

Kevin M. Service
Area President
Northeast



140 West Street
New York, NY 10007

NOTICE TO EMPLOYEES RE: JOB ACTION

As all of you know, our customers are our most important asset. Without them we have no revenue, no company and no jobs. I know that the vast majority of you appreciate that fact and I want to thank you for the hard work you do every day to give our customers the service they deserve and expect.

Despite the fact that most of you make that 100% effort, and then some, every day to make Verizon the best in customer service, I am profoundly troubled by the fact that there are a relatively small number of employees who simply do not share the commitment to the goal that most of us have. Specifically, I am talking about the few employees and union representatives who when they have disagreements with the Company see fit to engage in unlawful job actions that damage customer service, rather than use the grievance and arbitration procedures that we have available to address such disagreements.

Such job actions have occurred periodically over the years and recently a number of employees who were scheduled to work on FiOS installations refused to report for work as expected, or reported for work, but then refused to do the work that was assigned to them. Leaving our customers high and dry like that, or engaging in other unlawful job actions, is inexcusable and cannot be tolerated.

Although the Company has, in the past, exercised considerable restraint whenever the Union and the employees engaged in such job actions giving short suspensions, the Company will no longer do so. There simply is just too much at stake for everyone.

Accordingly, although I am confident I can count on the vast majority of you not to engage in such misconduct, any employee who engages in an unlawful job action in the future will be subject to increased discipline up to and including termination even for the first occurrence.

Thank you for your anticipated cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "KMS", with a long horizontal flourish extending to the right.

Kevin M. Service