

July 14, 2022

**2022 COMMON ISSUES  
MEMORANDUM OF UNDERSTANDING**

**Between**

**VERIZON NEW YORK INC.  
EMPIRE CITY SUBWAY COMPANY (LIMITED)  
VERIZON ADVANCED DATA INC.  
VERIZON NEW ENGLAND INC.  
VERIZON SERVICES CORP.**

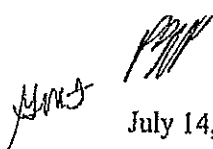
**AND**

**COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO**

This Memorandum of Understanding (the "2022 MOU") is agreed to by and between the above-named companies (herein the "Company" or "Companies," as context requires) and the Communications Workers of America, AFL-CIO (herein the "Union" or "CWA") with respect to the following CWA-represented bargaining units:

1. CWA Plant (Verizon New York, VSC, ECS, VZAD)
2. CWA District 1 (VSC)
3. CWA Local 1104 (Downstate Accounting) (Verizon New York, VSC)
4. CWA Local 1101 (Downstate Commercial) (Verizon New York, VSC)
5. CWA Local 1101 (Upstate Accounting) (Verizon New York, VSC)
6. CWA Local 1109 (Downstate Traffic) (Verizon New York, VSC)
7. CWA Local 1104 (Upstate Traffic) (Verizon New York)
8. CWA Local 1400 (Central Order Bureau) (Verizon New England)
9. CWA Local 1395 (VSC)
10. CWA Local 1400 (New England Service Centers) (Verizon New England, VSC)

New collective bargaining agreements covering the above-named bargaining units (including without limitation this 2022 MOU, to the extent the parties have not specified different effective dates in provisions of this 2022 MOU) will become effective immediately upon ratification of this 2022 MOU ("Effective Date") and will remain in effect until 11:59 p.m. on August 1, 2026. This 2022 MOU will become effective if, and only if,

  
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ratified by the combined results of the voting in the bargaining units in the Companies represented by CWA no later than thirty calendar days after the date of this 2022 MOU.

This 2022 MOU incorporates by reference all provisions of the 2018 Common Issues Memorandum of Understanding Between Verizon New York Inc., Empire City Subway Company (Limited), Verizon Advanced Data, Inc., Verizon New England Inc. and Telesector Resources Group, Inc. and the Communications Workers of America, AFL-CIO effective August 10, 2018 ("2018 MOU") and all attachments to the 2018 MOU that were valid and enforceable immediately prior to the Effective Date, as modified by the applicable provisions of this 2022 MOU. Each of the new collective bargaining agreements will consist of the provisions of the existing agreements, including all provisions of and attachments to the 2018 MOU that were valid and enforceable immediately prior to the Effective Date, as modified by the applicable provisions of this 2022 MOU. All letters of agreement in the parties' 2018 collective bargaining agreements (including without limitation the 2018 MOU), and all international union, district and local agreements that were valid and enforceable immediately prior to the Effective Date, will remain in full force and effect, unless the terms of such letters of agreement have been modified or eliminated by this 2022 MOU or by the parties' collective bargaining agreements (including without limitation terms agreed to at local bargaining tables). All letters of agreement or provisions in the parties' 2018 collective bargaining agreements (including without limitation the 2018 MOU and all attachments to the 2018 MOU) that contain an expiration date of August 5, 2023 will be changed to reflect an expiration date of August 1, 2026 unless the parties have expressly agreed to a different expiration date or that such letters or provisions will not remain in effect. All letters of agreement or provisions in the parties' 2018 collective bargaining agreements (including without limitation the 2018 MOU and all attachments to the 2018 MOU) that were valid and enforceable immediately prior to the Effective Date that contain dates other than expiration dates will be changed as necessary to ensure the continued enforceability of such agreements unless

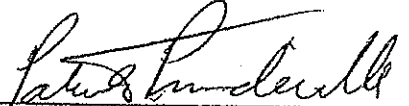
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the parties have expressly agreed that such letters or provisions will not remain in effect.<sup>1</sup> Provisions of this 2022 MOU, including the attachments, will be incorporated, by reference or otherwise, into the appropriate collective bargaining agreements.

To the extent that any provision of this 2022 MOU is inconsistent with or contrary to any provision of the 2018 MOU, any local collective bargaining agreement, or any other agreement, policy or past practice, such 2022 MOU provision will govern and will supersede the inconsistent or contrary provision of the 2018 MOU, any local collective bargaining agreement, or any other agreement, policy or past practice.

Dated:

FOR THE COMPANIES

By:   
PATRICK PRINDEVILLE  
Chairperson, Common Issues Bargaining

FOR COMMUNICATIONS WORKERS OF  
AMERICA, AFL-CIO

By:   
GLADYS FINNIGAN  
Assistant to the Vice President

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<sup>1</sup> This footnote is for explanatory purposes only. This 2022 MOU sets forth certain provisions from the 2018 MOU with new dates to ensure the enforceability of those provisions. All provisions and attachments of the 2018 MOU and predecessor MOUs, which were valid and enforceable immediately prior to the Effective Date, that are not specifically set forth in the body of this MOU are incorporated by reference and remain valid and enforceable, as modified by this 2022 MOU. By way of example, Section VI.1.A.(1) of this 2022 MOU sets forth the annual deductible for covered services under the HCN and the Health Care PPO plans for individual and family coverage, for in-network and out-of-network services, for calendar years 2024, 2025 and 2026. Section VI does not set forth the applicable deductible for calendar years 2022 and 2023 because the deductibles in those calendar years are set forth in the parties' 2018 MOU and are unchanged.

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## **I. WAGES**

The schedule of wage increases for the term of this 2022 MOU will be as follows:

<b>Date</b>	
First Sunday following ratification	1.25% increase (in addition to 2.75% effective June 19, 2022) applied to all steps of the basic wage schedule
June 18, 2023	4% increase applied to all steps of the basic wage schedule
First Sunday following the second anniversary of ratification	3% increase applied to all steps of the basic wage schedule
First Sunday following the third anniversary of ratification	3% increase applied to all steps of the basic wage schedule
July 26, 2026	3% increase applied to all steps of the basic wage schedule

## **II. RATIFICATION BONUS**

A one-time, single Ratification Bonus payment of \$750 will be paid within thirty (30) days after ratification of the 2022 MOU to full-time and part-time Regular and Temporary employees on payroll as of the ratification date. Ratification Bonus payments will be subject to all applicable federal, state and local tax withholdings. These payments will only be included in calculations relating to Union dues, or their equivalent, as authorized by the employee and the Union. Ratification Bonus payments will not be included in wages for computations of overtime, benefits or for any other purpose.

## **III. COST-OF-LIVING**

During the term of this 2022 MOU, the existing Cost-of-Living provisions in the collective bargaining agreement will be deleted and replaced with the language set forth below:

- (a) Effective on the first Sunday following the third anniversary of ratification, 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 April 2025 over April 2024, applied to (ii) the scheduled rates in effect in each wage schedule on the day

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before the first Sunday following the third anniversary of ratification, (iii) rounded to the nearest 50 cents. In no event shall an increase under this Paragraph exceed two percent (2%).

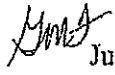

- (b) In no event shall a decrease in the CPI-W result in a reduction of any basic weekly wage rate.
- (c) In the event the Bureau of Labor Statistics does not issue the appropriate Consumer Price Indexes on or before the dates referred to in Paragraph (a), the cost-of-living adjustment required by such appropriate indexes shall be effective at the beginning of the first payroll week after receipt of the indexes.
- (d) 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 all CPI-W data referenced above.
- (e) 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 April 2021. 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 April 2021, which was 261.237 (1982-84 = 100).

IV. CORPORATE PROFIT SHARING

The Corporate Profit Sharing ("CPS") Plan is modified as follows:

- (a) The CPS plan will provide awards for results in calendar years 2023, 2024, and 2025 with the awards payable in 2024, 2025, and 2026.
- (b) The "Standard" CPS Distribution will be as follows:

Performance Year	Standard CPS Distribution	Year Payable
2023	\$500	2024
2024	\$500	2025
2025	\$500	2026

   
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- (c) Notwithstanding paragraphs (a) and (b) above, the minimum distribution for Performance Years 2023, 2024, and 2025 will be \$700, subject in all cases to prorating under Section 3.

## **V. PENSION BENEFIT AND OTHER CHANGES**

### **A. Pension Lump Sum Cashout.**

An associate covered by the cashout program set forth in the 2016 MOU who separates from service during the term of this 2022 MOU, with eligibility for a vested pension or a service pension, will be eligible to receive his or her vested pension or service pension under the Verizon Pension Plan for Associates ("Pension Plan") as a total lump-sum cashout. The terms of the cashout program will be the same as the terms of the cashout program set forth in the 2016 MOU.

In light of the Pension Benefit Guaranty Corporation's ("PBGC") changes to the interest rate it uses to calculate lumps sums, as set forth in regulations titled "Lump Sum Payment Assumptions" (29 CFR Part 4022) published in the Federal Register on September 9, 2020, the Pension Plan will be amended to permit a participant who commences his or her pension before August 1, 2026, who is covered by the cashout program pursuant to the 2008 Common Issues Memorandum of Understanding and the 2018 Common Issues Memorandum of Understanding ("MOUs"), and who elects a lump-sum cashout of his or her vested pension or service pension, to have such lump-sum cashout calculated using the following additional interest and mortality lump sum basis (the "Special Temporary PBGC Lump Sum Basis") if such calculation results in a greater lump-sum cashout value than the best of the otherwise applicable lump sum bases in the Pension Plan. The interest rate for the Special Temporary PBGC Lump Sum Basis will be the same as the interest rate specified for the "PBGC' amount" under the Pension Plan except that the applicable PBGC interest rate will be the applicable lump interest rate provided by the PBGC for private-sector payments. The mortality table for the Special Temporary PBGC Lump Sum Basis will be the same as the mortality table specified for the "PBGC' amount" under the Pension Plan.

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**B. Pension Band Increases.**

The New York and New England Associate component of the Pension Plan will be amended to provide for increases in the Pension Band Amounts by the "Percentage Increase" amounts shown below for pension eligible associates whose "Pension Effective Date" (which is the first day following the last day on the payroll) is on or after the corresponding "Pension Band Effective Date" shown below. In addition, the amendment will provide for the acceleration of the next scheduled Percentage Increase under this 2022 MOU for pension eligible associates who leave the service of the Company pursuant to a Special Enhanced Income Protection Plan ("Special EIPP") under Section IX of this 2022 MOU.

Pension Band Effective Date	Percentage Increase
June 29, 2023	1.5%
June 29, 2024	1.5%
June 29, 2025	1.5%

**C. Stock Together.**

The "Annual Broad-Based Equity Plan" Letter of Agreement, dated January 30, 2020, will remain in effect during the term of the 2022 MOU.

**VI. BENEFITS**

**1. CHANGES TO EXISTING HEALTH CARE BENEFITS FOR ACTIVE ASSOCIATES**

The provisions of the Verizon Medical Expense Plan for New York and New England Associates (the "VMEP") regarding medical benefits and the Verizon Alternate Choice Plan for New York and New England Associates (a component or subplan of the VMEP) will be amended as follows effective January 1, 2024, except where otherwise noted:

**A. Medical Changes Applicable to VMEP.**

**1) HCN and Health Care PPO Benefits Changes:**

**a. Deductible.** The annual deductible for covered services or supplies will be as follows:

	In-Network				Out-of-Network	
	HCN		Health Care PPO			
	Individual	Family	Individual	Family	Individual	Family
2024	\$460	\$1,150	\$835	\$2,087.50	\$1,185	\$2,962.50
2025	\$475	\$1,187.50	\$850	\$2,125	\$1,215	\$3,037.50
2026	\$490	\$1,225	\$865	\$2,162.50	\$1,240	\$3,100

*Just PPO*

(Amend the following sections of the VMEP: Sections 6.1.1 and 6.2.1.)

- b. **Out-of-Pocket Maximum.** The out-of-pocket expense maximum for covered services or supplies will be as follows:

	In-Network		Out-of-Network	
	Individual	Family	Individual	Family
2024	\$2,220	\$5,550	\$3,440	\$8,600
2025	\$2,270	\$5,675	\$3,490	\$8,725
2026	\$2,320	\$5,800	\$3,540	\$8,850

(Amend the following sections of the VMEP: Sections 6.1.4 and 6.2.3.)

- c. **Copays.** The copays for covered services and supplies will be as follows:

- i. HCN Option: Effective January 1, 2026, all covered services and supplies that are subject to a \$30 copay will be subject to a \$35 copay. (Amend the following section of the VMEP: Section 6.1.2.)
- ii. Health Care PPO Option: Effective January 1, 2026, all covered services and supplies that are subject to a \$30 copay will be subject to a \$35 copay. (Amend the following sections of the VMEP: Sections 6.2, 6.2.2 and 6.2.4.)
- iii. Emergency Room: Effective January 1, 2024, the copay for visits to an emergency room will be \$150, and effective January 1, 2025, the copay for visits to an emergency room will be \$155, and effective January 1, 2026, the copay for visits to an emergency room will be \$160. (Amend the following sections of the VMEP: Sections 6.1.2, 6.1.3, 6.2, 6.2.2 and 6.2.4.)
- iv. Telemedicine: The copay for telemedicine services (LiveHealth Online Only) will continue to be \$10. (Amend the following sections of the VMEP: Sections 6.1.2, 6.2.4, 6.3.1)

## 2) EPO Option and HMO Option Changes:

- a. **EPO Option.** Effective January 1, 2026, all covered services and supplies that are subject to a \$30 copay will be subject to a \$35 copay. Effective January 1, 2024, the copay for visits to an emergency room will be \$150, and effective January 1, 2025, the copay for visits to an emergency room will be \$155, and effective January 1, 2026, the copay for visits to an emergency room will be \$160. The copay for telemedicine services (LiveHealth Online



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Only) will continue to be \$10. (Amend the following section of the Verizon Alternate Choice Plan for New York and New England Associates: Section 4.)

b. **HMO Options.** Effective January 1, 2026, all covered services and supplies that are subject to a copay no greater than \$30 will be subject to a copay no greater than \$35, and effective January 1, 2024, the copay for visits to an emergency room will be no greater than \$150, effective January 1, 2025, the copay for visits to an emergency room will be no greater than \$155, and effective January 1, 2026, the copay for visits to an emergency room will be no greater than \$160. (Amend the following section of the Verizon Alternate Choice Plan for New York and New England Associates: Section 4.1)

3) **Contributions for Medical Coverage.** The Monthly Employee Contribution will be as set forth below. The \$100 annual credit for completing a health risk assessment will continue to apply in 2024, 2025, and 2026. The Monthly Employee Contributions that appear in the chart below will be annualized, will reflect an additional \$.04 on an annual basis and will apply and be prorated on a pay period basis.

Coverage Category Elected	Health Care PPO Option and HCN Option Monthly Employee Contribution (Tobacco User Rate)	Health Care PPO Option and HCN Option Monthly Employee Contribution (Non-Tobacco User Rate)	Other Medical Option Monthly Employee Contribution (Tobacco User Rate) – Up to a maximum of the amounts below	Other Medical Option Monthly Employee Contribution (Non-Tobacco User Rate) – Up to a maximum of the amounts below
Employee Only	2024: \$200.33 2025: \$208.33 2026: \$212.33	2024: \$150.33 2025: \$158.33 2026: \$162.33	2024: \$271.33 2025: \$283.33 2026: \$289.33	2024: \$221.33 2025: \$233.33 2026: \$239.33
Employee + Family	2024: \$342.33 2025: \$358.33 2026: \$366.33	2024: \$292.33 2025: \$308.33 2026: \$316.33	2024: \$484.33 2025: \$508.33 2026: \$520.33	2024: \$434.33 2025: \$458.33 2026: \$470.33

(Amend the following section of the VMEP: Section 3.)

## 2. RETIREE HEALTH AND WELFARE BENEFITS CHANGES

Except as otherwise provided below, any changes to the health care benefits provided to active employees as set forth in Section 1 above will also be made to the health care benefits provided to eligible retirees who retired after August 9, 1986 (“Covered Retirees”) effective at the same time such changes are effective for active employees and the applicable retiree health care plans will be amended in the same manner as those provisions are amended for active employees pursuant to Section 1 above. Any future changes to health care benefits and prescription drug coverage provided to Covered Retirees will be negotiated with the Union in the same manner as that for active employees and future retirees.

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**A. Changes for Covered Retirees Who Are Not Medicare Eligible.**

Notwithstanding the foregoing, for Covered Retirees and their dependents who are not Medicare eligible and who retired prior to January 1, 2017, the deductible provisions for the Health Care PPO Option set forth in Section V.1.A.1 above shall not apply, and instead the deductible for such Covered Retirees and their eligible dependents enrolled in the Health Care PPO Option shall remain as provided in the 2016 MOU. Covered Retirees and their dependents who are not Medicare eligible and who retire after December 31, 2016 who enroll in the Health Care PPO Option will be subject to the deductible provisions in effect on the date of the Covered Retiree's retirement.

**B. Contributions for Retiree Medical Coverage.**

The chart set forth in Section VIII.5.H.1.a.i of the 2018 MOU shall be replaced with the following chart:

	2022	2023	2024	2025	2026
Retiree Only	\$201	\$213	\$213	\$225	\$231
Retiree + 1	\$305	\$320	\$320	\$338	\$347
Retiree + Family	\$402	\$426	\$426	\$450	\$462



**C. Health Reimbursement Account for Covered Retirees with Net Credited Service Date On Or After August 3, 2008 Who Are Not Medicare Eligible.**

Each Covered Retiree with a Net Credited Service Date on or after August 3, 2008 may elect during the annual enrollment period for that plan year to obtain medical coverage under a medical plan option sponsored by the Company (the Health Care PPO Option, any option under Section VIII.5.B of the 2016 MOU or any option under the Verizon Alternate Choice Plan) or to opt out of such coverage.

For 2024 and each subsequent plan year, for each such Covered Retiree who is not Medicare eligible who opts out of such coverage during annual enrollment and provides proof that he/she has obtained medical coverage under a non-Company sponsored medical plan option, the Company shall establish an HRA within the meaning of IRS Notice 2002-45 and related guidance and allocate a credit in the amount set forth below to such HRA for such plan year, provided that the Company and the Union have agreed on the other terms applicable to such HRAs no later than June 30 of the year prior to the plan year in which such credit will be allocated (e.g., what type(s) of non-Company sponsored plans a Covered Retiree may be enrolled in, in order to receive an HRA credit; whether the credit may be used for eligible expenses incurred after the plan year to which the HRA credit relates; etc.).

If the Company and the Union have agreed on the other terms applicable to such HRAs by June 30 of the year prior to the plan year in which such credit will be allocated, the amount of the Company credit to the HRA for the plan year will equal the amount of the benefit as defined in Section VI.2.D of this Agreement.

The amount credited to the HRA may be used to reimburse otherwise unreimbursed eligible medical expenses (as defined in IRC section 213(d)) for the non-Medicare eligible retiree and his

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or her eligible IRS tax dependents, including the cost of any premium to obtain medical coverage under a non-Company sponsored medical plan option for such plan year.

The HRAs will be established and operated in accordance with IRS guidance and applicable law.

**D. Retirees with Net Credited Service Date On or After August 3, 2008.**

Any associate whose Net Credited Service date, as defined in the Pension Plan, is on or after August 3, 2008 and who otherwise did not qualify for any Company-subsidized retiree medical coverage upon his or her initial employment termination, will continue to be subject to the "New Hire" contribution requirements outlined in Section VII.3.C. of the 2008 MOU, as modified by this paragraph. Effective January 1, 2024, any such New Hire will receive upon retirement (or with respect any such New Hire who has retired as of the date of this 2022 MOU, commencing effective January 1, 2024) an annual benefit for medical coverage, for the rest of his or her life, of \$576 for each year of Net Credited Service which the New Hire completes that commences on or after August 3, 2008 (up to a maximum of 25 years net credited service). All other provisions of Section VII.3.C of the 2008 MOU will remain unchanged.

**VII. SHARING OF CALLS AMONG CENTERS**

The Sharing of Calls Among Centers provision in the 2018 MOU will remain in effect during the term of this 2022 MOU except:

- (a) The references in subsection F. to 2018 will be modified to 2022.
- (b) Increase the New York/New England Sales and Service aggregate regional call volume percentage by 1% effective July 1, 2023.
- (c) Increase the New York/New England Sales and Service aggregate regional call volume percentage by 1% effective January 1, 2024.
- (d) Increase the New York/New England Tech Support aggregate regional call volume percentage by 1% effective July 1, 2023.
- (e) Increase the New York/New England Tech Support aggregate regional call volume percentage by 1% effective January 1, 2024.

**VIII. WORK AND FAMILY**

The Work and Family Committee provision in the 2018 MOU will remain in effect during the term of this 2022 MOU except that the references to the 2018 MOU will be modified to the 2022 MOU.

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**IX. SPECIAL ENHANCED INCOME PROTECTION PLAN**

Section XIV.B.4 of the 2016 MOU shall be amended to provide that the Pension Plan will be amended such that pension eligible associates who leave the service of the Company pursuant to a Special EIPP will be eligible for the next scheduled Pension Band Increase, to the extent there is another Pension Band Increase scheduled pursuant to Section V.B of this 2022 MOU, in the calculation of their pension.

**X. 5G HOME WORK**

The 5G Installation and Maintenance Letter of Agreement between the Company and the Union is set forth in Attachment 1.

The 5G Sales and Service and Tech Support Letter of Agreement between the Company and the Union is set forth in Attachment 2.

The Company and Union will form a 5G Home Committee, the composition of which will be determined, to review the level of work being done and to explore ways to increase the amount of work performed by bargaining unit associates.

**XI. WORK-AT-HOME MEMORANDUM OF AGREEMENT**

The Work-At-Home Memorandum of Agreement ("WAH MOA"), attached as Attachment 3, will become effective only when agreed upon by all of IBEW Local 827, IBEW T-6 Council, IBEW Local 2213, CWA District 1 and CWA District 2-13.

In connection with the WAH MOA, and allowing long-term work-from-home in the Operation Control Centers ("OCCs"), the Company has stated that it has a business need to assign work between and among associates assigned to the New York and New England OCCs.

The Company and the Union recognize that a variety of factors need to be discussed and reviewed to understand any concerns that the parties may have regarding this issue.

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The Company and the Union will create a Joint OCC Committee to be chaired by a Company representative and the Area Director of the Union. The Committee will include local union representatives from CWA and IBEW who have OCCs.

The Committee will explore mutually agreeable options to meet the Company's stated business need to assign work between and among associates assigned to the New York and New England OCCs and will issue recommendations by June 30, 2023. If the recommendations are agreed to by the Company and the Unions they will be incorporated into all collective bargaining agreements.

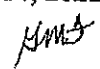
## **XII. TECHNICIAN HIRES**

The Company will hire 900 technicians ("New Hires") in the NY/NE footprint during the term of the 2022 MOU, contingent upon obtaining sufficient qualified and successfully trained candidates. At least 500 of these New Hires will be in the New York footprint, and at least 300 of these New Hires will be in the New England footprint. These New Hires will be subject to existing testing, training and other pre- and post-hire procedures as appropriate, except that any internal staffing obligation, such as the 50% internal staffing obligation, shall not apply to the hiring of the New Hires. The Company will have no obligation to either maintain any particular headcount or backfill in the event that the New Hires leave employment or transfer from their technician jobs. Individuals who do not successfully complete training will not be counted towards this new hire requirement.

## **XIII. TEMPORARY EMPLOYEE RECLASSIFICATION**

Any of the current Temporary Employees (excluding escorts) who remain on the payroll at ratification of the 2022 MOU will be given an opportunity, within thirty (30) calendar days from ratification of the 2022 MOU, to be placed in a Regular Employee position based on their specific title. These Temporary Employees must remain on the payroll through the date that they accept the Regular Employee position in order to become a Regular Employee through this process. The Company agrees not to work complete any of these Temporary Employees unless it has just cause during the transition period.

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
#### **XIV. CENTER HIRES**

The Company will hire 225 employees ("New Call Center Hires") into positions assigned to Sales and Service and Tech Support Centers in the NY/NE footprint during the term of the 2022 MOU, contingent upon obtaining sufficient qualified and successfully trained candidates. These New Call Center Hires will be hired proportionately to each Union Local based on the current number of employees in the existing call centers. These New Call Center Hires will be subject to existing testing, training and other pre- and post-hire procedures as appropriate, except that any internal staffing obligation, such as the 50% internal staffing obligation, shall not apply to the hiring of the New Hires. The Company will have no obligation to either maintain any particular headcount or backfill in the event that the New Call Center Hires leave employment or transfer from their Call Center positions. Individuals who do not successfully complete training will not be counted towards this New Call Center Hire requirement.

#### **XV. CHAT WORK**

For consumer calls originating in the New York/New England and Mid-Atlantic footprint that are routed through the electronic routing system, if while such calls are on hold the Company highlights the option to terminate the call and instead access a website or app, then beginning no later than January 1, 2024, the Company will during normal business hours also first give the customer the option to directly initiate a digital chat by following a link/prompt provided while on the call, and 100% of such chats initiated through such a link/prompt will be handled by bargaining unit employees in the New York/New England or Mid-Atlantic footprint.

Nothing herein shall restrict the Company from otherwise giving customers options to access other channels (e.g., websites, apps, etc.) or from making chat available through such channels. Verizon shall report the chat volumes in each area (to the extent they are available) to the Union call share committee and aim to distribute the chats proportionally to the best of the Company's ability based on the regions (New York/New

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England and Mid-Atlantic). Employees may be assigned to handle both calls and chats on a single shift, but employees will not be assigned to handle calls and chats simultaneously.

Within three months of ratification, the Company and Union will meet in committee, the composition of which will be determined, to explore ways to have associates in the sales and service and tech support centers perform additional online platform work, including Click-to-Chat and others that may evolve.

#### **XVI. 2022 MEMORANDUM OF AGREEMENT**

The 2022 Memorandum of Agreement, which updates the 2018 Memorandum of Agreement, is set forth in Attachment 4.

#### **XVII. NEW CONTRACTING INITIATIVES**

The New Contracting Initiatives letter and the agreement of the Companies and the Union regarding the proper interpretation of the New Contracting Initiatives letter of agreement are set forth at Attachment 5.

#### **XVIII. DURATION**

All provisions of the parties' agreement will remain in full force and effect until 11:59 p.m. on August 1, 2026.

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ATTACHMENT 1



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Mr. Myles J. Calvey  
Chairman, System Council T-6  
International Brotherhood of Electrical Workers AFL-CIO  
1137 Washington Street  
Dorchester, MA 02124

Ms. Gladys Finnigan  
Assistant to the Vice President  
Communications Workers of America  
80 Pine Street, 37<sup>th</sup> Floor  
New York, New York 10005

Re: 5G Work In New York/New England

Dear Mr. Calvey and Ms. Finnigan:

Consumer

Verizon Wireless (Cellco Partnership) has agreed to contract a majority of the professional installation and maintenance dispatches on 5G Home in the NY/NE footprint to Verizon New York Inc., Empire City Subway Company (Limited), Verizon Advanced Data, Inc., Verizon New England Inc., Verizon Avenue Corp., and/or Verizon Services Corp. (collectively, the Company), contingent on the Union and the Company reaching an agreement regarding the performance of such work.

The Company will assign this work to Field Technicians and/or Splice-Service Technicians for this period and they and other employees such as Storekeepers and Driver Bs may perform some work incidental to this assignment.

Business

Verizon Wireless (Cellco Partnership) has agreed to contract certain professional installation and maintenance dispatches on a consumer-like version of 5G Home that it will sell to businesses in the NY/NE footprint to the Company, contingent on the Union and the Company reaching an agreement regarding the performance of such work.

The Company will assign this work to Field Technicians, Splice-Service Technicians, Technician-Business/Government, Senior Technician-Business/Government, and/or NFO Technicians for this period and they and other employees such as Storekeepers and Driver Bs may perform some work incidental to this assignment.

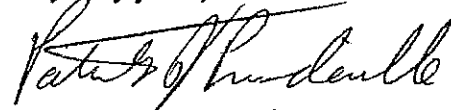


July 14, 2022

General

Neither party will argue that this arrangement or the herein described performance of this work modifies the collective bargaining agreement, expands or limits the union's jurisdiction, alters or establishes any employment relationships, or is a precedent regarding the performance of this or any other work.

Very truly yours,



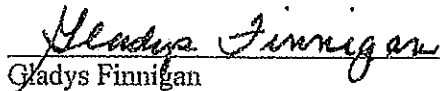
Patrick J. Prindeville  
Executive Director – Labor Relations

Date: 7/15/2022

Agreed for the Union:

\_\_\_\_\_  
Myles Calvey

Date: \_\_\_\_\_

  
Gladys Finnigan

Date: 7/15/2022

July 14, 2022



ATTACHMENT 2



July 14, 2022

Mr. Myles J. Calvey  
Chairman, System Council T-6  
International Brotherhood of Electrical Workers AFL-CIO  
1137 Washington Street  
Dorchester, MA 02124

Ms. Gladys Finnigan  
Assistant to the Vice President  
Communications Workers of America  
80 Pine Street, 37<sup>th</sup> Floor  
New York, New York 10005

Ms. Barbara Carson  
Business Manager/President - International Brotherhood of Electrical Workers,  
AFL-CIO, Local 2213  
One Telergy Parkway, 6333 Route 298 -- Suite 103  
E. Syracuse, NY 13057

Dear Mr. Calvey, Ms. Finnigan & Ms. Carson:

Re: 5G Sales and Service and Tech Support

Verizon Wireless (Cellco Partnership) has agreed to contract certain work on, and/or sell for resale, 5G Home and the consumer-like version of 5G Home for business customers from customers in the NY/NE and Mid-Atlantic footprint to Verizon New York Inc., Empire City Subway Company (Limited), Verizon Advanced Data, Inc., Verizon New England Inc., Verizon Avenue Corp., and/or Verizon Services Corp. (collectively, the Company), contingent on the Union and the Company reaching an agreement regarding the performance of such work. This may also extend to certain related wireless products/services.

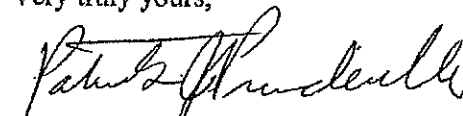
The Company will assign this work to employees in the Sales and Service and Tech Support Centers for this period and they and other employees may perform some work incidental to this assignment. Any such calls will not be considered calls originating from NY/NE or Mid-Atlantic footprint customers for any purpose including calculating the "aggregate regional call volume percentages" set forth in the Agreement regarding the Sharing of Calls Among Centers in the MOU.

July 14, 2022

General

Neither party will argue that this arrangement or the herein described performance of this work modifies the collective bargaining agreement, expands or limits the union's jurisdiction, alters or establishes any employment relationships, or is a precedent regarding the performance of this or any other work.

Very truly yours,



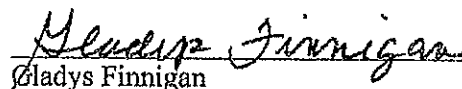
Patrick J. Prindeville  
Executive Director – Labor Relations

Date: 7/15/2022

Agreed for the Union:

\_\_\_\_\_  
Myles Calvey

Date: \_\_\_\_\_

  
Gladys Finnigan

Date: 7/15/2022

\_\_\_\_\_  
Barbara Carson

Date: \_\_\_\_\_

July 14, 2022



**ATTACHMENT 3**

**WORK-AT-HOME MEMORANDUM OF AGREEMENT**

Effective on the date of this Work-At-Home Memorandum of Agreement (the “Agreement”), the Verizon Companies (as defined in the applicable Memorandum of Understanding) (collectively, the “Company”) will continue work-at-home arrangements for all International Brotherhood of Electrical Workers and Communications Workers of America (collectively, the “Union”) associates who are working from home or who are currently eligible to do so, under the terms outlined below.

The participating associates’ wages, benefit coverage and other terms and conditions of employment including, but not limited to, tour selection, vacation scheduling (e.g., vacation weeks, days, EWDs, etc.), and overtime scheduling will continue to be governed by the applicable collective bargaining agreement except as modified below.

Additional terms and conditions for associates working at home are as follows:

1. All associates who volunteer and are eligible (referred to as “associates” throughout) must have a single, permanent work-at-home location with the following qualifications:
  - a. The work-at-home location has adequate space necessary to perform the associate’s work;
  - b. No deed, lease, condominium, or co-op restrictions would be violated by performance of the work-at-home location. The associate is accountable for determining such occupancy/use restrictions; and,
  - c. The associate’s work-at-home location must have broadband capability sufficient to reliably access Verizon systems and perform work assignments. While the

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*RJP* *DMJ*

preferred set-up for working at home is a wired connection, associates who have computers that are not enabled for wi-fi may request that the Company enable wi-fi connectivity on their computer, and the Company will do so as soon as practical after January 1, 2023 provided that the connection at the location of the computer within the home meets and maintains these requirements.

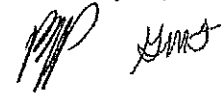
- d. An associate's request to temporarily work at an alternative work-at-home location may be granted upon the employee demonstrating extenuating circumstances with management's approval.
2. The associate will work from home on all assigned workdays except as provided in Paragraphs 9 and 10 or if approved by a supervisor in advance. Nevertheless, the associate will continue to have a designated normal reporting location for administrative purposes that will remain the location it was immediately preceding the execution of this Agreement. Commercial and LiveSource employees who previously reported to Valhalla, NY will, within 30 days of ratification of this Agreement, be reassigned to a new normal reporting location within Westchester County, N.Y. Each CWA associate whose current normal reporting location is 385 Myles Standish Blvd., Taunton, Massachusetts will, within 30 days of ratification of this Agreement, be reassigned to a new normal reporting location within Eastern Massachusetts (Worcester and any area east), and each IBEW associate whose current normal reporting location is 385 Myles Standish Blvd., Taunton, Massachusetts will, within 30 days of ratification of this Agreement, be reassigned to a new normal reporting location within the jurisdiction of Local 2322. The Company may update the associate's normal reporting location in accordance with the applicable collective bargaining agreement in the future. In making

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the update, consideration will be given to geographic proximity and maintaining the associate's local union affiliation, and the Company will not make an update if doing so would result in a change to the associate's national union affiliation. If a change in normal reporting location would affect an associate's local union affiliation, then the Company will not make that change without first consulting with the Union and giving good faith consideration to any alternative suitable Company locations that would not necessitate a change in local union affiliation. The associate may change their work-at-home location on a permanent basis up to one time per calendar year to another location so long as the change will not increase the associate's commute to their normal reporting location by 75 or more miles. All other requests to change one's work-at-home location require management approval. If an associate utilizes existing contractual processes and that leads to a change in their normal reporting location, their work-at-home location must be located within 75 miles of their new normal reporting location within 6 months of the change. The associate is required to notify their manager in advance of any planned change of work-at-home location, and whenever possible, that notification should take place four weeks in advance of any planned change of work-at-home location.

3. The Company will bear the cost of providing a Verizon computer with agent image, thin client, dual monitors, keyboard, webcam, secure router, surge protector, headset, and a mouse. Associates and/or other bargaining unit employees will be responsible for installing and maintaining all Company property referenced above provided to them in order to perform work at home. Associates who are experiencing technical difficulties with the provided equipment and have not been able to resolve the issue after utilizing

July 14, 2022

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other resources (e.g., Help Desk, supervisor) shall have the ability to initiate a request for the help of the CTS organization. Additionally, departments may choose to utilize CTS associates in lieu of shipping replacement equipment and/or utilizing the Help Desk. All equipment and items provided must only be used for Verizon business purposes. To the extent an associate requires an accommodation, the Company will provide equipment and items as required by law. The Company will provide associates with a one-time reimbursement of up to three hundred dollars (\$300) toward the purchase of an office desk and/or chair, reimbursable after the associate provides proof of purchase. All Verizon equipment and other materials provided to an associate in connection with the work-at-home arrangement, and all equipment, materials, correspondence, records, documents, software, promotional materials, and other Company property, including all copies, summaries, synopses, or portions thereof, which come into the associate's possession whether or not created by the associate, and regardless of whether they were received by the associate at his/her residence, will at all times remain the sole and exclusive property of the Company. At any time that the Company requests, if the associate stops working from home pursuant to Paragraph 13, 14 or 15, or upon the termination of an associate's employment, the associate will return to the Company all such Company property, and will not keep any copies of such Company property. Removal and return of Company-provided equipment, and/or related peripherals will be performed by the associate and/or other bargaining unit employees. If the Company determines that an associate's equipment should be returned to the office, then in addition to any other work performed by CTS, CTS shall perform any work on

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such returned equipment that they would have performed had the associate been based in the office.

4. All work schedules will be posted electronically, and it will be the associate's responsibility during their working hours to access and view the work schedule posting. The work-at-home arrangement must enable the supervisor to evaluate associate performance, certify the accuracy of timesheets and attendance records, and perform other supervisor responsibilities to the same extent as if the participating associate were working at his/her normal reporting location. Associates will be required to: (i) be logged into the Company's instant messaging system during all work hours, and (ii) use webcam to participate in meetings, training, development, and other work-related activities, as necessary. Associates will be provided with at least 15 minutes notice when they are required to use the webcam. The provided webcam will not be used for the purposes of surveillance. When a webcam is not in use, the webcam may be covered or deactivated by the associate. Supervisors will contact the associate at home for work-related matters, including but not limited to, coaching, observation, feedback, and attendance. At the Company's discretion, investigatory interviews and disciplinary discussions may be conducted electronically (for example, teleconference/video conference, using a webcam, etc.), or in-person at a designated Company location or, if mutually agreed, at a Union location. However, in every instance where the nature of the violation being investigated could reasonably result in dismissal or a suspension of more than five days, the associate will be given the option to meet in-person for an investigatory interview at a designated Company location or, if mutually agreed, a Union location.



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*RP* *YMS*

5. The associate will be responsible for providing a broadband connection, a quiet and safe work environment, and utilities. Those associates currently utilizing internet devices provided by the Company, who will be set forth on a list provided by the Company, will be permitted to continue utilizing those devices at no cost unless there is other commercially available broadband at their work-at-home location that would be sufficient to allow them to reliably access Verizon systems and perform work assignments. In the event the associate receives any insurance payment arising from the insured loss of any Company property, he/she must promptly remit payment to the Company.
6. Associates will be expected to comply with the same rules and policies of the Company including the Verizon Code of Conduct with which all associates must comply. For example, it is the associate's responsibility to use Company equipment in a reasonable and safe manner and to protect Company equipment and software against damage, abuse, misuse or other violation of existing rules of the Company concerning protection of its property and information. Associates may not use Company equipment, materials, systems or software in any manner or for any purpose that violates the Company's policies, the Verizon Code of Conduct, or federal state, or local laws. Associates will adhere to the Company's policies regarding the protection of Company information from disclosure to third-parties who do not have a need to know such information. No third-party, including family or friends, may use Company equipment or software for any reason.
7. Associates will work their full tours, including split tours where such tours are permitted by the applicable collective bargaining agreement, and will adhere to their work


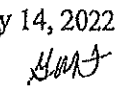
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schedule. They will begin work on time and give their full time and attention to the performance of their job duties. Work time will not be spent on dependent care activities. In the event associates need to leave their work positions at times other than scheduled breaks and the lunch hour (e.g., feeling ill), they must first confer with supervision and secure permission, using current local practices. If an emergency situation develops requiring immediate action on the part of the associate, he/she should react appropriately then notify his/her supervisor as soon as practicable. Upon returning to their work positions, associates must inform supervision. Absent supervisor approval, associates are not permitted to log into Company systems for the purpose of performing work during non-working hours. Working outside of scheduled tours or approved overtime is strictly prohibited, and this includes checking, reading, or responding to work emails and receiving or making work-related calls. Associates will not be prohibited from logging into Company systems during non-work hours for de minimis activities primarily for their own benefit (e.g., to verify their Company-provided benefits). Associates will be expected to communicate to their family members and friends that distractions such as personal telephone calls, visitors and interruptions by other family members, children, pets, acquaintances, social guests or other individuals while on duty can be very disruptive to their ability to perform the job, and should be limited to emergencies.

8. Associates will be expected to keep their home work area free from potential hazards and obstructions, and generally to treat it as if it were a Company office. If an associate suffers a work-related injury or illness in his/her work-at-home location, the associate must report the injury or illness in accordance with Company policy.

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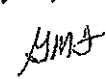
9. Associates must inform supervision as soon as practicable of any malfunctioning equipment and/or any other reason why they cannot work from home (e.g., lack of power or internet). In these circumstances, supervision may require the associate to promptly report to their normal reporting location or other Company or non-Company locations and continue to do so until the associate has the ability to effectively work from home. Generally, the associate will only be required to report to a Company or non-Company location if the inability to work from home is recurrent, or has lasted (or is expected to last) more than half of their tour. Associates will not suffer loss of pay resulting from the inability to work from home provided the cause is beyond the associate's control, and the associate complies with the Company's instructions and the terms of this Agreement.
10. Associates may be required to report to their normal reporting location or other Company or non-Company locations for purposes such as, but not limited to, meetings, kick-offs, team-building exercises, medical and testing visits, training sessions, certifications, to pick up work-related materials, or where the associate's work assignment requires it. There must be a non-discriminatory reason to require the associate to report to their normal reporting location or other Company or non-Company locations, and requiring associates to report to such locations under this paragraph shall not be used as a form of discipline or for punitive reasons. Associates will be given at least 48 hours' notice of the need to be present at their normal reporting location or other Company or non-Company locations for these purposes. Associates may also be required to report to their normal reporting location or other Company or non-Company locations for investigatory interviews or disciplinary discussions and will be given notice of the need to be present at such locations no later than noon the day before.

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11. No additional payments of any kind (e.g., for mileage or travel time, Board and Lodging, etc.) will be made when the associate is directed to report to his or her normal reporting location. If the associate is directed to report to any other Company or non-Company location, all collective bargaining agreement provisions applying to payment for travel time, mileage, board and lodging, etc. will apply, and all travel/mileage calculations will be based on the distance from the normal reporting location to the location the associate is directed to report.
12. Emergency call outs and overtime will be handled as outlined in the applicable collective bargaining agreement and/or local practice provided it does not violate any applicable collective bargaining agreement. Overtime must be approved in advance by the associate's supervisor or authorized designee unless an associate is in the process of completing a customer call.
13. During the first nine months of an associate's work-at-home arrangement under this Agreement, an associate may withdraw from and discontinue their work-at-home arrangement with thirty days' notice to the Company ("Retreat Rights"). After the first nine months, upon the associate's request, the Company may exercise its discretion to approve an associate to discontinue working at home upon the associate demonstrating extenuating circumstances. Any such approvals shall be without precedent and the Company will not withhold such approval in an arbitrary or capricious manner in cases of undue hardship beyond an employee's control. If an associate exercises the Retreat Rights or if, after the first nine months of working from home, the Company permits an associate to discontinue working at home upon a showing of extenuating circumstances,

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the associate will only be eligible to subsequently work from home at the Company's discretion.

14. The Company has the discretion, after notification to the union, to designate newly hired or rehired associates into the workgroups that have associates eligible to work from home into work-at-home positions subject to this Agreement without the associate having any recourse to the "Retreat Rights" set out in Paragraph 13. However, the Company may exercise its discretion to approve an associate to discontinue working at home upon the associate demonstrating extenuating circumstances. Any such approvals shall be without precedent and the Company will not withhold such approval in an arbitrary or capricious manner in cases of undue hardship beyond an employee's control. If the Company permits an associate to discontinue working at home upon a showing of extenuating circumstances, the associate will only be eligible to subsequently work from home at the Company's discretion.
15. Associates who transfer into work-at-home positions shall be able to exercise the Retreat Rights set forth in Paragraph 13: (a) prior to beginning the work-at-home position on notice to the Company; or (b) during the first nine months of an associate's work-at-home arrangement with thirty days' notice to the Company.
16. If requested by a Local Union Business Manager/President, the Company and the Union will discuss arrangements to allow associates to meet with the Union.
17. The Company may terminate the work-at-home arrangements at any time for an individual associate for material or repeat violation of the terms of this Agreement or material or repeat failure to adequately perform their job for a reason or reasons related to working from home with 7 days' notice to the affected associate. The Company may

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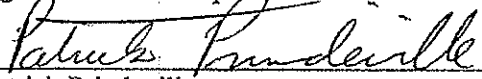
terminate this work-at-home arrangement for any workgroup or groups if it has a demonstrated need to do so for such group(s) so long as the Company notifies the Union and discusses its plans at least 90 days before the planned termination date for such workgroup or groups. The Company will not provide any such notice prior to one year from ratification of this Agreement.

18. Alleged violations of this Agreement are subject to the grievance and arbitration procedures of the applicable collective bargaining agreement.
19. Within three months of ratification or at a time mutually agreed upon, the Company will send an e-mail to associates who are working from home that contains a link provided by the Union which will enable associates during paid breaks or outside of working hours to access a virtual union bulletin board maintained by the Union. The Company will have access to view the virtual bulletin board and the bulletin board will comply with existing contractual provisions addressing union bulletin boards.
20. In fulfillment of any existing obligations to provide union orientation time, arrangements will be made for the Union to meet on paid time virtually with newly hired or rehired associates or associates who transfer into a new bargaining unit utilizing Company equipment and systems. This shall also apply in jurisdictions where no existing obligations to provide union orientation time exist, in which case such meetings shall not exceed thirty (30) minutes. Such meetings will occur within at least thirty (30) days of the date the associate was hired, rehired, or transferred. If mutually agreed to between the associate and the Union, the meeting can take place at the associate's work-at-home location in which case any resulting travel time will not be paid by the Company.

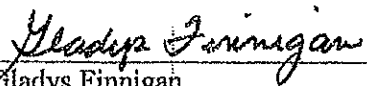
July 14, 2022

21. Except for those associates who are being provided with internet devices by the Company pursuant to Paragraph 5, associates who are working from home will receive \$50 per month for costs related to working from home. These payments will be effective on the first day of the month following the month this Agreement is ratified, and the first payment will be payable at a time mutually agreed upon by the Company and the Union and in no event later than 90 days after ratification. Thereafter, these payments will be made monthly to associates on active payroll who are working from home on the date the payments are made. These payments will be subject to all applicable federal, state and local tax withholdings and are not required to be included in wages for computations of overtime, benefits or for any other purpose.

Agreed for the Companies:

  
Patrick Prindeville

Agreed for the Unions:

Myles Calvey  
  
Gladys Finnigan

Barbara Carson

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ATTACHMENT 4

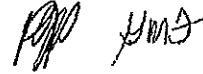
**MEMORANDUM OF AGREEMENT**

This Agreement is made and entered into, on the Effective Date, by and between all present and future In-BA-Region subsidiaries, or operating units thereof, of Verizon Communications Inc. ("VZ"), except Cellco Partnership, its subsidiaries, and its affiliates d/b/a Verizon Wireless, Verizon Information Services BA - Region Directory South Sales (NTD/PDD/CDS), and all entities (and all of their subsidiaries) with a market capitalization or value of more than \$3 billion, acquired or merged with Bell Atlantic Corporation, Verizon Communications Inc., or their subsidiaries, with a closing date after August 9, 1998 (hereinafter "Company"), and the Communications Workers of America, AFL-CIO (hereinafter called "CWA"), addressing certain issues, as follows:

1. The two agreements by and between NYNEX and Bell Atlantic Companies and the CWA entitled "Agreement concerning Issues related to the Bell Atlantic-NYNEX Merger" (copies of which are attached hereto and incorporated herein by reference) are amended and will be included, as amended, within the new collective bargaining agreements which will be effective for the period between the Effective Date and August 1, 2026.
2. The Company and the CWA will execute the attached Memorandum of Agreement Regarding Neutrality and Card Check Recognition.
3. Whenever the Company assigns employees of VZ Companies (hereinafter "VZ employees") to perform work for the Data Solutions Group (DSG, including Verizon Network Integration Corp., Inc., formerly named BAND) which is currently, has been historically, or is substantially comparable to work performed by CWA bargaining unit employees, such work will



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be exclusively performed by CWA operating telephone company (hereinafter "OTC") bargaining unit employees covered by the existing collective bargaining agreements.

Operational work associated with the data network which the Company assigns to VZ employees shall be exclusively performed by CWA OTC bargaining unit employees covered by the existing collective bargaining agreements. Central offices and associated control centers will be staffed exclusively by CWA OTC bargaining unit employees covered by the existing collective bargaining agreements carrying titles such as COT/SET/TTA/CSA or their equivalents.

4. All plant work associated with digital subscriber lines (i.e., xDSL, a generic term which includes ADSL, HDSL, SHDSL, RADSL, IDSL, and all similar and subsequent technologies) between and including the central office and the network interface device shall be performed exclusively by CWA OTC bargaining unit employees covered by the existing collective bargaining agreements. All work associated with the xDSL splitter shall be exclusively performed by CWA OTC bargaining unit employees covered by the existing collective bargaining agreements. The Company shall not contract out any of the xDSL work discussed above.

When an end user customer purchases Verizon-on-Line DSL Service™ directly from Verizon Internet Services Inc. ("VISI") and uses Verizon as its ISP and the end user customer contracts with VISI to have it perform the installation and maintenance of the inside-data-wiring and jack, the digital modem, the Network Interconnection Card, and/or the software and configuration of the computer on the end user customer's premises ("Customer's Premise DSL I&M Work") for the Verizon-on-Line DSL Service™, the Customer's Premise DSL I&M Work

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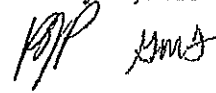
for that service will be assigned to CWA OTC bargaining unit employees. That Customer's Premise DSL I&M Work shall not be contracted out in the former BA Region.

When an end user customer purchases Verizon InfoSpeed DSL Service™ directly from Verizon Advanced Data Inc. ("VADI") and does not use Verizon as its ISP and the end user customer contracts with VADI to have it perform the installation and maintenance of the inside-data-wiring and jack, the digital modem, the Network Interconnection Card, and/or the software and configuration of the computer on the end user customer's premises ("Customer's Premise DSL I&M Work") for the Verizon InfoSpeed DSL Service™, the Customer's Premise DSL I&M Work for that service will be assigned to CWA OTC bargaining unit employees. That Customer's Premise DSL I&M Work shall not be contracted out in the former BA Region.

The Company may designate a select group of CWA OTC bargaining unit employees to perform the Customer's Premise DSL I&M Work. The Company will first seek input from the Union but reserves the right to establish training requirements, selection, certification, attire, scheduling which is consistent with the parties' collective bargaining agreements, and other requirements for those employees. In making its designations of employees to perform that work, the Company will consider an employee's seniority but reserves the right to make the designations solely on the basis of qualifications. The Company shall begin transitioning the above work to the OTC bargaining unit employees as soon as August, 2000 and shall have completed the transition no later than April 30, 2001.

5. Whenever the Company assigns VZ employees to perform work which is currently, or which has been historically, performed by CWA OTC employees such work shall

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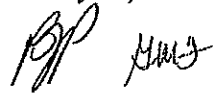
be performed exclusively by CWA OTC employees covered by the existing collective bargaining agreements.

Whenever the Company assigns VZ employees to service or sell bundled services which include any service which is currently, or historically has been, serviced or sold by CWA-represented employees, then such work shall be performed exclusively by CWA-represented employees, and the primary service and sales channel for such services shall be the OTC Business and Residence office, to the extent permitted by law or regulation.

Existing Bell Atlantic (BA Plus) accounts will begin to be transferred back to CWA OTC bargaining unit locations on October 1, 1998. There will be no new promotions to transfer accounts or to transfer the servicing of accounts started for BA Plus. CWA-represented service representatives/consultants will not be impacted adversely in any way by the transfer of BA Plus accounts. All accounts must be transferred to CWA OTC bargaining units no later than March 30, 1999. Such BA Plus accounts shall be transferred to broadly defined appropriate OTC organizational areas, such as the Electronic Traffic/Transfer Zone or the area served by the ACD in which the work was performed in the OTC. The commitment regarding BA Plus accounts shall have no effect on the parties' rights with respect to the transfer, movement or assignment of any work under the OTC contracts under which such work is then performed.

If the work assignment or other practices of a company which is merged with or acquired by VZ and which is covered by this Agreement are inconsistent with one or more terms of this Agreement, there shall be a reasonable transition period, not to exceed six months from the date of the closing of the merger or acquisition, to eliminate such inconsistency.

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6. Whenever the Company assigns VZ employees to perform long distance work that is similar to work which is currently, or historically has been, performed by CWA-represented employees then such work shall be assigned to CWA-represented employees covered by the existing OTC collective bargaining agreements.

To the extent permitted by law or regulation, the primary sales and service channel for long distance services shall be the OTC Business and Residence office.

Whenever the Company assigns VZ employees within CWA jurisdiction to perform work associated with video, alarm monitoring, customer contact, or the Internet, that is similar to work which is currently, or historically has been, performed by CWA-represented employees, then such work shall be performed exclusively by CWA-represented employees.

7. Whenever any employee engaged by the Company within the CWA jurisdiction is assigned to perform data services work permitted by FCC 706 exceptions, then such work shall be performed by CWA OTC employees covered by the existing collective bargaining agreements; however, if the FCC requires the Company to assign such work to a separate subsidiary or affiliate, then the work shall be performed by CWA-represented employees working under an equivalent collective bargaining agreement.

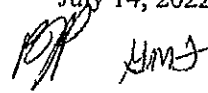
8. Nothing in this agreement is intended to limit, diminish, or infringe upon the two letters incorporated in the collective bargaining agreements by and between NYNEX Corporation on behalf of itself, and New York Telephone, New England Telephone, Empire City Subway, Telesector Resources Group, and NYNEX Information Resources, and the CWA entitled respectively "New Business" and "Old Business Letter," dated April 3, 1994, (copies of which, adapted to apply under this Agreement, are attached hereto and incorporated herein by

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reference) (the “Old and New Business Agreements”). The Old and New Business Agreements are amended and renewed and will be included, as amended, within the new collective bargaining agreements between parties to the 2022 MOU. The terms Bell Atlantic Corporation (“BAC”) and Verizon Communications Inc. (“VZ”) as defined and used in the New Businesses Agreement means the Company as defined in the introductory paragraph of this Agreement, which is controlling.

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### INTERPRETIVE COMMENTS

1. Work will be considered to have been "historically performed" by CWA-represented employees if it has been performed by such employees within the last seven years and over a significant period of time.
2. "Current work" includes any evolution of such work.
3. This agreement is not intended to affect any issue regarding a claim that management employees are performing bargaining unit work. It is also recognized that CWA will continue to press such claims.
4. It is not the intent of this Agreement that existing work being performed by Verizon Connected Solutions, Inc. ("VCSI"), formerly named Bell Atlantic Communications and Construction Services, Inc. (BACCSI), is to be returned to the OTCs, except as specifically provided in the amended Broadband Network / Employment Security Provisions of the 2000 MOU between the former BA South Region OTC's and the CWA. (Copy attached and incorporated herein.) However, it is the intent of this Agreement to not transfer more OTC work to VCSI.
5. This Agreement applies only to work assigned to and performed by VZ employees within the former Bell Atlantic footprint. Due to the merger between BA and GTE, the names of certain companies in this Agreement have changed from the 1998 Agreement between the parties. This Agreement is not intended to expand the meaning or scope of the 1998 Agreement, except as noted in paragraphs 1, 4 and 5 of this Agreement, and paragraph 4 of the

July 14, 2022

Interpretive Comments of the 1998 MOA, and the deletion of paragraph 9 of the Interpretive Comments of 1998 MOA. For that reason, the following terms are defined:

VZ Companies are subsidiaries of VZ, covered by the Agreement, operating within the former BA footprint;

VZ Employees are employees of VZ Companies performing work in the former BA footprint.

6. Any provisions of this Memorandum of Agreement are subject to legal and regulatory requirements.

7. Any obligation to have work performed by CWA-represented employees is limited to areas within CWA jurisdiction in the former BA footprint.

8. It is not the intent of paragraph 4 of this Agreement to affect work by suppliers in the Central Office prior to the operational phase of a service or product.

This Agreement expires at 11:59 p.m. on August 1, 2026.

For: Communications Workers of America

For: Company

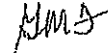
  
Gladys Finnigan

  
Patrick Prindeville

Date: 7/15/2022

Date: 7/15/2022

July 14, 2022



**AGREEMENT CONCERNING ISSUES  
RELATED TO THE BELL ATLANTIC-GTE MERGER**

This Agreement, by and between Verizon ("VZ")-New York, Inc., VZ New England, Inc., Verizon Services Corp. ("VSC"), Empire City Subway Company (Limited), and NYNEX Information Resources Company, (hereinafter collectively called "the Companies" and individually called a "Company"), and Communications Workers of America, AFL-CIO (hereinafter "CWA") addresses the permanent transfer of jobs relating to the Bell Atlantic-GTE merger.

**Limitations on Transfer of Jobs**

The following limitations on permanent transfers of jobs shall be effective on the Effective Date and terminate concurrently with the labor agreements, August 1, 2026.

- (1) During each contract year of the parties' current collective bargaining agreements ("CBA"), from the Effective Date to August 1, 2026, a Company may not permanently transfer more than .7% of the CWA represented jobs from any of the universes described below to an area outside of New York State ("NYS").
  - (a) Plant Bargaining Unit - The universes for the Plant bargaining unit within NYS are the counties of NYS.
  - (b) Commercial Bargaining Unit - The universes for the Commercial bargaining unit within NYS are the counties of NYS.
  - (c) Traffic Bargaining Unit - The universes for the Traffic bargaining unit within NYS are the individual Traffic bargaining units within NYS.
  - (d) Accounting Bargaining Unit - The universes for the Accounting bargaining units within NYS are the individual Accounting bargaining units within NYS.
  - (e) VSC Bargaining Unit - The universe for the VSC bargaining unit within NYS is the Company-wide bargaining unit in NYS.
- (2) The percentage of jobs permanently transferred from NYS to an area outside NYS will be calculated as follows:
  - (a) Total CWA Represented Jobs in a universe in NYS permanently transferred to an area outside NYS.
  - (b) (divided by) Total CWA Represented Jobs in that universe.
- (3) During each contract year of the parties' current collective bargaining agreements ("CBA"), from the Effective Date to August 1, 2026, a Company may not permanently transfer more than .7% of the CWA represented jobs from the universes described below to an area outside the New England States.



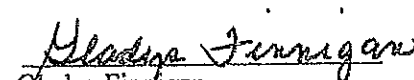
July 14, 2022

- (a) New England Directory Sales and New England Directory Clerical Bargaining Units - The universes for the New England Directory Sales ("NE Dir. Sales") and Directory Clerical ("NE Dir. Clerical") bargaining units in New England ("NE") are those bargaining units within NE.
  - (b) New England CWA Locals 1302, 1395 and CWA 1400 Bargaining Units - The universes for the New England CWA Locals 1302, 1395 and 1400 bargaining units are those bargaining units within NE.
- (4) The percentage of jobs permanently transferred from NES to an area outside NES will be calculated for each universe as follows:
- (a) Total CWA Represented Jobs in a NES universe permanently transferred outside NES;
  - (b) (divided by) Total CWA Represented Jobs in that universe.
- (5) If an employee voluntarily transfers from a job in NYS to a job outside NYS, or from a job in NES to a job outside the NES, the transfer of that employee shall not be included in the calculation of the percentage of jobs permanently transferred for purposes determining whether the .7% per year limit has been exceeded.

For The Companies

  
Patrick Prindeville

For The CWA

  
Gladys Finnigan

July 14, 2022



**MEMORANDUM OF AGREEMENT  
REGARDING NEUTRALITY AND CARD CHECK RECOGNITION**

The Verizon Communications Inc. ("VZ") Companies Covered by this Memorandum of Agreement ("the Companies") and Communications Workers of America ("the Union"), for and in consideration of the mutual promises and agreements set forth below, hereby enter into this Memorandum of Agreement Regarding Neutrality and Card check Recognition ("Agreement") as of the Effective Date.

1. Duration. This Agreement is effective as of the date stated above, and shall remain in effect until 11:59 PM on August 1, 2026, unless extended, modified or terminated by mutual written agreement of the parties. The parties expressly understand, however, that in the event this Agreement is terminated before August 1, 2026 all of the terms hereof nevertheless shall survive said termination and remain in effect with respect to any reorganization or restructuring of any bargaining unit as a result of which management creates any new in-region subsidiary, division, or operating entity as to which no Union representation then exists.

2. Applicability.

(a) All card check procedures and any Union recognition provided for by this Agreement shall be applicable as of the Effective Date, for non-management employees of the Companies "In the former BA Region" ("In-Region"), i.e., within the former BA operating region in thirteen state and District of Columbia region comprised of Maine, New Hampshire, Vermont, Rhode Island, Massachusetts, Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, Virginia, West Virginia and the District of Columbia.

(b) As used herein, "the Companies" means all present and future In-Region subsidiaries, or operating units thereof, of VZ, except Cellco Partnership, its subsidiaries, and its affiliates d/b/a Verizon Wireless, Verizon Network Integration Corp., Inc., Verizon Information Services BA-Region Directory South - Sales (CDSC/NTD/PDD), and all entities (and all of their subsidiaries) with a market capitalization or value of more than \$3 billion, acquired by or merged with Bell Atlantic Corporation, Verizon Communications Inc., or their subsidiaries, with a closing date after August 9, 1998. [Includes for all of the above Companies, all In-Region operations in the thirteen state and D.C. region. Staff operations in an "out of region" organization, even if located within the thirteen state "In-region" territory, or any other operations outside this thirteen state territory, are not included.]

(c) As used herein, "non-management" means employees who normally perform work in non-management job titles, as determined by the Companies, in accordance with the statutory requirements of the National Labor Relations Act, as amended, and applicable decisions of the National Labor Relations Board and reviewing courts. If the Union disagrees with any such determination, the parties agree to submit the Issues of unit definition to

July 14, 2022

*Pop* *YmJ*

arbitration as set forth in paragraph 3, below, using the aforesaid statutory requirements and decisions as the governing principles.

(d) In addition to the foregoing, the parties further agree that any proposed bargaining unit shall exclude, but not by way of limitation, all professional, confidential, and managerial employees, guards and supervisors as defined in the National Labor Relations Act.

3. Card Check Recognition Procedure.

(a) When requested by the Union, the Companies agree to furnish the Union lists of employees in the bargaining units. This list of employees will include the work location, job title and home address.

(b) The Union will give twenty one (21) days' notice for access to Company locations. Access will be limited to one sixty (60) day period in any twelve months for each unit agreed upon or determined as provided herein.

(c) (1) The Union and the Companies shall meet within a reasonable period, but not to exceed ninety (90) days, after the effective date hereof for the purpose of defining appropriate bargaining units for all presently existing potential bargaining units. In the event that the parties are unable to agree, after negotiating in good faith for a reasonable time, upon the description of an appropriate unit for bargaining, the issue of the description of such unit shall be submitted to arbitration administered by, and in accordance with, the rules of the American Arbitration Association (AAA). The arbitrator shall be confined solely to the determination of the appropriate unit for bargaining and shall be guided in such deliberations by the statutory requirements of the National Labor Relations Act and the precedential decisions of the National Labor Relations Board and Appellate reviews of such Board decisions. The parties agree that the decision of the Arbitrator shall be final and binding. The Companies and the Union agree to select by agreement a permanent arbitrator and an alternate within 30 days of signing this Agreement to hear disputes under this Agreement. If the parties cannot agree, they shall select the arbitrators from list(s) provided by the AAA.

(2) If either the Companies or the Union believes that the bargaining unit as agreed or determined in (c) (1), above, is no longer appropriate due to organizational changes, then the parties shall meet and confer in good faith for the purpose of re-defining the appropriate unit. In the event that the parties are unable to agree, after negotiating in good faith for a reasonable time, upon the re-definition of an appropriate unit, the issue of the description of such unit, shall be submitted to arbitration as provided in (c) (1).

(d) The Companies agree that the Union shall be recognized as the exclusive bargaining agent for any agreed-upon or otherwise determined bargaining unit(s) not later than ten (10) days after receipt by the Companies of written notice from the American

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Arbitration Association ("AAA") that the Union has presented valid authorization cards signed by a majority of the employees in such unit(s).

(e) For the purposes of determining the number of employees that constitute a majority of the bargaining unit, the employee population will be composed of only those employees employed in the bargaining unit on the earliest date which appears on the cards presented to the AAA. The cards so presented must be dated within sixty (60) days of each other, but no earlier than the date of execution of this Agreement, and each card so presented must contain at least the language set forth in Attachment 1 hereto. The Companies shall provide the AAA all employees, job title and other information required for the AAA to verify the existence of more than 50% of employee authorizations as provided for in this Agreement.

(f) In the event the Union fails to deliver to AAA valid authorization cards signed by a majority of employees in any aforesaid bargaining unit upon completion of its card-signing effort, the Union agrees not to begin any further card-signing effort in such unit for a period of one year from the date on which access was first granted as provided in (b), above.

(g) As soon as practicable after the aforesaid recognition and upon written request by the Union, the Companies, or the appropriate subsidiary, division or operating unit thereof, shall commence bargaining in good faith with the Union with respect to wages, hours, and other terms and conditions of employment for the employees employed within the agreed upon or otherwise determined appropriate bargaining unit.

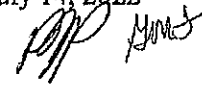
#### Neutrality.

(a) The Companies agree, and shall so instruct all appropriate managers, that the Companies will remain neutral and will neither assist nor hinder the Union on the issue of Union representation.

(b) For purposes of this Agreement, "neutrality" means that management shall not, within the course and scope of their employment by the Companies, express any opinion for or against Union representation of any existing or proposed new bargaining unit, or for or against the Union or any officer, member or representative thereof in their capacity as such. Furthermore, management shall not make any statements or representations as to the potential effects or results of Union representation on the Companies or any employee or group of employees. The Union also agrees that, in the course of any effort by the Union to obtain written authorizations from employees as provided for in paragraph 3(b), above, neither the Union nor any of its officers, representatives, agents or employees will express publicly any negative comment concerning the motives, integrity or character of the Companies, Verizon Communications Inc., or any of their officers, agents, directors or employees.

(c) This Agreement supersedes and terminates any and all other agreements, Memoranda of Understanding, commitments or statements of intent regarding

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neutrality, card-check procedures or union organizing rights that may exist as of the date hereof between the Union and any of the Companies, including but not limited to the existing NYNEX Neutrality Agreement, the Neutrality, Card Check and Successorship Agreements with the operating telephone companies of Bell Atlantic Corporation prior to its merger with NYNEX, and with BA Network Services, Inc., and the BA Communications, Inc. Agreement on Principles and Behaviors with Regard to Union Organizing Campaigns, but does not supersede or terminate the NYNEX New Business Agreement, NYNEX Old Business Letter, or the Common Interest Council Letter.

5. Valid Authorization Card. For purposes of this Agreement, a valid written authorization card shall state specifically that by signing the card, the employee agrees to be represented by the Union, using the language set forth in Attachment 1.

6. Regulatory and Legislative Support. The Union hereby agrees to continue its support before the appropriate regulatory and legislative bodies for the Companies' efforts to remain competitive in, and/or gain entry to, all telecommunications and related markets in which the Companies choose to participate, unless the Union determines such support to be in conflict with its interests. If the Union determines such conflict exists, the Union will promptly so notify the Companies and, the request of the Companies, meet to discuss and confer on such conflict.

The Companies hereby agree to support Union efforts before regulatory and legislative bodies unless the Companies determine such support to be in conflict with their interests. If the Companies determine such a conflict exists, the Companies will so notify the Union, and will if requested by the Union, meet to discuss and confer on such conflict.

7. Dispute Resolution. Except as to disputes referenced in paragraph 3 (c) of this Agreement, all disputes concerning the meaning or application of the terms of this Agreement shall be handled and addressed by the meeting of designated representatives of the Companies and the Union. Either party may request such a meeting and each party pledges its best efforts to address any and all concerns raised as to the meaning or application of this Agreement. With the exception of matters referenced in paragraph 3 (c) above, the meaning or application of this Agreement shall not be subject to arbitration. Each party reserves its right to seek judicial or other relief provided by law to enforce this Agreement. However, the parties agree that prior to seeking such relief provided by law, the parties will meet and confer as set forth above.

8. Wavier of Claims.

(a) The Union promises and agrees that, in connection with any arbitration, and in connection with any other legal, equitable or administrative suit, proceeding or charge arising subsequent to the effective date of this Agreement between the Union and any VZ Company, or VZ Communications Inc., including but not limited to any proceeding before the National Labor Relations Board or its delegate, the Union hereby waives any claim, allegation or

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argument, and agrees to refrain from presenting this agreement, or any action or information related to it, as evidence in support of any claim, allegation or argument, that any VZ Company or VZ Communications Inc., and/or any of its current or future subsidiaries, and/or their divisions, units, agents, or affiliates, are or have been a single employer, joint employers, alter-egos, or that any employees should be accreted to any bargaining unit, to the extent that any such claim, allegation or argument is based upon

(1) any changes on or after August 15, 1997, in the administration and/or control of labor relations by Bell Atlantic Corporation, VZ Communications Inc. or any Bell Atlantic or VZ Companies; or

(2) any change in the scope, availability in employees, or administration by management of any program or practice for the effectuation of employee-initiated transfers between or among different subsidiaries or bargaining units; provided, however, that this subparagraph (2) shall not be construed as having any effect on the Union's right or the Companies' obligation, to the extent the same may exist under applicable law and/or any pre-existing collective bargaining agreement(s), to negotiate changes in the terms and conditions applicable to such transfers.

(b) The provisions of this paragraph 8 shall survive the expiration of the remainder of this Agreement, and shall have full force and effect until specifically voided by mutual written agreement of the parties.

9. Severability. Should any portion of this Agreement be voided or held unlawful or unenforceable by the National Labor Relations Board or any court of competent jurisdiction, the remaining provisions shall remain in full force and effect for the duration of this Agreement.

COMMUNICATIONS WORKERS OF  
AMERICA

By Gladys Finigan  
Gladys Finigan

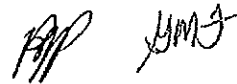
Date 7/15/2022

VERIZON  
COMPANIES

By Patrick Prindeville  
Patrick Prindeville

Date 7/15/2022

July 14, 2022



### NEW BUSINESSES

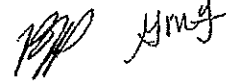
The following procedures regarding union recognition upon the start-up or acquisition of New Businesses by Verizon Communications Inc. ("VZ") and the hiring of New Business Employees shall be inserted as an Article in all collective bargaining agreements between the Union and the Companies employing its members in the former Bell Atlantic North Footprint.

### ARTICLE \_\_\_\_\_

#### NEW BUSINESSES

1. "New Businesses" are defined as companies or new operations hereinafter started up or acquired by VZ in a telecommunications line of business. They would include, among others, the construction, installation, maintenance, marketing and sales of cable television, video, information and interactive media services, and new and traditional voice and data telephone services. As applied here, such New Businesses are those in which VZ has a majority stock or equity interest and management control, and which do business in the former BA North Footprint. They do not include new operations which, by agreement of the parties or by operation of law, are covered by an existing CWA or IBEW collective bargaining agreement. VZ shall mean the Verizon Communications Inc. and the "Company" parties to the Memorandum of Agreement to which this Article is attached. The former BA North Footprint shall mean the former operating area of BA within Maine, New Hampshire, Vermont, Rhode Island, Massachusetts, New York and the areas of Connecticut covered by the Byram and Greenwich exchanges.
2. "New Businesses Employees" (NBEs) are employees of New Businesses who perform telecommunications work in the former BA North Footprint that is the same or equivalent to traditional telephone work currently performed as part of their regular duties by bargaining unit members of CWA and IBEW. For example, the work would include the installation and maintenance of inside wire and converter boxes for cable television, and the associated customer representative and accounting work for the services provided. The work does not include non-telecommunications work such as the work performed by janitors, elevator mechanics, elevator operators, watch engineers, or garage mechanics.
3. For New Businesses that are acquired by VZ with an existing complement of employees in the NBE positions, and where those employees are not represented by a union, additional NBE vacancies shall be offered to qualified VZ former BA North Footprint employees from an existing CWA or IBEW bargaining unit pursuant to paragraph 7 and Appendix A of this Article. In such situations, union representation procedures shall be governed by the neutrality and card check provisions set forth in the Neutrality and Card Check Agreement between the parties.

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executed this date. If this process results in card check recognition, collective bargaining shall be governed by Appendix B.

4. For New Business that are start-up companies or operations (i.e., those without an existing complement of employees), VZ shall offer to hire the initial complement of NBE positions from qualified former BA North Footprint employees in existing CWA or IBEW bargaining unit(s) pursuant to paragraph 7 and Appendix A of this Article, and, in turn shall recognize CWA or IBEW as the bargaining representative for the new unit(s) so long as the majority of the initial complement of NBEs are hired from existing CWA or IBEW bargaining units. The initial complement of employees is defined as the number of employees required to get the new business up and running. In such situations, the collective bargaining process shall be governed by Appendix B. If the initial complement of employees cannot be filled with a majority of employees from existing bargaining units, then the neutrality and card check provisions set forth in the Neutrality and Card Check Agreement executed on this date shall apply.

5. For New Businesses that are acquired by VZ with an existing complement of non-union employees in the NBE positions, and where VZ increases the size of the NBE work force, VZ shall abide by the terms of paragraph 4 and not paragraph 3 if, within one year of acquisition, employees from existing CWA or IBEW bargaining units constitute the majority of the NBEs.

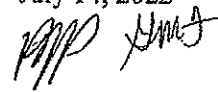
6. For a New Business where VZ does not have a majority stock or equity interest and management control, VZ shall abide by the terms of this Article if a partner in that business is bound by the same, or substantially the same, agreement with CWA or IBEW, and together they have majority stock or equity interest and management control of that business.

7. VZ shall first offer NBE positions to qualified volunteers from existing bargaining unit(s) of the appropriate union. For New Businesses that are acquired by VZ with an existing complement of employees in the NBE positions, bargaining unit employees shall be notified of all additional NBE positions and shall have ten (10) working days to apply for those positions before VZ may hire off the street. For New Business that are start-up companies or operations, VZ may hire off the street after thirty (30) days if qualified volunteers cannot be found from existing bargaining units to make up the initial complement of NBE positions. The hiring of volunteers from CWA or IBEW bargaining units shall be a priority, and qualifications for union applicants shall in all respects be identical to qualifications established for non-union applicants. Former BA North Footprint employees who have been declared surplus shall be given first consideration for NBE positions and employees hired from existing CWA or IBEW bargaining units shall bring their net credited service to the New Business.

8. If the validity of one or more of the provisions of this Article is challenged in a court of law or before the NLRB, the New Business, VZ and the Union shall cooperate and take all necessary steps to defend the validity of the Article. If one or more of the provisions of this



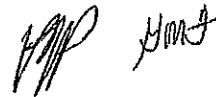
July 14, 2022



Article is declared void, the parties agree to modify the Article, if possible, in a manner consistent with the law and the parties' original intent.

9. The exclusive means of resolving any alleged violation or dispute arising under this Article, except those governed by Appendix B, shall be the disagreement resolution process set forth in Appendix C of this Article.

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**APPENDIX A**

VZ shall offer NBE positions described in paragraph 3 and 4 of this Article to the following bargaining unit employees in the following locations:

Location of New Business	Positions	Bargaining Unit** ***
New York and Connecticut*	Plant	CWA
Upstate New York	Commercial	IBEW Local 2213
Downstate New York	Commercial	CWA
New York	Traffic	CWA
New York	Accounting	CWA
New Hampshire	Commercial	CWA
Maine, Massachusetts, Vermont	Residence Commission Advertising Directory Sales	CWA
Rhode Island	Residence	IBEW
Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	Commission Advertising, Directory Sales	CWA
Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	Plant, Traffic and Accounting	Not Applicable

\* As defined in paragraph 1 of this Article.

\*\* If a dispute arises between CWA and IBEW over which unions shall be offered NBE positions, the unions shall have ten (10) working days to resolve the matter and so notify the Company. If the dispute is not resolved within ten (10) working days, then the provisions of paragraphs 4 and 7 shall not apply to the New Business in which the dispute exists and VZ may then fill the NBE positions by hiring off the street.

\*\*\* The Chart set out above may change over time with changes in CWA or IBEW jurisdiction.

July 14, 2022



## APPENDIX B

To insure the success and stability of a New Business, the parties shall negotiate the first collective bargaining agreement for that New Business for a term of three (3) years according to the following procedures.

1. Prior to starting a New Business, VZ shall review with the union its staffing needs in that business. VZ and the union shall also engage an independent consultant to provide a study of wages, benefits, time off, hours of work, differentials, allowances, work rules, scheduling, staffing, productivity levels and other relevant information regarding VZ competitors in the specific line of business and area where VZ plans to operate. If competitors in the geographic area do not exist, the study shall focus upon employers in the same line of business in adjacent or comparable areas. The study shall be used by the parties as a guide to negotiating a fair contract for both the Company and the employees. If the parties cannot agree upon a single independent consultant, they may each select their own consultant to develop separate studies to be used by the parties in their negotiations.
2. If negotiations reach an impasse, either party may invoke binding Arbitration of the unsettled items for final resolution. The arbitration award on the economic issues in dispute shall be confined to choice between (a) the last offer of the employer on such issues as a single package and (b) the union's last offer, on such issues, as a single package; and, on the non-economic issues in dispute, the award shall be confined to a choice between (a) the last offer of the employer on each issue in dispute and (b) the union's last offer on such issue.
3. The arbitration shall be governed by Article 12.02 of the VZ-NY/CWA Plant contract.
4. Prior to the start of the arbitration hearings, the parties shall submit to the arbitrator their final offers in two separate parts: (a) single package containing all the economic issues in dispute and (b) the individual issues in dispute not included in the economic package, each set forth separately by issue.
5. In the event of a dispute, the arbitrator shall have the power to decide which issues are economic issues. Economic issues include those items which have a direct relation to employee income including wages, salaries, hours in relation to earnings, and other forms of compensation such as paid vacation, paid holidays, health and medical insurance, pensions, and other economic benefits to employees.
6. In deciding the issues in dispute, the arbitrator's decision shall be governed by the prevailing practice of competitors in the area, and/or employers in the same line of business in adjacent or comparable areas.

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### APPENDIX C

#### DISAGREEMENT RESOLUTION PROCESS

The following process shall govern the resolution of all alleged violations of or disputes arising under this New Businesses Article except those matters governed by Appendix B of this Article.

1. If either party submits an alleged violation or dispute for resolution through this process, the parties, including, if necessary, the Vice President, District One of the CWA and the Executive Vice President Human Resources of VZ, shall meet to discuss and resolve it.
2. If the parties are unable to resolve an alleged violation or dispute themselves, they will seek the assistance of a mediator agreed upon by both parties. Once selected, that mediator or an agreed upon replacement shall be the permanent mediator for resolving alleged violations and disputes under this Appendix for the remainder of this Agreement. If a mediator cannot be mutually selected by the parties within a reasonable period of time, each party shall promptly appoint a mediator of its choosing, and those two mediators, using the process they agree upon, shall promptly appoint the mediator to resolve the dispute under this Appendix.
3. If the parties are unable to reach agreement with the assistance of the mediator, the mediator shall issue a binding decision on those unresolved issues.
4. The procedure the mediator shall use in assisting the parties to reach agreement or in gathering information and deliberating in order to issue a binding decision shall be determined by the mediator under the following guidelines:
  - (a) With respect to disputes in which there are no important factual issues in dispute, there shall be no formal hearings or taking of evidence. Instead, the parties, without the assistance of counsel, shall present their information and positions to the mediator through discussion, rather than a legal or quasi-legal proceeding. In presiding over this process, the mediator shall make every effort to resolve the differences before having to issue a binding decision.
  - (b) With respect to disputes in which there are important factual issues in dispute, either party may request that the mediator use expedited arbitration in lieu of (a) above, and the mediator may do so if he believes it will help to resolve the dispute. However, the arbitration shall be informal in nature, without formal rules of evidence and without a transcript. The mediator shall be satisfied that the information submitted is of a type on which he or she can rely, that the proceeding is in all respects a fair one, and that all facts necessary to a fair decision are presented.

July 14, 2022

*MP* *YMS*

Ms. Gladys Finnigan  
Assistant to the Vice President  
Communications Workers of America  
AFL-CIO, District One  
80 Pine Street, 37<sup>th</sup> Floor  
New York, NY 10005

Dear Ms. Finnigan:

This letter confirms the understanding of the parties that should Verizon ("VZ") - New York, Inc., VZ-New England, Inc., Empire City Subway, Verizon Services Corp., NYNEX Information Resources, or the Verizon Communications Inc. ("Companies") engage in telecommunications work within the former operating area of the seven state former Bell Atlantic North Footprint (NY, MA, NH, VI, ME, RI, CT Byram Greenwich Exchange), not previously undertaken by that company, that work shall be bargaining unit work covered by the existing collective bargaining agreements if it is the same or equivalent to the telecommunications work currently performed by bargaining unit members in that company as part of their regular duties.

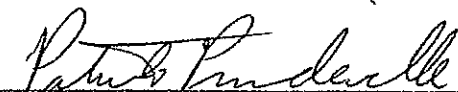
For example, if VZ-New York, Inc. were permitted by legislation to offer cable television services, the work would include the installation and maintenance of the fiber/coaxial network, the inside wire and converter boxes, and the associated customer representative and accounting work for the CATV service provided.

Nothing in this paragraph affects the parties' (i) existing rights or duties under present contracts, (ii) their legal rights with respect to allegations of management performing bargaining unit work, or (ii) the Company's contractual rights with respect to contracting out work.

July 14, 2022

For the purposes of this agreement, telecommunications work shall mean the construction, installation, maintenance, marketing and sales of cable television, video, or information and interactive media services, and new and traditional voice and data telephone services.

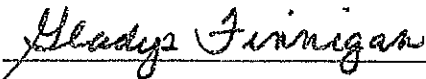
COMPANIES

A handwritten signature in cursive script, appearing to read "Patrick Prindeville", written over a horizontal line.

Patrick Prindeville

AGREED:

COMMUNICATIONS WORKERS OF AMERICA

A handwritten signature in cursive script, appearing to read "Gladys Finnigan", written over a horizontal line.

Gladys Finnigan, Assistant to Vice President


July 14, 2022

Ms. Gladys Finnigan  
Assistant to the Vice President  
Communications Workers of America  
AFL-CIO, District One  
80 Pine Street, 37<sup>th</sup> Floor  
New York, NY 10005

Dear Ms. Finnigan:

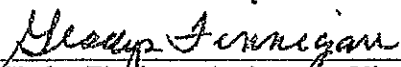
In paragraph 8 of our Memorandum of Agreement ("Agreement") dated the Effective Date, we agreed that the Agreement was not intended to limit, diminish or infringe upon the NYNEX New Businesses and Old Business Letters. With this letter, we confirm that the Union's access rights to the Companies in the operating area of the former BA North Footprint for purposes of organizing employees under the Memorandum of Agreement Regarding Neutrality and Card Check Recognition, which is a part of this Agreement, shall not provide any less access to the Companies than the access rights contained in the NYNEX Neutrality Agreement, which is a part of the parties' 1994 Memorandum of Agreement and which is attached to this letter.

This letter agreement shall be added to the Agreement as an attachment.

  
Patrick Prindeville

AGREED TO:

COMMUNICATIONS WORKERS OF AMERICA

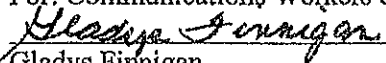
  
Gladys Finnigan, Assistant to Vice President

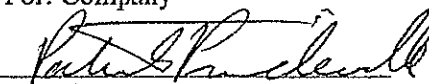
July 14, 2022

Verizon Network Integration Corp, Inc. Customer Bid Work

1. This Agreement applies to the performance of work within the former Bell Atlantic footprint on customer service contracts bid-on by Verizon Network Integration Corp, Inc. ("VNICI") after October 5, 1998 (the "Work").
2. For the part of the Work which is currently or has been historically performed by CWA bargaining unit employees, VNICI shall designate the appropriate operating telephone company ("OTC") employing CWA bargaining unit members as its sole contractor and its bargaining unit employees shall perform the work.
3. As appropriate, VNICI may obtain the assistance and participation of bargaining unit employees and the CWA and its leadership in connection with the process of bidding on customer work.
4. Recognizing the exceptionally competitive market in which VNICI operates, which demands the highest standards of quality, productivity and customer care, the parties agree that specific employees may be assigned to specific accounts.
5. Recognizing the nature of the Work as described in paragraph 4 and the commitments of VNICI to assign Work to CWA represented employees as described herein, the parties agree to cooperate with each other in the implementation of this Agreement in order to insure its success as integral to the success of VNICI. To that end, the parties agree that as a fundamental requirement the quality and productivity standards on which bids are based must be met. Accordingly, the parties will creatively address such issues as work rules, work schedules, productivity, customer pricing sensitivity, and quality standards in order to create the conditions conducive to having customer focused high performance employees.
6. Representatives of the Union (including the International Union) and the Company will meet periodically to review the progress of the above efforts and to resolve any difficulties that may have arisen.

This Agreement expires at 11:59 p.m. on August 1, 2026.

For: Communications Workers of America  
  
Gladys Finnigan

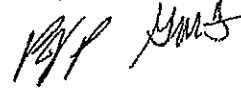
For: Company  
  
Patrick Prindeville

Date: 7/15/2022

Date: 7/15/2022



July 14, 2022



ATTACHMENT 5

## NEW CONTRACTING INITIATIVES

The letter of agreement on New Contracting Initiatives will be replaced by a new letter of agreement on New Contracting Initiatives to read as follows:

This will confirm our agreement regarding the Company's commitment in connection with new contracting initiatives.

The Company agrees that through December 31, 2025 it will not contract out work that is not being contracted out on the effective date of this agreement.

The parties further agree to continue a Contracting Initiatives Committee, which will be chaired by the Company's Regional Bargaining Agent and the Union's Area Director, each of whom may appoint up to two additional members. The purpose of the Committee is to give the parties the opportunity to conduct open and thorough discussions concerning the Company's intention and rationale regarding the contracting out of bargaining unit work. The Committee will also discuss issues regarding the following exceptions to the restriction on new contracting initiatives: The restriction shall not preclude contracting out work to meet peak load requirements which cannot be covered with overtime or to deal with emergency situations (such as severe weather conditions).

In addition, commencing January 1, 2026 the Company will notify the Union at least six months in advance of any new contracting initiatives. The Contracting Initiatives Committee, will then have the opportunity to discuss such new major initiatives. In these discussions, the goal of the parties will be to balance the needs of customers, the provision of excellent service, and the use of bargaining unit employees to perform bargaining unit work.

July 14, 2022



July 14, 2022

Ms. Gladys Finnigan  
Assistant to the Vice President  
Communications Workers of  
America AFL-CIO, District One  
80 Pine Street, 37th Floor  
New York, NY 10005

Dear Ms. Finnigan:

This will confirm our agreement regarding the proper interpretation of the New Contracting Initiatives letter of agreement dated July 14, 2022.

-“New contract initiative” means contracting out work that is not being contracted out within the same area on the effective date of this agreement. For purposes of this commitment, area shall mean: In New York, Units listed in Section 8.02 of the Plant agreement; in New England, each State.

-“New Contract Initiative” does not include contracting of work if such work was contracted out on a short duration intermittent basis during the three years preceding the effective date of this agreement (except for Company Service work and Field Technician work similar to work performed by Butler Communications).

-Through December 31, 2025, the Company may not increase the level of contracting of traditional telephone work in an area within a title.

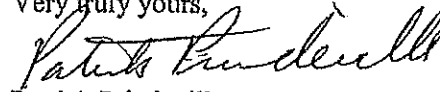
-The Company will not implement any new contract initiative between January 1, 2026 and July 1, 2026 if the initiative involves the equivalent of (a) the work of at least 25 full time employees, or (b) the work of 10% of the number of employees in the title and area, whichever is lower.

-The six months notice of new contracting initiatives that the Company is required to give the Union commencing January 1, 2026 shall apply only to new initiatives that involve the equivalent of the work of at least 25 full time employees.

July 14, 2022

- After the end of the six month notice period, the Company is free to implement planned new contracting initiatives that do not otherwise violate the collective bargaining agreement.

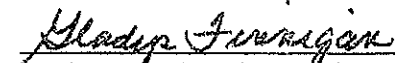
Very truly yours,



Patrick Prindeville  
Executive Director, Labor Relations

AGREED:

Communications Workers of  
America AFL-CIO

  
Assistant to the Vice President