term of the 2003 Agreement, an advisory committee on safety concerns, including ergonomic concerns, which specifically apply to the work environment of employees represented by Local 13500. Three representatives from the Company and three representatives from the Union shall ordinarily attend committee meetings; however, upon advance mutual agreement, additional representatives of either party may attend designated meetings to discuss specific subject(s). Company representatives at each meeting shall include a member of the Health and Safety Services Organization, a Labor Relations manager and a representative from management with authority to make commitments for the Company on the issue(s) under discussion, provided that the representatives in attendance may vary from meeting to meeting, as appropriate to the subject(s) under discussion.

The Committee shall meet from time to time as mutually agreed, but not less than two times per year. The parties shall identify agenda items sufficiently in advance of each meeting to facilitate the attendance of appropriate Company and Union representatives. In the absence of mutual agreement on an agenda, the Company and the Union shall each have an opportunity to place one subject on the agenda for each meeting.

The Company agrees to reimburse for the time actually spent by active employees attending such committee meetings or training course during the employees' scheduled hours and for reasonable travel time occurring within scheduled hours, and which is actually consumed, to attend such committee meetings.

Very truly yours,

(s) Cynthia Marinari
Company Bargaining Chair

AGREED:

(s) James N. Byrne
CWA Staff Representative

August 28, 1989

Mrs. Gale P. Dreves
Staff Representative
CWA, District 13, AFL-CIO
Parkway Center Inn, Suite 655
875 Greentree Road
Pittsburgh, Pennsylvania 15220

Dear Mrs. Dreves:

This letter confirms our understanding regarding local sales and referral incentive programs reached in 1989 Bargaining. As used herein, the term "local sales and referral incentive programs" refers to programs that are not conducted on a Company- wide basis.

The Company may develop and implement local sales and referral incentive programs which will provide participating employees the opportunity to earn merchandise, cash, meals, recognition, and other awards of value based on individual and/or collective performance in achieving standards developed and administered solely by the Company.

Except for attending informational meetings, the decision of whether or not to participate in local sales and referral incentive programs shall be wholly voluntary. Sales employees are expected to continue their sales activities and other job responsibilities whether or not they participate in these incentive programs.

A Company representative will notify the Union Steward of local sales and referral incentive programs prior to implementation. The development, design, size, frequency, and/or administration of local sales and referral incentive programs, including the amount of merchandise, cash or other awards earned by participating employees, are wholly within the discretion of the Company and are not subject to the grievance or arbitration provisions of the collective bargaining agreement, except that alleged violations of the provisions of this letter may be grieved and arbitrated. In each office the following monthly monetary limitation on awards of value shall apply: The total dollar amount arrived at by multiplying the number of people in the work group covered by the program times \$25.00. For example, if there are 100 people in the work group covered by the program, the total value of the award(s) given in a month will not exceed \$2500.00.

Very truly yours,

(s) G. Weidemoyer
Managing Director – Labor

Relations

AGREED:

(s) G. Dreves
Staff Representative, District 13

August 28, 1989

Mrs. Gale P. Dreves
Staff Representative
CWA, District 13, AFL-CIO
Parkway Center Inn, Suite 655
875 Greentree Road
Pittsburgh, Pennsylvania 15220

Dear Mrs. Dreves:

This letter confirms our understanding regarding sales and referral incentive programs reached in 1989 Bargaining. This letter also settles Arbitration Case #1121-87 and the Union agrees to withdraw that case from Arbitration.

The Company may develop and implement corporate-wide on and off the job sales and referral incentive programs which will provide participating employees, which may include management and other non-bargaining unit personnel, the opportunity to earn merchandise, cash, meals, recognition, and other awards of value based on individual and/or collective performance in achieving standards developed and administered solely by the Company.

Except for attending informational meetings, the decision of whether or not to participate in sales and referral incentive programs shall be wholly voluntary and shall not be used for evaluation. Sales employees are expected to continue their sales activities and other job responsibilities whether or not they participate in these incentive programs.

The parties agree that cold canvassing by non-bargaining unit personnel will not be encouraged as part of any sales incentive campaign. The term "cold canvassing" refers to the unsolicited calling of the general public, who are not known by the employee, for the primary purpose of selling services offered by the Company.

The Company agrees to notify the Union of corporate-wide sales and referral incentive programs prior to implementation by the Company. The development, design, size, frequency, and/or administration of sales and referral incentive programs, including the amount of merchandise, cash or other awards earned by participating employees, are wholly within the discretion of the Company and are not subject to the grievance or arbitration provisions of the Collective Bargaining Agreement, except that alleged violations of the provisions of this letter may be grieved and arbitrated.

Very truly yours,

(s) G. Weidemoyer
Managing Director – Labor

Relations
AGREED:
(s) G. Dreves
Staff Representative, District 13

August 11, 1998

Mr. James Byrne
CWA Staff Representative
District 13
230 South Broad Street, 19th floor
Philadelphia, Pennsylvania 19102

Dear Mr. Byrne:

This letter is to advise the Union of the Company's intention to pro-rate the sales revenues for associates in the Consumer and General Business LOB through August 5, 2000 for the following reasons:

1. Temporary Management Replacement in accordance with Subsection A3.05;
2. Associates who are training other associates in accordance with Subsection A3.08;
3. Associates who are assigned as New Employee Development (NED) coaches;
4. Associates who are assigned to follow-up on customer commitments for the office (i.e., down-desk);
5. Absence from work due to a court appearance on behalf of the Company;
6. Absence for Union Business in accordance with Article 4;
7. FMLA-certified absence;
8. Vacation in accordance with Section A7;
9. Disability Absence approved by CORE;
10. Absence when subpoenaed to appear in court in accordance with Subsection A4.04;
11. Absence due to Jury Duty in accordance with Subsection A4.05;
12. Absence due to Death in Family in accordance with Subsection A4.07;
13. Absence due to Military Duty;
14. Absence due to Election Service in accordance with Subsection A4.09;
15. Loaned to other departments;
16. Absence while involved with formal, job related training;
17. Absence while on a job visit;

18. Any necessary Joint Conference time in accordance with Subsection A4.06;
19. Student takeovers;
20. TBO activities;
21. Winners' Circle;
22. President's Club.

The Company agrees to pro-rate sales for FMLA certified absences retroactive to January 1, 1998; all other reasons will be pro-rated effective September 1, 1998.

Nothing in this letter is intended to limit the Company's right to establish and implement all appraisal objectives and requirements, including sales revenue requirements.

Sincerely,

/s/ W.C. Hart
Director – Labor Relations

AGREED:
/s/ James Byrne
CWA Staff Representative

August 23, 2000

Mr. James N. Byrne
Staff Rep., District 13
230 S. Broad Street
19th Floor
Phila., PA 19102

Dear Mr. Byrne,

This will confirm our agreement during 2000 bargaining that, effective December 1, 2000, a wage differential of 15% of the employee's basic hourly wage rate will be paid for each hour worked on a Saturday between 12:01 A.M. and 11:59 P.M. during scheduled Saturday Tours. The 10% evening or night tour differential provided for in Section A3.061 does not apply to Saturday tours. The 15% Saturday differential will not be paid if any premium is paid for time worked. The parties further agree to amend Section A3.06 by adding a new Section A3.062 providing for the payment of this differential, and to renumber former Section A3.062 as A3.063.

This will also confirm our agreement that, in consideration for the Company's agreement to pay this wage differential, the letter agreement dated November 16, 1993 from William C. Hart to Gales P. Dreves concerning RSSC Saturday Scheduling will terminate effective December 1, 2000. The Company further agrees that it will notify the Union in advance if it intends to begin scheduling Saturdays as part of the normal work week as to when such Saturday Tours will begin, and will solicit the Union's input on the administration of Saturday tours.

Very truly yours,

(s)William C. Hart
Director – Labor Relations

Agreed:
(s) James N. Byrne
Staff Representative, District 13

August 13, 1977

Mr. John W. Thomas, President
Pennsylvania Telephone Guild
P.O. Box 98171
Pittsburgh, Pennsylvania 15227

Dear Mr. Thomas:

This letter will respond to your concern about Service Quality Observing.

It is the policy of the Company to conduct Service Quality Observations in full compliance with Federal and State laws. Service Quality Observing includes Service Observing and Supervisory Observing.

Service Observing measures the overall speed, accuracy and efficiency of our telecommunications network and work forces. It is not used for evaluating individual employee performance.

Supervisory Observing involves observations of employee contacts with customers or service-related contacts with other employees. It is used in determining the quality of individual employee performance and as an aid to training and development.

Supervisory observations are limited to the handling of customer contacts and contacts between employees involved in the provision of customer service. Employees who may be observed will be made aware of such fact and of the general frequency of such observations. Employees' conversations will not be electronically recorded.

Records of supervisory observations will be limited to Company-related matters. They will not be disclosed except to authorized personnel for Company-related reasons. Results of observations will be periodically reviewed with employees and adverse notations, which are intended to be used against an employee for the purpose of justifying discipline, will be reviewed promptly with such employee.

Telephones which are not subject to Supervisory Observing will be provided by the Company for employees' personal calls. In addition, Supervisors will not listen in on personal conversations of employees on any telephone.

Very truly yours,

(s) W.S. Pursell
General Personnel Manager

August 28, 1992

Mrs. Gale P. Dreves
Staff Representative
CWA, District 13, AFL-CIO
11 Parkway Center
Suite 325
Pittsburgh, PA 15220

Dear Mrs. Dreves:

This will confirm our agreement during 1992 bargaining that the plan negotiated during 1989 bargaining to address the migration of Service Representatives (triggered by creation of the Collection Representative title and establishment of Collection Centers) continues in full force and effect. It is understood that individual employees may or may not currently have rights under the migration plan, depending upon their particular circumstances. This letter is not intended to enlarge or diminish any employee's existing rights under the plan as agreed during 1989.

Very truly yours,

(s) W. C. Hart
Director – Labor Relations

AGREED:
(s) Gale P. Dreves
Staff Representative, District 13

APPROVED:
(s) M. Bahr
President, CWA

SHARING OF CALLS AMONG CENTERS

(6-17-2016)

The Sharing of Calls Among Centers provision in the 2012 MOU is amended as follows (references to “this Article” below refer to Article X – Sharing of Calls Among Centers in the 2012 MOU):

1. The Companies may implement and expand upon call routing capabilities allowing for the routine transfer and/or routing of calls between and among centers in any location performing like functions, and between and among non-like centers subject to Section 3 of this Article, on a next available agent, balanced load or any other basis determined by the Companies, consistent with the terms of this Article X – Sharing of Calls Among Centers. For example, a routine routing of a call between Customer Sales and Service Centers (“CSSCs”) is between centers performing like functions. A routine routing of a call from an Enhanced Verizon Resolution Center (“EVRC”) to a Fiber Solutions Center (“FSC”) is another example of a routing between centers performing like functions, as is a routine routing of a call from an FSC to an EVRC if qualified employees are available at the EVRC to handle the call. On the other hand, a routing of a call from a CSSC to a Business Sales and Billing Center (“BSBC”) is not an example of a routing between centers performing like functions.

2. The centers (“Centers”) subject to this Article X – Sharing of Calls Among Centers include: CSSCs, BSBCs, Multilingual Sales and Service Centers (“MSSCs”) and the Verizon Center for Customers with Disabilities (the “VCCD”) (collectively referred to in this provision as “Sales and Service Centers”), the FSCs and EVRCs (collectively referred to in this provision as “Tech Support Centers”), and any other or future center designed to combine or integrate the work of these existing Centers.

3. Except as provided in this provision, there will be no limitations, geographic or otherwise, on the Companies’ right to transfer and route calls between and among the Centers and/or contractor locations performing like functions. Such calls (other than HSI technical support) subject to the 2016 MOU shall first be routed to available union-represented employees at like-function call centers located in the Mid-Atlantic and Northeast footprints. If no union-represented employees at like-function call centers in the Mid-

Atlantic and Northeast footprints are available to handle calls, the calls may be routed to contractors.

In the event that no union-represented employees at like-function call centers in the Mid-Atlantic or Northeast footprints are available to handle calls, the Companies may choose to route sales and service calls to any other union-represented employees selected by the Companies at non-like sales and service centers in the Mid-Atlantic or Northeast footprints that the Companies determine are appropriately skilled prior to routing to contractors.

4. For purposes of this article, a calculation of “aggregate regional call volume” shall include all calls, regardless of geographic origin, handled by applicable Centers and/or employees working at home during the applicable time period, and “aggregate regional call volume percentage” shall include calls handled by both IBEW and CWA-represented employees in the Mid-Atlantic footprint. For example, if the regional call volume originating in the Mid-Atlantic footprint for calls routed through the ERS to Sales and Service Centers, contractor locations and/or individuals working from home is 40 million in 2013, Sales and Service Centers in the Mid-Atlantic footprint and/or Mid-Atlantic employees working at home will handle an aggregate of at least 26.8 million calls (67%) in 2013, which may originate anywhere in the country, provided those calls are routed consistent with the call routing provisions of this Article X – Sharing of Calls Among Centers. Nothing in this provision should be construed or interpreted as a guarantee that a certain amount of work will be performed in any single Center or location.

5. In addition, the Companies may require representatives in any CSSC, BSBC, MSSC, FSC or EVRC to handle customer inquiries and requests as listed below which would have otherwise been handled by or transferred to another Center or individual, if such inquiry or request is either part of a misrouted call (as described below) or a secondary request or inquiry that is part of a properly routed call.

6. Inquiries and requests that CSSC, BSBC and MSSC representatives (or representatives of any other or future center designed to combine or integrate the work of these existing Centers) may be assigned to resolve are:

- a. Customer reports that a TV or specific channel is not working. The representative would click the desktop icon where the set top box is automatically reset and confirm that the issue is resolved.
- b. Customer reports that internet service is not working. The representative would click on the desktop where the router is automatically reset and confirm that the issue is resolved.
- c. Customer requests a check on internet speed. The representative would verify account setup and click the desktop icon to test speed to customer location.
- d. Customer reports phone service problem. The representative would initiate automated test and restoral of service. The ticket would be auto-populated.
- e. Customer requests status of repair ticket. The representative would access the open repair ticket and read the status to the customer.
- f. Customer wants to know where a technician is/the status of a repair visit. The representative would access the information and advise the customer.
- g. Customer requests assistance locating their WiFi credentials, such as WEP key or SSID. The representative would click the desktop tool and perform the needed steps to instruct the customer where to locate the information on their equipment.
- h. Customer reports an emergency situation (i.e., fire, storm damage, flood) and requests remote activation of service recovery features, such as call forwarding. The representative would access the desktop tool and submit a request to activate the service recovery feature.

7. Inquiries and requests that FSC and EVRC representatives (or representatives of any other or future center designed to combine or integrate the work of these existing Centers) may be assigned to resolve are:

- a. Customer requests out-of-service credit. The representative validates eligibility and submits credit.
- b. Customer wants to order pay-per-view event. The representative would activate pay-per-view order.
- c. Customer wants to add or change a channel package or to add a set top box. The representative would submit an order to add or change the feature or add a set top box.

- d. Customer wants to update their records (e.g., billing address). The representative would access account record and make change.
- e. Customer asks for product information. The representative would access product library to answer question.
- f. Customer asks about bill payment options. The representative would provide options for payment location (web/phone/physical).
- g. Customer requests last month's bill amount. The representative would review account information and advise the customer of the amount.
- h. Customer questions installation charges. The representative would use system to open an investigation.
- i. Customer wants to confirm an order and/or its status. The representative would review order information and change scheduled date, if needed.
- j. Customer requests to add a Value Added Service (VAS) product to their account, such as VISS, Back-up & Storage. The representative would click the desktop tool and submit an order for the requested product.
- k. Customer requests the need to create or change their account authentication PIN. The representative would review the account and access the desktop tool to submit the update/change request.

8. If the Companies wish to add additional cross functional duties beyond those set forth above, they will provide written notice to the Unions, and they will not implement the additional cross functional duties until 20 days after this written notice is provided. Any such additional cross functional duties will involve customer inquiries and requests that can be resolved by application of representative training comparable to that required for the above lists. In calendar year 2013 and in each succeeding calendar year, the Companies will be permitted to add two additional tasks in each calendar year to the Sales and Support Centers and two additional tasks in each calendar year to the Technical Support Centers subject to the above-stated notice and comparable training requirements. The additional tasks added pursuant to this paragraph will not require training in excess of 120 minutes per task. Other than the additions set forth in the preceding sentences, the Companies will not add any additional cross functional duties in calendar year 2013 or any succeeding calendar year, absent the Union's

agreement. The assignment of any duties pursuant to paragraphs 6, 7 and/or 8 will not entitle associates to additional pay.

9. FSC and EVRC representatives will only make sales that are initiated by the customer. FSC and EVRC representatives will also transfer the following types of sales to CSSCs, BSBCs and MSSCs even if the services are requested by the customer: HSI to FiOS service, new video service (FiOS or DirecTV orders), new data service (HSI or FiOS), and changes to bundle packages to add data or video. Types of calls that are currently routed through the ERS to CSSCs, BSBCs and MSSCs will continue to be routed to CSSCs, BSBCs and MSSCs, and types of calls that are currently routed through the ERS to FSCs and EVRCs will continue to be routed to FSCs and EVRCs. While customers may provide insufficient or incorrect information through the ERS that can result in misrouting, if the customer's identified reason for a call routed through the ERS is a sales or billing matter, the ERS will seek to route such calls to CSSC, BSBC or MSSC representatives. If the customer's identified reason for a call routed through the ERS is a problem with the functioning of a service, the ERS will seek to route the call to FSC or EVRC representatives.

10. Beginning upon ratification of this 2012 MOU, training for the Computer and Internet Knowledge Test ("CIKT") will be offered to Maintenance Administrators (MAs) and Repair Service Clerks (RSCs) up to two times and will be provided during normal work hours. Any MA or RSC who had previously taken training for the CIKT will be eligible for training one additional time. Once an associate successfully passes the CIKT, training for the Fiber Customer Support Analyst ("FCSA") position will be scheduled and classes will begin once enrollment meets the minimum class size requirement at the Companies' discretion, consistent with business needs. In connection with the foregoing, current MAs and RSCs in the EVRCs will not be required to participate in a Fiber Customer Support Analyst Structured Interview Revised. MAs and RSCs who do not qualify for the FCSA position, or who do not pass training, will continue to perform MA or RSC functions and will be subject to normal retest guidelines.

11. Maintenance Administrators (“MAs”) and RSCs in the EVRCs (English-speaking only) and FSCs will be tested for FCSA positions, and MAs and RSCs who test qualify and pass training will become FCSAs and will be assigned FCSA work, which can support fiber or copper network customers. Every MA and RSC in Mid-Atlantic EVRCs/FSCs will be offered testing and training for FCSA positions.

12. Beginning within eighteen months of ratification of this 2012 MOU, when High Speed Internet (“HSI”)(copper DSL) technical support calls arrive at an FSC or EVRC, either because they are misdirected or otherwise, the FSC or EVRC will provide the appropriate resolution with associates who are test-qualified and trained in HSI work. When such calls arrive at a CSSC, BSBC or MSSC, the associates will attempt a resolution involving tasks which management determines to assign consistent with the technical support lists set forth above (including any tasks added to that list in the future, consistent with the terms of paragraph 8 above). If those actions will not resolve the issue, the call will be transferred to HSI technical support. Customer calls for HSI technical support may be routed to FSCs or EVRCs, such as when FSCs or EVRCs are not fully occupied with other calls, but such calls shall not be required to be routed to FSCs or EVRCs rather than to HSI technical support center contractors.

13. Nothing in this Article X – Sharing of Calls Among Centers modifies, alters or diminishes the Companies’ obligations regarding calls under the “Simpkins EVRC Award” of December 2004, or the agreement under the Pennsylvania “FSC Agreement” of 2010. Further, this call sharing agreement does not supersede either the Simpkins EVRC Award or the FSC Agreement.

14. During the term of this 2016 MOU the Company will maintain a CSSC, BSBC and MSSC presence in Mid-Atlantic. The Company's obligation to maintain a CSSC, BSBC and MSSC presence in Mid-Atlantic will terminate with the expiration of this 2016 MOU and at that time the parties' rights and obligations with respect to maintaining a CSSC, BSBC and MSSC presence in Mid-Atlantic will return to those in effect prior to the effective date of the 2012 MOU.

15. Beginning on January 1, 2017 (the “Percentage Commencement Date”), the Companies shall be subject to aggregate regional call volume percentages for the Mid-Atlantic footprint Sales and Service Centers as follows:

a. For 2017 and each subsequent year, Sales and Service Centers in the Mid-Atlantic footprint will together handle an aggregate regional call volume that is equivalent to at least 68% of all calls originating from Mid-Atlantic footprint customers in that year that are routed through the electronic routing system (“ERS”) to Sales and Service Centers and contractor locations.

b. For the six month period that begins on the Percentage Commencement Date and for each subsequent six month period (each a “Measuring Period”), the Companies shall calculate the aggregate regional call volume handled by Sales and Service Centers in the Mid-Atlantic footprint. If in any Measuring Period, the aggregate regional call volume is equivalent to less than 68% of the calls originating from Mid-Atlantic footprint customers during that Measuring Period that are routed through the ERS to Sales and Service Centers and/or contractor locations, then in the six month period subsequent to that Measuring Period there shall be no layoffs of Mid-Atlantic footprint Sales and Service Center associates holding a job title that handles calls that are subject to this paragraph.

c. The Companies will provide the Union quarterly with the following information broken out by month: (i) the aggregate regional call volume percentage as described above, (ii) the total number of Mid-Atlantic footprint Sales and Service calls handled in Sales and Service Centers and/or contractor locations and (iii) the total number of calls handled by Sales and Service Centers in the Mid-Atlantic footprint.

16. Beginning on the Percentage Commencement Date, the Companies shall be subject to aggregate regional call volume percentages for the Mid-Atlantic footprint Tech Support Centers as follows:

a. For 2017 and each subsequent year, Tech Support Centers in the Mid-Atlantic footprint will together handle an

aggregate regional call volume that is equivalent to at least 55% of all calls originating from Mid-Atlantic footprint customers in that year that are routed through the ERS to Tech Support Centers and contractor locations.

b. For each Measuring Period, the Companies shall calculate the aggregate regional call volume handled by the Tech Support Centers in the Mid-Atlantic footprint. If in any Measuring Period, the aggregate regional call volume is equivalent to less than 55% of the calls (other than HSI calls that are initially routed by the ERS to contractors) originating from Mid-Atlantic footprint customers during that Measuring Period that are routed through the ERS to Tech Support Centers and/or contractor locations, then in the six month period subsequent to that Measuring Period there shall be no layoffs of Mid-Atlantic footprint Tech Support Center associates holding a job title that handles calls that are subject to this paragraph.

c. The Companies will provide the Union quarterly with the following information broken out by month: (i) the aggregate regional call volume percentage as described above, (ii) the total number of Mid-Atlantic footprint Tech Support calls (other than HSI calls that are initially routed by the ERS to contractors) handled in Tech Support Centers and/or contractor locations, and (iii) the total number of calls handled by Tech Support Centers in the Mid-Atlantic footprint.

Sections 23 and 24 replace Sections 4-11; provided, however, through the first Measuring Period there shall be no layoffs of Mid-Atlantic Sales and Service Center or Mid-Atlantic Tech Support Center associates holding a job title that handles calls that are subject to this Article X.

17. Notwithstanding Section 8 of this Article X – Sharing of Calls Among Centers the Companies will not add additional cross functional duties in calendar year 2016. If the Companies wish to add additional cross functional duties after December 31, 2016, they will follow the procedure set forth in Section 8 of this Article X.

SHORT NOTICE EXCUSED WORK DAYS (SNEWDs)

8-23-00

Effective, January 1, 2001, and continuing for the calendar years 2002 and 2003, notwithstanding the applicable Excused Work Day provisions in the local collective bargaining agreements, requests to supervision for up to three (3) paid Excused Work Days and one (1) unpaid Excused Work Day will be granted on short notice to employees eligible for paid and unpaid Excused Work Days under the following conditions:

1. The employee must request time off on short notice prior to the start of a scheduled tour or half-tour, but no more than twenty four (24) hours prior to the start of the scheduled tour or half-tour.
2. The Company will grant all Excused Work Days on the basis of the earliest request(s) to supervision provided that the Company may deny any and all requests in work groups of five (5) or more which would result in less than eighty percent (80%) of the scheduled force being available for duty. In a work group of four (4), the Company may deny any and all requests which would result in only one or two scheduled employees being available for duty. In a work group of 3, the Company may deny any and all requests which would result in only one employee being available for duty. This paragraph does not apply to a work group of one or two employees.
3. The work group shall be the same as the group designated for purposes of vacation selection.
4. Short Notice Excused Work Days may be taken in one-half (1/2) day increments; however, no more than one full day may be requested at any one time.
5. In each work group, the Company may designate up to four (4) work days in any month as unavailable for Short Notice Excused Work Days. Such designations will be made in accord with work schedule posting requirements.

6. The Company will have the right to deny any and all requests during any severe service disruption that may be caused, for example, by a natural disaster or other calamity (e.g., fires, explosions, civil disturbances, wars, acts of terrorism, major utility and transportation disruptions). Disputes regarding the application of the terms and conditions of Short Notice Excused Work Days may be submitted to the grievance procedure; however, neither these provisions nor their interpretation and application shall be subject to arbitration.

SPECIAL ENHANCED INCOME SECURITY PLAN

(2016)

A. The Company may make Special EISP offers to associates to voluntarily leave the service of the Company with the benefits listed below. The Special EISP offers may be made whenever under the applicable collective bargaining agreement the Company is permitted to offer either an ISP or an EISP, except that each associate may only be offered one Special EISP offer per calendar year unless the associate moves to a different title or to a different location. The Company will not involuntarily assign to a receiving work location any associate on a board and lodging assignment, if at the receiving work location, any associate who normally performed the work assigned left employment within the previous twelve (12) months pursuant to a Special EISP. This limitation does not apply to emergencies.

B. Associates who elect to voluntarily leave the service of the Company pursuant to a Special EISP and are accepted by the Company shall receive the benefits of the EISP and the following additional benefits:

1. Supplemental Voluntary Termination Bonus.

Associates who leave the service of the Company pursuant to a Special EISP will receive a lump sum amount of \$40,000, less taxes and withholdings, in addition to the EISP payment and related benefits, the voluntary termination bonus, and continuation of medical coverage to which the associate is otherwise eligible under the terms of the applicable collective bargaining agreement.

2. Raising of Caps on EISP Payment. Those associates with greater than 30 years of net credited service will have their EISP payment capped at 40 years of service rather than 30 years.

3. Waiver of Age-Based Pension Reductions for Early Commencement. The Pension Plan will be amended such that Service Pension eligible associates who leave the service of the Company pursuant to a Special EISP will not have the age-based reduction for early commencement, if any, applied to the calculation of their pension.

For associates in Potomac: The Verizon Pension Plan for

Mid-Atlantic Associates and the GTE South Incorporated (Southeast) Plan for Hourly-paid Employees' Pension, which are component Plans of the Verizon Pension Plan for Mid-Atlantic and South Associates, will be amended such that Service Pension eligible associates who leave the service of the Company pursuant to a Special EISP will not have the age-based reduction for early commencement, if any, applied to the calculation of their pension.

4. Acceleration of Next Pension Band Increase. The Pension Plan will be amended such that pension eligible associates who leave the service of the Company pursuant to a Special EISP will be eligible for the next scheduled Pension Band Increase, to the extent there is another Pension Band Increase scheduled pursuant to Section V.C of this 2016 MOU, in the calculation of their pension.

5. Interest Rate Protection. The Pension Plan will be amended such that, regardless of the specific date on which an employee leaves the service of the Company pursuant to a Special EISP, the determination of the interest rate and mortality basis used for converting such employee's single life annuity to a lump sum amount will be based on the better of (a) the applicable interest rate and mortality basis as of such employee's elected pension commencement date following his or her actual separation from service or (b) the applicable interest rate and mortality basis as of the earliest possible commencement date for an employee who leaves the service of the Company under that Special EISP, provided that such employee's age will be determined in accordance with his or her elected pension commencement date rather than a pension commencement date set to the date referenced in this (b) clause.

For associates in Potomac: The GTE South Incorporated (Southeast) Plan for Hourly-paid Employees' Pension component plan will also be amended as described above, except the pension commencement date in the (b) clause will be the first day of the month following the earliest month in which any employee leaves the service of the Company under that Special EISP.

C. Associates who elect to voluntarily leave the service of the Company pursuant to a Special EISP offer and are accepted by the Company will be separated from the Company on either (i) one date, or (ii) more than one date, to be selected at the discretion of the Company. The Company, in its discretion, will determine how many associates will be separated on each date in each job title, work group and work location. The Company will honor requests by seniority, to the extent consistent with the requirements of the business, when assigning the date on which each associate will be separated. Notwithstanding the provisions of the parties' collective bargaining agreement, there shall be no layoffs in a title, work group and work location subject to a Special EISP during the time period between the first and last off payroll dates if there are associates in the title, work group and work location who are designated by the Company to be separated as part of that Special EISP.

D. A Special EISP may not be offered simultaneously to associates in the same title and the same bargaining unit as other associates who are declared surplus and are receiving an EISP or ISP offer.

E. Except as modified by this Section XII the applicable collective bargaining agreements will apply to Special EISPs.

ENHANCED STAFFING INFORMATION
8-23-00

Over the life of the 2000 collective bargaining agreement, the Company will continue to provide on a monthly basis, separate associate staffing reports which reflect the number of new hires, promotions and laterals by state, city, work location and job title.

Over the life of the 2000 collective bargaining agreement, the Company will continue to provide on a quarterly basis, job forecasts by job title, city, major work location (i.e., work locations with 25 or more associates) and state.

These reports will be provided to each major work location (25 or more associates) and to the appropriate Local union offices; electronic or other automated means may be used instead of paper distribution where mutually agreed. A report that includes the names and Net Credited Service Dates (or dates of hire in the case of new hires) for employees promoted, laterally transferred or hired will be provided to the appropriate local Union offices.

“FREEZING” PROMOTIONS AND LATERAL TRANSFERS
8-11-98

On “the Effective Date of this Memorandum”, the Companies will discontinue its practice in PA, DE and NJ of restricting promotions out of a particular organization or work group (sometimes referred to as imposing a “freeze” on promotions). This practice does not exist in DC, MD, VA, and WV. Effective 10/1/98, with regard to lateral transfers out of a director’s work group, during any nine month period, there will be at least three months when lateral transfers may not be frozen and in no case would they be frozen for more than two consecutive months, subject to local lateral transfer plans and applicable contract provisions.

**INTERNAL/EXTERNAL DESIGNATIONS ON JVRs
AND STAFFING CRITERIA**

8-11-98

Within thirty days following “the Effective Date of this Memorandum” the Companies will remove the “internal” and “external” designations from the Job Vacancy Request form. In addition, the Companies reaffirm that the best qualified candidate, whether internal or external, will be selected to fill a job vacancy. With regard to internal candidates, seniority will continue to be considered in accordance with existing contractual provisions.

INTERNAL vs. EXTERNAL STAFFING COMMITMENT

8-11-98

Except for entry level positions (see Attachment B), the Companies will fill at least 50% of their regular full-time requisitions with qualified internal candidates (promotions or transfers) commencing 1/1/99 and terminating 8/5/00. Failure to meet this requirement will be excused when caused by major changes in business circumstances (e.g., business/work volumes significantly higher or lower than projected for sustained periods of time, extraordinary and severe service disruptions, natural disasters, other calamities). This commitment is also contingent on there being qualified internal candidates. Furthermore, the Companies’ compliance with this commitment will be measured on a full calendar year basis aggregating all requisitions within each particular bargaining unit, except in DC, MD, VA and WV the aggregation of requisitions will be by state. Status reports will be provided to the Union at the end of each calendar quarter.

ADVERTISING AND CLASSIFYING JOB VACANCIES 8-23-00

The Company agrees that effective January 1, 2001, all regular full-time, regular part-time, and temporary Associate Vacancy Requests (AVRs) submitted to the Associate Staffing Center will be advertised for ten (10) business days via STAR (or any future system which replaces or complements STAR). This replaces the 8/11/98 job advertising commitment in New Jersey.

The Company also reaffirms that the designations “internal” and “external” will not be placed on Associate Vacancy Requests (AVR). In addition, the Company reaffirms that the best-qualified candidate, whether internal or external, will be selected to fill a job vacancy. With regard to internal candidates, seniority will continue to be considered in accordance with existing contractual provisions.

August 14, 1986

Mrs. Gale P. Dreves
President
PTG, CWA, AFL-CIO, Local 13500
1522 Northway Mall
McKnight Road
Pittsburgh, PA 15237

Dear Mrs. Dreves:

This will confirm our agreement that the work of business and residence telephone canvassing will be subject to the following:

1. The Company and the Union agree that Bell employees in the Guild bargaining unit will perform telephone canvassing.
2. The Parties further agree that contractors may also be used to perform this work. Contractors will not be used on an ongoing basis to the exclusion of Bell employees. Contractors will generally be used to supplement the Bell employees, to cover start up periods, and during peak periods.
3. When the Company uses contractors to perform telephone canvassing, the Company will notify the Union and would be willing to discuss the matter with the Union, if requested.
4. The Guild agrees to withdraw Arbitration Case No 14 30 1485-85.

Very truly yours,

(s) J. R. Lawrie
Division Manager – Labor Relations

AGREED:

(s) Gale P. Dreves
PRESIDENT, PENNSYLVANIA TELEPHONE GUILD
CWA, AFL-CIO, LOCAL 13500

August 23, 2000

Mr. James N. Byrne
Staff Rep., District 13
230 S. Broad Street – 19th Floor
Phila., PA 19102

Dear Mr. Byrne,

During 2000 bargaining the Union and the Company agreed to a new classification of employee for term employment. The Union expressed some concerns about the Company's use of term employees, however. This letter will confirm the parties' agreement that the Company will engage term employees in the following organizations and titles only:

1. In the Direct Marketing Center in the Senior Clerk and Telephone Canvasser titles; and
2. In the Administrative Support Center in the Customer Service Clerk title.

In the Direct Marketing Center, the Company agrees that the number of employees engaged in the Term classification will at no time exceed the number of employees in the regular full time and regular part time force. In addition, the Company agrees that regular full time and regular part time employees in the Telephone Canvasser title who are not meeting their sales objectives will be allowed to apply for non-sales related positions (positions without sales objectives or requiring sales skills) provided that they meet all other appraisal standards and other applicable qualifications.

In the Administrative Support Center, the Company agrees not to engage more than 30 employees in the Term classification at any given time.

Upon contract ratification, the Company further agrees to offer, in seniority order, to reclassify up to six employees currently working in the Direct Marketing Center from temporary to regular full time or regular part time. The Company also agrees to offer, in seniority order, to reclassify up to two employees currently working in the Administrative Support Center from temporary to regular full time or regular part time. The remaining temporary employees currently working in the Direct Marketing Center and the Administrative Support Center will be reclassified to term employees for up to 36 months pursuant to the terms set forth in Exhibit A, Section A15, as amended.

Very truly yours,

(s)William C. Hart
Director – Labor Relations

Agreed:
(s)James N. Byrne
Staff Representative, District 13

August 28, 1992

Mrs. Gale P. Dreves
Staff Representative
CWA, District 13, AFL-CIO
11 Parkway Center
Suite 325
Pittsburgh, PA 15220

Dear Mrs. Dreves:

This will confirm our agreement during 1992 bargaining regarding staffing of scheduled Sunday and night tours under Subsections A1.02 and A1.07 of the Agreement.

The Company will not schedule any employee with a net credited service date before October 6, 1992 to work Sunday or night tours, unless such an employee has voluntarily selected such tours.

Very truly yours,

(s) W. C. Hart
DIRECTOR – LABOR RELATIONS

AGREED:
(s) Gale P. Dreves
Staff Representative, District 13

APPROVED:
(s) M. Bahr
President, CWA

**TREATMENT OF GRIEVANCES SETTLED BY THE PARTIES
OR ARBITRATION AWARDS WHICH INVOLVE BACKPAY
AND/OR REINSTATEMENT**

9-5-03

If, as a result of the settlement of a grievance by the parties or an arbitration award, the grievant is to receive back pay and/or reinstatement following a discharge, layoff, demotion, or suspension, unless and to the extent the settlement or arbitration award specifies otherwise, the employee will be entitled to the following compensation and benefits, and no other compensation (other than any back pay awarded or agreed upon) or benefits:

1. In the case of a discharged employee reinstated to employment with full back pay, or regardless of the amount of back pay if the settlement or award specifies that the employee is to be "made whole" for the entire period off the payroll, the employee shall receive, less any applicable deductions: (a) full service credit under the pension plan for the period off the payroll, (b) reimbursement for the COBRA premiums the employee paid for medical, dental and/or vision coverage if the employee continued those coverage(s) under COBRA, or if the employee did not continue those coverage(s) under COBRA, reimbursement for premiums paid by the employee for medical, dental and/or vision coverage not to exceed the amount the employee would have paid as premiums for such coverage(s) had the employee elected COBRA coverage and reimbursement for out-of-pocket medical, vision and dental expenses if, under the provisions of the applicable plans, the employee would not have incurred these expenses if they had remained on the payroll. The appropriate Plan Administrator would determine which expenses would be reimbursable. Copies of bills and receipts for services provided must be submitted in order for the employee to be eligible for a reimbursement. (c) any Corporate Profit Sharing Award(s) the employee would have received but for the termination, (d) any Ratification Bonus the employee would have received but for the termination, (e) reimbursement for telephone-related services that would have been covered by Concession Telephone Service had the employee remained on the payroll, (f) recognition of the time off the payroll as "hours worked" for purposes of FMLA eligibility, and (g) if a

reinstated employee was a participant in the Verizon Savings and Security Plan for Mid-Atlantic Associates, the Companies will deduct from any backpay awarded or agreed upon, the contributions the employee would have made based on the last election on file as of the date of the employee's termination, and the employee will receive the Companies match in his or her Savings and Security Plan account to which the employee would have been entitled proportionate to the employee's contribution.

2. A laid off employee who is reinstated as a result of a grievance settlement or arbitration award shall receive the compensation and benefits set forth in paragraph 1 irrespective of the amount of back pay the employee is to receive.
3. In the case of a discharged employee reinstated to employment with no back pay or partial back pay, pursuant to a settlement or award which does not specify that the employee is to be "made whole" for the entire period off the payroll, the employee shall receive, less any applicable deductions, the following, each of which will be prorated as specified: (a) prorated service credit under the pension plan for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, with immediate bridging of service, and (b) reimbursement for the COBRA premiums the employee paid for medical, dental and/or vision coverage if the employee continued those coverage(s) under COBRA, or if the employee did not continue those coverage(s) under COBRA, reimbursement for premiums paid by the employee for medical, dental and/or vision coverage not to exceed the amount the employee would have paid as premiums for such coverage(s) had the employee elected COBRA coverage and reimbursement for out-of-pocket medical, vision and dental expenses if, under the provisions of the applicable plans, the employee would not have incurred these expenses if they had remained on the payroll, based upon the employee's coverage at the time of the discharge, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed (The appropriate Plan Administrator will determine which expenses will be reimbursable. Copies of bills and receipts for services provided must be submitted in order for the employee to be eligible for a reimbursement), (c) any Corporate Profit Sharing Award(s) the employee would have received

but for the termination, prorated according to Section 3 of the Corporate Profit Sharing Plan, so that the employee receives one-twelfth of the applicable Corporate Profit Sharing Award(s) for each full month's worth of backpay awarded, (d) any Ratification Bonus the employee would have received but for the termination, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, (e) reimbursement for telephone-related services that would have been covered by Concession Telephone Service had the employee remained on the payroll, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, (f) recognition of the time off the payroll as "hours worked" for purposes of FMLA eligibility, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, and (g) if a reinstated employee was a participant in the Verizon Savings and Security Plan for Mid-Atlantic Associates, the Companies will deduct from any backpay awarded or agreed upon, the contributions the employee would have made based on the last election on file as of the date of the employee's termination prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, and the employee will receive the Company match in his or her Savings and Security Plan account to which the employee would have been entitled proportionate to the employee's contribution.

4. Any backpay awarded or agreed upon will be reduced by the amount of money the employee received under any governmental unemployment compensation program, and the amount of money the employee received from other employment, during the period the employee was discharged or suspended.

August 16, 1980

Mrs. Gale P. Dreves, President
Pennsylvania Telephone Guild
1522 Northway Mall
McKnight Road
Pittsburgh, Pennsylvania 15237

Dear Mrs. Dreves:

During the 1980 negotiations, the Company and the Union discussed vacation scheduling and its impact upon the employees' abilities to utilize their vacation entitlement to the fullest extent possible with due regard for the requirements of the business. The Union stressed the need for managers to consider the desires of the employees along with the business needs when setting up vacation schedules.

In the course of these discussions I stated, across the table, that I would make the necessary arrangements to have each Manager meet with the Representative of the Union prior to assignment of vacations for the following year. At this meeting the Manager will consult with the Representative and give careful consideration to the Union's suggestions before the schedule is placed in final form and submitted to the employees for selection of their vacation choices.

If this is in agreement with your understanding of our discussions, please sign two copies and return one copy to me for my files.

Very truly yours,

(s) W. S. Pursell
General Manager – Labor

Relations

and Personnel Administration

AGREED:

By (s) Gale P. Dreves
President
Pennsylvania Telephone Guild

VACATION SCHEDULING PERCENTAGES
10-19-2012

At least 18% of the employees in each vacation administrative work group shall be permitted to schedule time off in a given week, except that 12% will apply to requests for vacation time submitted fewer than five business days in advance of the requested days(s) off.

Where the application of the percentage figures specified above results in other than a whole number, the number yielded will be rounded up to the next whole number.

Regarding vacation availability during traditional fall hunting season and the December holiday season, management will make a reasonable effort to consider the need for higher availability.

Those work groups whose vacation availability is currently greater than the percentages specified above, will not be required to reduce their vacation scheduling availability.

July 27, 2000

Mr. Jim Short
Assistant to the Vice President
CWA District 13
230 South Broad Street, 19th Floor
Philadelphia, PA 19102

Voluntary Overtime in the Forced Overtime Build Agreement

Dear Jim,

Where overtime limitations (caps) exist in the Mid-Atlantic States' jurisdictions, the Companies agree for the purposes of determining whether an employee has worked the specified overtime cap, voluntary overtime will count toward any such forced overtime cap. Upon request, the Union will assist in securing volunteers to work overtime. As a result of this commitment, the Union agrees to move any other existing overtime related issues and matters to the Common Issues table.

(s)Ron Williams
Executive Director – Labor Relations

AGREED:
(s)Jim Short
Bargaining Agent
Communications Workers of America

August 23, 2000

Mr. James N. Byrne
Staff Rep., District 13
230 S. Broad Street
19th floor
Phila., PA 19102

Dear Mr. Byrne:

This will confirm our understanding of August 23, 2000, that the parties agree to establish a new procedure to resolve claims regarding employees' hiring wage rates. This procedure shall be independent of the grievance-arbitration procedure and shall provide the exclusive remedy for any claim regarding an employee's hiring wage rate.

If an employee or the Union has an issue regarding an employee's hiring wage rate, the Union shall submit a written statement to Labor Relations explaining this claim. The Company shall review this written statement and provide a written answer within thirty (30) days. If the Union is not satisfied by this answer, it can submit the dispute to a neutral third party for resolution within thirty (30) days of the Company's answer. The third party neutral shall be appointed in accordance with the procedures established by the Federal Mediation and Conciliation Service.

The only issue that the Union may raise or that a neutral third party can determine regarding an employee's hiring wage rate is whether the Company properly considered all information provided during the employment interview in accordance with the Company's wage credit guidelines and its current application in light of credit given to other recently hired employees. Any remedy issued by the third party neutral shall be retroactive to the date the dispute was advanced by the Union, and shall not result in any wage reductions. Additionally, the Company agrees to provide the Union with a copy of any new or modified wage credit policies at least thirty (30) days in advance of their becoming effective.

All claims under this procedure must be filed within sixty (60) days of the new employee's hiring date. Any claim filed more than sixty (60) days after an employee's hiring date shall be submitted to the normal grievance and arbitration procedures provided that the claim is timely filed. All other disputes regarding the Company's wage credit policy, including claims of violation under Section C1.07 of the Collective Bargaining Agreement, shall be submitted through the normal grievance and arbitration procedures.

Within thirty (30) days of the effective date of this agreement, the parties will meet and mutually agree upon a neutral third party.

Either party may terminate this procedure for resolving claims regarding hiring wage rates with sixty (60) days notice to the other party, when in its' judgment, the procedure is demonstrated to be not workable.

Very truly yours,

(s)William C. Hart
Director – Labor Relations

Agreed:
(s)James N. Byrne
Staff Representative, District 13

September 22, 1961

Mr. Charles B. Scott, President
Pennsylvania Telephone Guild
1422 Chestnut Street-Room 302
Philadelphia, Pennsylvania

Dear Mr. Scott:

Wage increases may be withheld by the Company when it is believed that an employee has acted or failed to act in such a manner that some action by the Company short of demotion, suspension or discharge is warranted as a warning to the employee that the employee must take corrective steps to avoid further action by the Company.

Without attempting to specify all the instances in which wage increases may be withheld, it should be noted that they are withheld where there has been unsatisfactory job performance, excessive absence or tardiness, some form of misconduct, breach of Company rules, etc.

In view of the Unions' concern in the matter and in order to avoid future misunderstandings, withholding of wage increases will only be made after review of all phases of an individual's overall job performance as well as other aspects of the individual case arising under the preceding paragraphs. All cases of withholding will be reviewed by the General Commercial Manager or General Personnel Manager involved (or person acting for him in his absence) until such time as it is felt by the General Commercial Manager or General Personnel Manager involved that a uniform procedure is being followed and is clearly understood in this Area.

This letter shall become effective upon the ratification of the Supplementary Agreement between the parties dated September 22, 1961.

Very truly yours,
(s) Robert W. Ferguson
General Commercial Manager

Accepted:
(s) Charles B. Scott
President

May 29, 2016

Ms. Gail Evans
Administrative Director
CWA District 2-13, AFL-CIO
9602D Martin Luther King Jr. Hwy.
Lanham, MD 20708

Dear Ms. Evans:

Verizon Pennsylvania LLC agrees that retroactive to the Effective Date of the 2012 collective bargaining agreements, when an employee receives a termination allowance under Section C(8) of the Medical Restriction Leave of Absence Policy Amendment ("MRP Termination Allowance") as a result of work restrictions caused by a work related accident as defined by Section 5.5 of the Accident Disability Plan, the Company will not credit the MRP Termination Allowance against the payment of workers' compensation benefits to the employee, and will reimburse former employees for whom such a credit was taken.

/s/ Joseph Gimilaro
Executive Director-Labor Relations

AGREED:

/s/ Gail Evans
CWA District 2-13

August 3, 2003

Mr. James Byrne
Staff Representative, District 13
230 S. Broad St., 19th Floor
Philadelphia, PA 19102

Dear Mr. Byrne,

This will confirm our agreement during 2003 bargaining regarding a "Working Up" trial.

Effective September 1, 2003, the Company may utilize the following provision:

***Assigning Employees To Perform Work Exclusively
Performed By a Higher Job Classification***

1. The Company has the right to assign an employee to do work performed exclusively by a higher job classification within the bargaining unit. Where an employee is assigned to such work, the employee shall be paid an additional amount equal to one-tenth of the difference in maximum weekly rates between the two wage schedules involved for each half tour, or less, so worked.
2. This allowance will enter into computations of overtime pay required by law but will not be part of the basic rate or basic weekly wages for any other purpose nor enter into the computation of any payments under the Verizon Pension Plan, the Verizon Sickness and Accident Disability Benefit Plan or any other fringe benefits or differentials.

The parties will meet no later than March 31, 2004 to discuss the administration of this provision. This trial may be terminated by either party on or after August 31, 2004 upon 30 days' written notice.

Very truly yours,

/s/ Cynthia Marinari
Company Bargaining Chair

AGREED:

/s/ James Byrne
CWA Representative
District 13

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This amended Agreement includes the provisions of the following agreements:

<u>Date of Execution</u>	<u>Date Effective</u>		<u>Date of Termination</u>
	<u>Other</u>	<u>Wages</u>	
5/11/68	5/11/68	5/ 5/68 5/ 4/69 5/ 3/70	5/12/71
7/21/71	7/21/71	7/18/71 7/16/72 7/15/73	7/21/74
8/11/74	7/21/74	7/21/74 8/ 3/75 8/ 1/76	8/ 6/77
8/13/77	8/ 7/77	8/ 7/77 8/ 6/78 8/ 5/79	8/ 9/80