AGREEMENT

BETWEEN

COMMUNICATIONS WORKERS OF AMERICA

AND

VERIZON NEW JERSEY INC. AND VERIZON SERVICES CORP.

JUNE 17, 2016

TABLE OF CONTENTS

		Page
PREAMBLE		1
PART 1	GENERAL – PROVISIONS APPLICABLE TO ALL EMPLOYEES COVERED BY THIS COLLECTIVE BARGAINING AGREEMENT	2
ARTICLE 1	Definitions	2
ARTICLE 2	Recognition and Collective Bargaining	3
ARTICLE 3	Agency Shop	5
ARTICLE 4	Checkoff Authorization	5
ARTICLE 5	Union Bulletin Boards	6
ARTICLE 6	Absence for Union Duties	7
ARTICLE 7	Classification and Treatment of Part-Time Employees (Effective January 1, 1981)	9
ARTICLE 8	Changes in the Verizon Pension Plan and the Sickness and Accident Disability Benefit Plan	11
ARTICLE 9	New Job Titles and Job Classifications	12
ARTICLE 10	Verizon Services Transfer Plan and Intercompany Job Bank	14
ARTICLE 11	Technology Change Committee	18
ARTICLE 12	Income Security Plan	20
ARTICLE 12A	Enhanced Income Security Plan	22
ARTICLE 12B	**SPECIAL ENHANCED INCOME SECURITY PLAN**	**23**
ARTICLE 13	Reassignment Pay Protection Program (RPPP)	25
ARTICLE 14	Technological Displacement	26
ARTICLE 15	Moving Expenses	27
ARTICLE 16	Employment Security Training	27
ARTICLE 17	Advisory Committee on Health Care	33
ARTICLE 18	Authorized Use of Personal Cars for Company Business	36
ARTICLE 19	Differential for Use of Bilingual Skills	36
ARTICLE 20	Tuition Assistance Plan	37
ARTICLE 21	Amendments	39
ARTICLE 22	Duration of the Agreement	39
EXHIBIT 1	Payroll Deduction Authorization	40
	Side Letters of Agreement	41

PART 2	TRAFFIC EMPLOYEES ONLY	84
ARTICLE 50	Table of Minimum and Maximum Basic Weekly Wage Rates by Title	85
ARTICLE 51	Operator, Operator-A, and Service Assistant Weekly Wage Rate Schedules	89
ARTICLE 52	Clerical Weekly Wage Rate Schedules	101
ARTICLE 53	Dining Service Weekly Wage Rate Schedules	125
ARTICLE 54	Wage Adjustments	137
ARTICLE 55	Monthly Pension Benefit For Full-Time Employees	139
ARTICLE 56	Grouping Employees	140
ARTICLE 57	Wage Schedules	140
ARTICLE 58	Hours of Duty	144
ARTICLE 59	Sunday Work	147
ARTICLE 60	Holiday Treatment	148
ARTICLE 61	Overtime	151
ARTICLE 62	Differential Payments	153
ARTICLE 63	Carfare	157
ARTICLE 64	Vacations	158
ARTICLE 65	Excused Workdays	163
ARTICLE 66	Meal Payments - Board and Lodging	164
ARTICLE 67	Wage Treatment for Time Not Worked	165
ARTICLE 68	“Employment Envelope” Records	170
ARTICLE 69	Promotions and Transfers of Union Representatives	171
ARTICLE 70	Seniority in Promotions	172
ARTICLE 71	Discharges, Demotions and Suspensions	172
ARTICLE 72	Force Adjustments	173
ARTICLE 73	Termination Allowance in Case of Layoff	177
ARTICLE 74	Grievance Procedure	178
ARTICLE 75	Interpretation and Procedure	181
ARTICLE 76	Procedure for Arbitration	182
ARTICLE 77	Treatment of Grievances Settled by the Parties or Arbitration Awards Which Involve Back Pay and/or Reinstatement	186
	Side Letters of Agreement	189
PART 3	COMMERCIAL AND MARKETING EMPLOYEES ONLY	218
ARTICLE 100	Titles and Wage Grades	219
ARTICLE 101	Table of Minimum Hiring and Maximum Basic Weekly Wage Rates by Title	220

ARTICLE 102	Wage Increase Tables	224
ARTICLE 103	Wage Adjustments	272
ARTICLE 104	Monthly Pension Benefit for Full-Time Employees	274
ARTICLE 105	Basic Weekly Wage Rate	275
ARTICLE 106	Basic Weekly Hiring Rates	275
ARTICLE 107	Maximum Basic Weekly Wage Rates	275
ARTICLE 108	Wage Progression	275
ARTICLE 109	Maximum Time in Progression	276
ARTICLE 110	Effective Date of Wage Increases	277
ARTICLE 111	Changes in Grades	278
ARTICLE 112	Temporary Assignments	278
ARTICLE 113	Training Assignments	278
ARTICLE 114	Temporary Management Assignments	279
ARTICLE 115	Working Conditions - General	280
ARTICLE 116	Regular Hours of Duty	280
ARTICLE 117	Overtime	281
ARTICLE 118	Differentials	282
ARTICLE 119	Holiday Treatment	283
ARTICLE 120	Vacations	284
ARTICLE 121	Excused Workdays	289
ARTICLE 122	Travel Time and Expenses	290
ARTICLE 123	Death in Family	291
ARTICLE 124	Personal Sickness Allowances–First Seven Calendar Days	291
ARTICLE 124A	Absence from Duty	292
ARTICLE 125	Promotions and Transfers of Union Representatives	294
ARTICLE 126	Seniority in Promotions	294
ARTICLE 127	Discharges, Demotions and Suspensions	294
ARTICLE 128	Force Adjustments and Termination Allowances	295
ARTICLE 129	Grievance Procedure	298
ARTICLE 130	Interpretation and Performance	302
ARTICLE 131	Procedure for Arbitration	303
ARTICLE 132	Treatment of Grievances Settled by the Parties or Arbitration Awards Which Involve Back Pay and/or Reinstatement	307
ARTICLE 133	Union Access to Personnel Records	309
	Side Letters of Agreement	312

LETTERS OF AGREEMENT AND STATEMENTS OF TRUE INTENT AND MEANING
ALL EMPLOYEES 345
Letter 1 Union Representation 345
Letter 2 Strike Absence Credit 345
Letter 3 Payday In Thanksgiving Day Week 345
Letter 4 Video Display Terminals 345
Letter 5 Service Quality Observing 345
Letter 6 Short Notice Excused Work Days (SNEWDs) 348
Letter 7 Safety 349
Letter 8 Pre-Admission Medical Tests 349

TRAFFIC EMPLOYEES ONLY
Letter 9 Job Pressures 349
Letter 10 Posting of Scheduled Hours Involving Sixth Tours of Duty 350
Letter 11 The Status of Titles of Employees Affected by the Conversion of an Office 351
Letter 12 Seniority in Matters Relating to Choice of Hours 351
Letter 13 "M" Day Assignments 351
Letter 14 Basis for Selection of Night Tours 352
Letter 15 Operator Performance 352
Letter 16 Abbreviated Christmas Eve Workday 353

COMMERCIAL AND MARKETING EMPLOYEES ONLY
Letter 17 Designated Holiday 353
Letter 18 Grade 6 Service Representative's Responsibilities 353
Letter 19 Business Accounts Assigned to the Sales Forces 354
Letter 20 Past Practices 354
Letter 21 Last Workday Before Christmas Day 354
Letter 22 Equalization of Overtime 355
Letter 23 Work Shoe Allowance 355
Letter 24 Fire Drill 355

Agreements Incorporated by Reference 356

INDEX - ALPHABETICAL BY SUBJECT 357

AGREEMENT
BETWEEN
COMMUNICATIONS WORKERS OF AMERICA
AND
VERIZON NEW JERSEY INC.
AND
VERIZON SERVICES CORP.

THIS AGREEMENT dated and effective this **seventeenth** day of **June**, **2016**, by and between the Communications Workers of America, an unincorporated association hereinafter called the "Union," by its representatives duly authorized to act in its behalf, and Verizon New Jersey Inc. and Verizon Services Corp., corporations organized under the laws of the State of New Jersey, hereinafter collectively called the "Company," by its representatives duly authorized to act in its behalf.

WHEREAS, negotiations have been entered into between the Union and the Company with respect to terms and conditions of employment and as a result mutually satisfactory and acceptable understandings have been reached which, in the interest of maintaining satisfactory and harmonious industrial relations, the Union and the Company desire to set forth in writing.

NOW, THEREFORE, be it known that in consideration of the covenants, terms, and conditions herein contained, the Union and the Company agree as follows:

PART 1 — GENERAL — PROVISIONS APPLICABLE TO ALL EMPLOYEES COVERED BY THIS COLLECTIVE BARGAINING AGREEMENT

ARTICLE 1
DEFINITIONS

The terms as herein set forth shall be understood to have the following meanings:

(a) "Union" shall mean and include the Communications Workers of America.

(b) "Company" shall mean and include Verizon New Jersey Inc., and Verizon Services Corp.

(c) "Employee" shall mean and include all classes of non-supervisory employees of Verizon New Jersey Inc. Traffic Department and Commercial Department and Marketing Department. The titles and wage rates of such employees are listed in Part 2 for Traffic and Part 3 for Commercial and Marketing of this Agreement.

(d) "Regular Employee" shall mean and include persons whose employment is expected to continue indefinitely, although it may be terminated at any time by action on the part of the employee or the Company.

(e) "Temporary Employee" shall mean and include persons whose employment is for a limited period or for a specific project and is expected to continue to the end of the period or until the completion of the project, although it may be terminated at any time by action on the part of the employee or the Company.

(f) "Term Employee" shall mean and include persons whose employment is temporary in anticipation of future force reductions and is expected to continue until the time of the force reductions, although it may be terminated at any time by action on the part of the employee or the Company. Upon completion of three (3) years of net credited service for Commercial and Marketing employees only and thirty (30) months of net credited service for Traffic employees only, a term employee shall be reclassified to regular employee.

(g) "Occasional Employee" shall mean one who is engaged on a daily basis for a period of not more than three (3) consecutive weeks, or for a cumulative total of not more than thirty (30) days, in any calendar year, regardless of the length of the daily or weekly assignments. An occasional employee who actually works or is engaged to work in excess of three (3) consecutive weeks or thirty (30) days in a calendar year shall be reclassified as a regular or temporary, full-time or part-time employee as appropriate.

(h) "Full-time Employee" shall mean and include regular, temporary or term employees who are normally scheduled to work at least five (5) full tours or the equivalent within a seven-day period from Sunday to the following Saturday, inclusive.

(i) "Part-time Employee" shall mean one who is employed and normally scheduled to work less hours per average month than a comparable full-time employee in the same job title, classification and work group working the same normal daily tour. For the treatment of such employees, see Article 7, "Classification and Treatment of Part-Time Employees."

(j) "Net Credited Service" shall mean "term of employment" as set forth in the Pension Plan applicable to employees covered by this Agreement.

ARTICLE 2
RECOGNITION AND COLLECTIVE BARGAINING

Section 1. The Company recognizes Communications Workers of America as the exclusive bargaining representative of the non-supervisory employees in the Traffic Department and Commercial Department and Marketing Department of the Company and acknowledges this Union as such representative for the purpose of collective bargaining in respect to rates of pay, wages, hours of employment and other conditions of employment and for the purpose of entering into understandings and agreements with reference thereto; provided, however, that such recognition and acknowledgment shall not in any manner affect the right of individual employees or groups of employees to present grievances to the Company at any time and to have them adjusted in accordance with Section 9(a) of the Labor-Management Relations Act of 1947.

Section 2. It is mutually agreed that collective bargaining with respect to rates of pay, wages, hours of employment and other conditions of employment, shall be carried on only between the collective bargaining representatives designated by the Company, and such representatives of the Union as are authorized to bargain collectively for the purposes stated above. No agreement between the Company and the Union shall be effective and binding upon the parties unless and until signed for the Company by its representative duly authorized to act in its behalf, and for the Union by its representative, duly authorized to act in its behalf.

Section 3. The Company and the Union recognize that it is in the best interests of both parties, the employees and the public, that all dealings between them continue to be characterized by mutual responsibility and respect.

To insure that this relationship continues and improves, the Company and the Union and their respective representatives at all levels will apply the terms of this Contract fairly in accord with its intent and meaning and consistent with the Union's status as exclusive bargaining representative of all employees in the unit.

Each party shall bring to the attention of all employees in the unit, including new hires, their purpose to conduct themselves in a spirit of responsibility and respect and the measures they have agreed upon to insure adherence to this purpose.

Section 4. In a desire to restate their respective policies, neither the Company nor the Union shall unlawfully discriminate against any employee because of such employee's race, color, religion, sex, sexual orientation, age or national origin or because the employee is handicapped, a disabled veteran or a veteran of the Vietnam era.

Section 5. The Company agrees to have this Agreement printed and to distribute a copy to each employee in the bargaining unit as soon as feasible.

Section 6. It is the intention of the parties, with respect to the collective bargaining of future replacing Agreements, to conduct their negotiations thereon in such a manner as to reach a new Agreement on or before the termination date of this present Agreement.

ARTICLE 3
AGENCY SHOP

Section 1. Each employee who is a member of the Union or who is obligated to tender to the Union amounts equal to periodic dues on the effective date of this Agreement, or who later becomes a member, and all employees entering into the bargaining unit on or after the effective date of this Agreement, shall as a condition of employment, pay or tender to the Union amounts equal to the periodic dues applicable to members, for the period from such effective date or, in the case of employees entering into the bargaining unit after the effective date, on or after the thirtieth (30th) day of such entrance, whichever of these dates is later, until the termination of this Agreement. For the purpose of this Article, "employee" shall mean any person entering into the bargaining unit, except an occasional employee. Each employee who is a member of the bargaining unit on or before the effective date of this Agreement and who on the effective date of this Agreement was not required as a condition of employment to pay or tender to the Union amounts equal to the periodic dues applicable to members, shall, as a condition of employment, pay or tender to the Union amounts equal to the periodic dues applicable to members for the period beginning thirty (30) days after the effective date of this Agreement, until the termination of this Agreement.

Section 2. The condition of employment specified above shall not apply during periods of formal separation* from the bargaining unit by any such employee but shall reapply to such employee on the thirtieth (30th) day following his/her return to the bargaining unit.*

ARTICLE 4
CHECKOFF AUTHORIZATION

Section 1. The Company will make collection through payroll deduction of regular Union dues or an amount equivalent thereto, as certified by the Secretary-Treasurer of the Union, upon receipt of the signed authorization of the individual employees and shall pay over to the Union monthly the total amount of such monies deducted. Authorizations by employees for such deductions shall be in the form of the Payroll Deduction Authorization attached hereto as Exhibit 1.

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

Deductions for such monthly amounts shall be made from the wages paid to employees for the first four payroll periods in the month providing that such monthly amounts shall consist of four equal weekly amounts excluding fractions of a cent. When sufficient pay is not available in a payroll period for the deduction of such amounts, they shall be deducted when pay is sufficient in any succeeding payroll week ending in the same month or the following month but not thereafter.

Section 2. Cancellation by an employee of such written authorization for payroll deduction shall be in writing signed by such employee, and upon receipt thereof the Company shall honor any such cancellation. An employee's authorization shall be deemed automatically canceled if the employee leaves the employ of the Company or is transferred out of the bargaining unit.

Section 3. The Company each month will furnish the Secretary-Treasurer of the Union:

(a) A statement of the amounts deducted during the previous month from employees' pay in accordance with individual authorizations, the names of employees canceling or authorizing deductions during the previous month, a statement of adjustments due to deductions omitted for insufficient pay, changes in payroll codes, and changes in names of employees.

(b) A list showing for the previous month the names and payroll code numbers of bargaining unit employees engaged, reengaged or transferred, where such transfer involves a change in payroll code, including those promoted out of the bargaining unit. The Company agrees to furnish the Union with a current key to the payroll code numbers.

ARTICLE 5
UNION BULLETIN BOARDS

Section 1. Union bulletin boards of a size and type agreed upon by the Union and the Company and furnished by the Company will be located on Company premises at a place that is mutually satisfactory to both the Union and the Company.

The use of these bulletin boards shall be confined to factual notices and announcements of the Union pertaining to:

(a) Meetings
(b) Nominations and elections
(c) Results of elections
(d) Appointments to offices and to committees
(e) Recreational and social affairs of the Union
(f) Agreements concluded by the Union and the Company
(g) Other official Union business
(h) General information items, provided they are first approved for posting by the collective bargaining representative designated by the Company.

Section 2. Material posted shall not contain anything political or controversial, or anything derogatory to the Company or any of its employees or to any labor organizations, or any statement contrary to the written provisions of this Agreement. The Union assumes the responsibility for complete compliance with the provisions herein contained. Should the Company object to any posted material, the Union shall be informed, and the Union agrees that it shall be removed and then reviewed in accordance with the procedures set forth in Traffic Article 74 and Commercial and Marketing Article 129, "Grievance Procedure."

ARTICLE 6
ABSENCE FOR UNION DUTIES

Section 1. To the extent that the Company determines that the requirements of the service permit, employees who are authorized representatives of the Union will be excused without pay or granted leaves of absence without pay, at the request of an authorized officer of the Union, for the performance of Union duties without limitation as to the character of the Union duties.

Section 2. The Union shall make all requests for excused absences or leaves of absence as far in advance as possible, preferably not later than Monday of the week preceding the week in which the first day of requested excused absence or leave of absence would occur, in order that posted schedules of hours may reflect excused absences or leaves of absence. The Company shall act promptly upon each request. The Union agrees that excused absences granted hereunder to a

Union representative shall not exceed a reasonable total number of scheduled working days and no single absence shall be longer than thirty (30) consecutive calendar days. Where absence in excess of thirty (30) consecutive calendar days is desired, the Union shall request in writing a leave of absence and shall specify the period for which the leave is requested and the fact that the leave is for the purpose of Union duties.

Section 3. An initial period of a leave of absence granted under the provisions of this Article shall not exceed one (1) year. Additional leaves shall not exceed one (1) year each. In case a Union representative on excused absence or leave of absence for Union duties ceases to be engaged in the performance of such duties, the Union shall so notify the Company and if the employee does not desire to return to duty with the Company, the Company shall terminate such excused absence or leave of absence.

Section 4. Generally not more than eight (8) Traffic employees and eight (8) Commercial and Marketing employees shall be on leave of absence under the provisions of this Article at any one time and the number of employees on excused absence under the provisions of this Article at any one time shall be held to a reasonable number.

Section 5. An employee upon return from a leave of absence for Union duties shall be reinstated at work generally similar to that in which he/she was engaged last prior to his/her absence, subject, however, to the provisions of this Agreement relating to force adjustments, Traffic Article 72 and Commercial and Marketing Article 128. During any period of leave of absence granted under this Article, the employee shall not lose his/her eligibility to death benefits.

Section 6. All employees who at the time of the signing of this Agreement are absent or have been absent for Union duties shall be subject to the provisions of this Article and their absence shall be regarded as having been granted hereunder.

Section 7. Leaves of absence for Union business shall be counted as service credit in terms of employment.

Standard fringes as follows:

M.E.P.	Company pays
Dental, Vision	Employee pays
Basic Group Life Insurance	Company pays
Dependent Group Life Insurance	Employee pays
Pension Base	N.C.S. date

ARTICLE 7
CLASSIFICATION AND TREATMENT OF PART-TIME EMPLOYEES

(EFFECTIVE JANUARY 1, 1981)

Section 1. Except for payment for overtime hours worked, all hours worked by a part-time employee in PhoneCenter Stores, Bell Customer Service Centers, Bell Phone Booths (Kiosks), DM/DR (Direct Marketing/Direct Response) Centers and any equivalent retail sales or service center operations, and any employee who is transferred to or employed by any new unregulated subsidiary or affiliated entity in the Bell System shall be paid at the equivalent basic hourly rate for a comparable full-time employee working a normal daily tour in the same job title, classification, and work group. Payment to a part-time employee for hours worked in excess of an equivalent normal daily tour or workweek for a comparable full-time employee shall be at the applicable overtime rate for a comparable full-time employee based on such part-time employee's basic hourly rate. Any regular employee who is on the active payroll of the Company as of December 31, 1980, and who works part time on or after January 1, 1981, shall thereafter continue, during the current term of employment, to be paid on the same basis as was applicable to such a part-time employee on December 31, 1980.

Section 2. The classification of a part-time employee is based on the employee's "part-time equivalent workweek" which shall be determined prospectively by dividing the employee's total normally scheduled hours per month by 4.35 and rounding the result to the next higher whole number. (Illustration: 68 hours per month divided by 4.35 equals 15.6, rounded to a "part-time equivalent workweek" classification of 16).

Section 3. The "part-time equivalent workweek" classification of each part-time employee shall be reviewed by the Company no less often than every six (6) months on April 1 and October 1 of each year and adjusted on a prospective basis, if appropriate. In determining whether such adjustment is appropriate, the Company will consider the actual average number of hours worked per month during the preceding six (6) month period and the likelihood that such number of work hours will continue for a reasonably foreseeable period of time except that any hours worked which are paid at the overtime rate shall not be counted in computing the average number of hours worked.

Section 4. For employees, who are hired on or after January 1, 1981, and who work as regular part-time employees, payments to a regular part-time employee for sickness disability, accident disability, or death benefits under the "Verizon Pension Plan" and the "Sickness and Accident Disability Benefit Plan," vacations, holidays, anticipated disability leave, sickness absence (not under the "Sickness and Accident Disability Benefit Plan"), or termination allowance (or its equivalent) shall be prorated based on the relationship of the individual part-time employee's "part-time equivalent workweek" to the normal workweek of a comparable full-time employee in the same job title, classification and work group. A part-time employee shall not be paid for time not worked on a holiday or for absence due to sickness (not under the "Sickness and Accident Disability Benefit Plan") unless such holiday or absence due to sickness occurs on a day of the week on which the employee is normally scheduled to work. Regular employees who are on the active payroll of the Company as of December 31, 1980, and who work part time on or after January 1, 1981 shall thereafter continue, during the current term of employment, to receive payments for the benefits and other items listed above on the same basis as was applicable to a part-time employee on December 31, 1980.

Section 5. Employees who are hired on or after January 1, 1981, and who work as part-time employees shall, if otherwise eligible to participate under the terms of such plans, be eligible for coverage under the Medical Expense Plan, Dental Expense Plan, and Vision Care Plan, as follows:

(a) Employees whose part-time equivalent workweek classification is sixteen (16) or less shall be eligible by enrollment and payment of 100% of the premiums for such coverage;

(b) Employees whose part-time equivalent workweek classification is seventeen (17) through twenty-four (24) shall be eligible by enrollment and payment of 50% of the premiums for such coverage;

(c) Employees whose part-time equivalent workweek classification is twenty-five (25) or more shall be eligible for such coverage on the same basis as a regular full-time employee.

(d) Regular employees who are on the active payroll of the Company as of December 31, 1980, shall continue to be eligible for such coverage on the same basis as a regular full-time employee regardless of classification.

Section 6. Part-time employees, regardless of classification, shall be eligible for excused workdays on a pro rata basis based upon the ratio of any such part-time employee's equivalent workweek to the normal workweek of a comparable full-time employee.

Section 7. COMMERCIAL AND MARKETING ONLY - Except as specifically provided in Sections 1 through 6 of this Article, the provisions of this Agreement relating to the payment of wages (including overtime, differentials and holiday treatment) and benefits are not applicable to part-time employees hired on or after January 1, 1981, when such employees are assigned to work as set forth in Section 1, sentence 1, above.

ARTICLE 8
CHANGES IN THE VERIZON PENSION PLAN AND THE SICKNESS AND ACCIDENT DISABILITY BENEFIT PLAN

Section 1. During the life of this Agreement, no change may be made in the terms of the existing "Verizon Pension Plan" and the "Sickness and Accident Disability Benefit Plan" which would reduce or diminish the benefits or privileges provided thereunder for employees in the bargaining unit without the consent of the Union.

Section 2. During the life of this Agreement, the Company may make a change in the terms of the existing "Verizon Pension Plan" and the "Sickness and Accident Disability Benefit Plan" which would increase or enlarge the benefits or privileges provided thereunder for employees in the bargaining unit, provided it shall have first notified the Union and shall have afforded the Union sixty (60) days from the date of such notification for bargaining on the proposed change.

Section 3. Any claims that changes in the terms in the existing "Verizon Pension Plan" and the "Sickness and Accident Disability Benefit Plan" have diminished or reduced the benefits or privileges provided thereunder for employees in the bargaining unit may be presented at a conference between the duly authorized collective bargaining representatives of the Union and the Company and, if not resolved by the parties at such conference, may be submitted to arbitration pursuant to the provisions of this Agreement. Nothing herein shall be construed to subject the "Verizon Pension Plan" and the "Sickness and Accident Disability Benefit Plan," or their administration, or the terms of a proposed change in the Plans, to arbitration.

ARTICLE 9
NEW JOB TITLES AND JOB CLASSIFICATIONS

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

1. The Company shall notify the Union in writing of such job title or classification and shall furnish a job description of the duties and the wage rates and schedules initially determined for such job titles and classifications. Such wage rates and schedules shall be designated as temporary. Following such notice to the Union, the Company may proceed to staff such job titles or classifications.

2. The Union shall have the right, within thirty (30) days from the receipt of notice from the Company, to initiate negotiations concerning the initial wage rates or schedules established by the Company.

3. If negotiations are not so initiated, the initial wage rates and schedules set by the Company shall remain in effect and the temporary designation removed.

4. If agreement is reached between the parties within the sixty (60) days following the Union's receipt of notice from the Company concerning the initial wage rates and schedules, the agreed upon wage rates and schedules shall be retroactive to the date the change or new job was implemented.

5. If negotiations are initiated pursuant to paragraph 2, above, and if the parties are unable to reach agreement within sixty (60) days following receipt of notice from the Company, the Union may, within thirty (30) days of the expiration of the sixty (60) day period for negotiations, demand that the issue of an appropriate schedule of wage rates be submitted for resolution to a neutral third party. Within seven (7) days of such demand, each party will submit its final proposed schedule of wage rates to the other party, which cannot thereafter be changed.

6. The neutral third party shall be selected by mutual agreement from among those who possess acknowledged expertise in the area of employee compensation. The parties may submit all evidence deemed relevant to the issue to the neutral third party. At the request of either party, a hearing shall be held to receive such evidence. Any such hearing shall be held within thirty (30) days after the matter is referred to the neutral third party. While it is not intended that such third party undertake a full and complete job evaluation study, he or she shall review other job titles or classifications and their wage schedules for comparison purposes and may make an on-site inspection of the workplace and conduct a reasonable number of interviews of incumbents. A written decision as to the appropriate schedule of wage rates will be rendered by the neutral third party within sixty (60) days of the date that the matter is referred for resolution. In the event that the neutral third party determines that a different schedule of rates is appropriate, the new schedule shall be placed in effect retroactive to the date the change or new job was implemented, except that in no event shall the retroactive effect exceed 150 days.

7. The procedures set forth in this Article shall be the exclusive means by which the Union may contest the schedule of wage rates which the Company sets for any new, restructured, or redefined job title or classification.

8. The cost of the neutral third party shall be borne one-half by the Company and one-half by the Union.

ARTICLE 10
VERIZON NETWORK SERVICES TRANSFER PLAN AND INTERCOMPANY JOB BANK

Effective January 1, 1993, the parties agree to the following terms and conditions of the Verizon Network Services Transfer Plan (hereinafter Transfer Plan, or Plan).

Parties to this Agreement are Verizon Services Corp., Verizon Pennsylvania Inc., Verizon Delaware Inc., Verizon Washington, D.C. Inc., Verizon Maryland Inc., Verizon Virginia Inc., Verizon West Virginia Inc., Verizon New Jersey Inc., (hereinafter referred to as "Sponsoring Employers") and the Unions currently representing employees of the Sponsoring Employers (hereinafter referred to as "Participating Unions").

Eligibility for participation in the Transfer Plan shall be limited to active, regular full time employees of the Sponsoring Employers who are represented for purposes of collective bargaining by one of the Participating Unions.

When an employee, satisfactorily rated overall, is in a work group which has been declared surplus by the Sponsoring Employer in accordance with the terms of the labor agreement applicable to the bargaining unit, the Sponsoring Employer shall furnish the employee's name and relevant data concerning the employee to the Intercompany Job Bank Program in which all Sponsoring Employers shall participate. The employee will be given a toll free telephone number should he or she desire to make direct contact with the Intercompany Job Bank.

The Intercompany Job Bank will have as its goal the matching of force surplus in any of the Sponsoring Employers with the employment needs of other Sponsoring Employers. All movement of personnel within a Sponsoring Employer (laterals, promotions, downgrades, or others) and obligations, if any, to recall former employees of that Sponsoring Employer shall take priority over any moves under the Intercompany Job Bank.

The Intercompany Job Bank shall maintain a centralized file containing the names, job titles and locations of registered employees. This file shall be utilized by the Sponsoring Employers prior to hiring new employees into jobs for which registered surplus employees are qualified and willing to relocate. Qualified employees in the surplus groups shall have the opportunity to voluntarily transfer to job openings for which they are qualified at any of the other Sponsoring Employers. Consideration will be given in seniority order to employees in the same title as the job opening and then to other qualified employees.

Upon notification of an opportunity, an eligible employee volunteering to transfer shall have ten (10) work days to respond and must be available to report to the job in the receiving unit within fourteen (14) calendar days from the date of response if within commuting distance and thirty (30) calendar days from the date of response if a change of residence (i.e., transfer to a work location which is at least thirty-five miles farther from the employee's residence than the distance from the employee's residence to his or her existing work location) is required.

An eligible employee who transfers to a different bargaining unit under the above provisions shall become eligible for all benefits provided under the labor agreement applicable to the receiving unit; provided, however, that vacations, floating holidays and excused work days taken by the employee prior to the transfer will be offset against any such benefits to which the employee shall become eligible under the collective bargaining agreement applicable to the receiving unit. The eligible employee's seniority in the receiving unit shall be computed as if he or she had been employed in the receiving unit during the period while employed in the sending unit. An employee who opts to transfer to a job in a different bargaining unit requiring a change in residence, as defined above, will be entitled to the relocation benefits under the applicable Company-Union collective bargaining agreement in the sending unit or the benefits provided in the Interbargaining Unit Relocation Benefits Plan which follows:

Employees eligible under the terms of the Transfer Plan shall be entitled to the following benefits:

MOVING EXPENSES

- Time of temporary living (up to six weeks)
  - Meal expense — Contractual rate*
  - Lodging expense (accommodations to be authorized by Director Level) — Actual reasonable
  - Return trips home expense (up to 2 round trips) — Actual reasonable
  - Final trip - transportation, meals and lodging for 3 days for employee and family (accommodations to be authorized by Director Level) — Actual reasonable
- Moving household goods — As arranged and paid for by Sponsoring Employer

HOUSING EXPENSES

- Renter
  - Reimburse lease cancellation costs as a result of the transfer
- Homeowner
  - Reimburse actual real estate commission paid for the sale of the employee's former residence up to 3% of sale price
  - Reimburse actual normal and customary closing costs on the purchase of new residence up to 3% of purchase price

---

MISCELLANEOUS ALLOWANCE - 5% of the annualized basic weekly wage earned by the employee immediately prior to the transfer (contributes to miscellaneous costs such as utility disconnection and connection, mortgage interest differentials, etc.)

TAX GROSS UP – Provides a tax gross up of 20% of non-deductible reimbursements

---

*VNJ- CWA Commercial/Marketing – reimburse actual reasonable expense incurred.

TOTAL RELOCATION EXPENSE REIMBURSEMENTS SHALL NOT EXCEED $12,000

On the effective date of the transfer, the employee will be moved from his or her present dollar rate to the nearest step on the wage schedule in the receiving unit assuring no loss of pay, if possible. If the highest step on the wage schedule is insufficient to prevent a loss of pay, the employee will be placed on the highest step of the wage schedule and will become eligible for benefits under the Interbargaining Unit Income Protection Plan which follows:

Employees eligible under the terms of the Transfer Plan shall be entitled to the following benefits:

Within thirty (30) days following completion of one (1) year of continuous employment in the receiving bargaining unit the employee shall be given a lump sum payment determined as follows:

1) The percentage by which the employee's basic weekly wage was reduced as a result of the transfer shall be multiplied by the total wages the employee has received in the year following the date of the transfer, including overtime premiums and differentials.

2) The lump sum payments made under this Plan shall not be used in the computation of overtime, differentials, or any other premium payments, as the effect of such premiums has been included in the lump sum. Nor shall this payment be included in the determination of any benefits calculated on the basis of wages or other earnings.

The provisions of this Agreement shall supersede conflicting or inconsistent provisions contained in any individual labor agreements or practices of the parties. It also supersedes any previous agreements concerning the Intercompany Job Bank. Disputes concerning the proper interpretation or application of the Interbargaining Unit Relocation Benefits Plan and the Interbargaining Unit Income Protection Plan shall be resolved through the grievance and arbitration provisions of the labor agreement applicable to the receiving bargaining unit. Determinations as to what openings shall be available through the Intercompany Job Bank, proper staffing levels for transferred work and the number of employees eligible for transfer shall not be subject to arbitration provisions under the labor agreements of either the sending or receiving units.

ARTICLE 11
TECHNOLOGY CHANGE COMMITTEE

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

It is agreed that a Technology Change Committee be constituted in the Company. Such Committee will consist of not more than three (3) representatives of the Company and not more than three (3) representatives of the Union. Such Committee may be convened at the option of either party at mutually agreeable places and times, at least two (2) times each year.

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

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

1. What steps might be taken to offer employment to employees affected:
   (a) In the same locality or other localities in jobs which may be available in occupations covered by the collective bargaining Agreement between the parties;

   (b) In other Verizon Network Services Group Companies.

2. The applicability of various Company programs and Contract provisions relating to force adjustment plans and procedures, including Income Security Plan (ISP), Reassignment Pay Protection Program (RPPP), termination allowances, retirement, transfer procedures and the like.

3. The feasibility of the Company providing training for other assignments for the employees affected. (Example: sponsorship of typing training on Company time).

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

ARTICLE 12
INCOME SECURITY PLAN

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

(a) The Company shall determine the job titles and work locations in which a surplus exists, the number of employees in such titles and locations who are considered to be surplus, and the period during which the employee may, if he or she so elects, leave the service of the Company pursuant to this Article. Neither such determinations by the Company nor any other part of this Article shall be subject to arbitration.

(b) The number of employees who may make such election shall not exceed the number of employees determined by the Company to be surplus.

(c) An employee's election to leave the service of the Company and receive ISP payments must be in writing and transmitted to the Company within thirty (30) calendar days from the date of the Company's offer in order to be effective and it may not be revoked after such thirty (30) calendar day period.

Section 2.

(a) For an employee who so elects in accordance with this Article, the Company will pay an ISP Termination Allowance of One Thousand One Hundred Dollars ($1,100.00), less withholding taxes, for each completed year of net credited service up to and including thirty (30) years for a maximum of Thirty-Three Thousand Dollars ($33,000.00) prior to withholding taxes.

(b) If the total amount of the ISP Termination Allowance prior to deductions for taxes does not exceed Ten Thousand Dollars ($10,000.00), that allowance shall be paid in a single lump sum within thirty (30) calendar days after the employee has left the service of the Company.

(c) Except when (b) above applies, an employee may select one of the following irrevocable payment options:

(i) Forty-eight (48) monthly payments beginning the month following the month in which the employee leaves the service of the Company. Employees who elect this option and are within forty-eight (48) months of their sixty-seventh (67th) birthday will be paid their monthly payments over the months remaining up to their sixty-seventh (67th) birthday.

(ii) Half of the ISP Termination Allowance prior to deductions for taxes, in a lump sum, with the remaining half paid in forty-eight (48) monthly payments as described in (i) above. Such lump sum payments shall be paid within thirty (30) calendar days after the employee has left the service of the Company.

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

Section 4. The years of net credited service in determining the ISP Termination Allowance and the ISP Expense Allowance shall be prorated for any period of time during which an employee is (was) employed on a part-time basis in the same manner as net credited service is prorated based on part-time hours pursuant to the Verizon Pension Plan.

Section 5. If the recipient of an ISP Termination Allowance is reemployed within forty-eight (48) months by the Company or by an affiliate or subsidiary company within the Verizon Network Services Group, ISP Termination Allowance payments will cease. If the termination allowance was being paid in forty-eight (48) monthly payments (with no lump sum), no repayment is required. If the employee received a lump sum, or a partial lump sum and monthly payments, the employee will repay the excess over what he or she would have received if payments had been made under the forty-eight (48) monthly payment schedule. Such repayment will be made through payroll deduction in each payroll period at the rate of ten percent (10%) of the employee's basic weekly wage.

ARTICLE 12A
ENHANCED INCOME SECURITY PLAN

Effective on the Date of **this Agreement**, the following special Enhanced ISP program will apply during the term of this agreement scheduled to expire **August 3, 2019:**

Prior to proceeding to a layoff resulting from a surplus in any particular title, location, and work group the Companies will offer an enhanced ISP Termination allowance equal to two (2) times the normal ISP Termination Allowance (e.g., up to a maximum of $66,000.00 Dollars) in the surplus title and location. The Companies may also offer Enhanced ISP where the Income Security Plan may be offered. The Companies may limit acceptances to the number of surplus and this Enhanced ISP offer would be in lieu of obligations, if any, the Companies may have to offer regular ISP.

Other conditions generally applicable to ISP - the thirty (30) day election period, lump sum payment provisions, the forty-eight (48) monthly payment schedule, the ISP Expense Allowance, proration provisions, repayment upon reemployment and lack of arbitrability - will also apply to Enhanced ISP.

For any offer under the Income Security Plan which was communicated to employees prior to the Date of **this Agreement** and which either initially or in a subsequent communication offered employees represented by the Union an Enhanced ISP benefit, there will be a waiver of the normal requirement that employees be permitted to have at least thirty (30) calendar days from the date of any such offer (or any such revised offer) to apply for the benefit or to revoke an application for the benefit.

Employees who terminated employment prior to the Date of **this agreement** under an Income Security Plan offer whose terms expressly stated that an Enhanced ISP Termination Allowance would apply if contractually permitted will receive an adjustment to reflect such Enhanced ISP Termination Allowance as set forth in this section.

ARTICLE 12B
SPECIAL ENHANCED INCOME SECURITY PLAN

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

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

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

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

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

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

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

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

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

C. Associates who elect to voluntarily leave the service of the Company pursuant to a Special EISP offer and are accepted by the Company will be sep-

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

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

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

ARTICLE 13
REASSIGNMENT PAY PROTECTION PROGRAM (RPPP)

Section 1. If the Company notifies the Union that a need exists to adjust force and employees are reassigned or voluntarily transferred in lieu of others being reassigned, to vacancies where the rate of pay for the new job is less than the current rate for the employee's former job, the rate of pay will be reduced over a period of time based on the employee's length of service. The reductions in pay are effective at periods following reassignment as shown below and are based on the difference in rates for the old and new jobs:

0-5 Years		
Weeks 1 through 4	—	No reduction
Weeks 5 through 8	—	1/3 reduction
Weeks 9 through 12	—	2/3 reduction
Weeks 13 and thereafter	—	Full reduction

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

Section 2. However, notwithstanding the foregoing schedule, an employee with fifteen (15) years or more of net credited service who, due to technological change, is assigned to a vacancy with a lower rate of pay than the then current rate of the employee's regular job shall continue to be paid in the lower-paid job an amount equivalent to the rate of pay of the higher-paid job in effect at the time of the downgrade for a period of thirty-six (36) months following the effective date of such downgrade. Thereafter, the following schedule in reduction shall apply:

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

Section 3. The employee, however, shall receive any increases in pay in amounts which are applicable for a comparable employee in the lower-rated job to which downgraded.

ARTICLE 14
TECHNOLOGICAL DISPLACEMENT

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

Employees eligible for a termination allowance under the terms of this provision alternatively may elect to participate in the Income Security Plan (ISP) providing they meet the eligibility requirements of that Plan.

ARTICLE 15
MOVING EXPENSES

Employees who in the judgment of the Company are required to relocate their residence as a result of permanent involuntary transfers initiated by the Company shall receive reasonable moving costs.

ARTICLE 16
EMPLOYMENT SECURITY TRAINING

Section 1. Personal or Career Development Training

The Companies and the Unions believe that when employees are given the opportunity to participate in self-development training and retraining programs which encourage enhancement of basic, as well as attainment of future oriented skills, the benefit to the Company will be increased productivity and competitiveness while the employee gains enhanced individual employment security as well as a sense of personal satisfaction. The Companies currently offer and intend to continue to offer such excellent resources as ATLAS, PM Education, the Tuition Assistance Plan and Career Resource Centers that have demonstrated their effectiveness in enhancing the skills, creativity and knowledge of those who have utilized these resources. To even further demonstrate their commitment to Employment Security Training, the Companies propose the establishment of a Training Advisory Board Executive Council.

Section 2. Training Advisory Board Executive Council

A. Effective January 1, 1993, the Companies and Unions agree to establish regional Training Advisory Board Executive Council (Executive Council) for the purpose of advising the Personnel Council and Human Resources on the general nature of Employment Security Training programs, curriculum and services needed to meet key objectives; and, to be responsible for determining how allocated funds designated for enhancing existing Employment Security Training programs will be spent.

The Executive Council shall consist of three (3) management representatives from the Verizon Network Services Companies and three (3) representatives from the Communications Workers of America. The Executive Council may meet from time to time but shall meet at least twice each year.

The Executive Council will be responsible for Employment Security Training program evaluation and oversight to ensure that such programs and related services support strategic objectives while meeting best cost and quality standards. To facilitate performance of its functions, the Companies will allocate **funds** to the Executive Council, along with the authority to direct the Companies to expend such funds in furtherance of Employment Security Training programs and enhancements to the Career Resource Centers. Specific expenditures under this allocation can be authorized by a vote of five (5) or more members of the Executive Council to carry out the following functions:

- Provide guidance and direction to existing local Training Advisory Boards.

- Explore the advisability of seeking federal and/or state funding for employment security training.

- Assess the advisability of corporate participation in the ConSern Loans for Education program available to corporate members of the U.S. Chamber of Commerce and make a final determination in that regard. Costs related to participation in the ConSern program shall be deducted from the aforementioned dollar allocation to the Executive Council.

- Provide oversight for the Employee Career Resource Centers, as follows:
  - Provide guidance on training and Center goals and objectives;
  - Recommend areas, within the Center(s), that need additional emphasis and/or (re)direction;
  - Provide input as to operational efficiency and staffing levels;
  - Advise as to need for expansion or reduction of Center locations.

Pursuant to the 2016 MOU the Training Advisory Board Executive Council ("TABEC") will continue with the following modifications:

1. **Annual funding by the Companies for the TABEC will be $1.5 million for calendar years 2016, 2017, 2018 and 2019. Any funding by the Companies prior to the Effective Date of the 2016 MOU will count toward the applicable calendar year's maximum funding amount.**

2. **This will be the exclusive source of funding for the TABEC, and all other funding for the TABEC is eliminated. Unused funds will be forfeited as of December 31, 2019, except as required to satisfy bills and charges incurred prior to that date, regardless of any extension of this 2016 MOU. Any funding beyond December 31, 2019 will be provided on a pro rata, monthly basis and will count towards the applicable calendar year's maximum funding amount, if any.**

All other provisions of the collective bargaining agreements/MOUs covering the TABEC under the expired collective bargaining agreements/MOUs that are not expressly modified by this 2016 MOU will remain in full force and effect in the successor collective bargaining agreements/MOUs.

Section 3. Job Displacement Training

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

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

(b) External Job Opportunities
For any such employees (those being displaced) interested in seeking employment external to the Company, the Company will reimburse the employee for actual expenses incurred for job specific tuition, training, or counseling, not covered by the Tuition Aid Plan, related to seeking such other employment. Reimbursement for such expenses shall be made up to an amount not to exceed $500 for each year of net credited service (prorated for any partial year of service) to a maximum of $2,500.

Any such expenses for which reimbursement will be made must be approved by the Company prior to being incurred and while the employee is still on the active payroll of the Company.

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

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

Section 4. Training Advisory Board

There will be a Training Advisory Board consisting of three (3) Union representatives, three (3) Management representatives and a professional educational counsel or selected by the Training Advisory Board from the academic community. The Board will meet periodically and have responsibility for:

(a) furnishing advice to the Company on personal or career development and job displacement training courses and curricula;
(b) reviewing and making recommendations regarding training delivery systems (e.g., technical schools, community colleges, home study programs, etc.) available to be used by the Company;
(c) evaluating the effectiveness of such training programs and courses and the delivery systems utilized;

(d) encouraging employees to participate in and successfully complete the available training courses; and
(e) researching and recommending through the educational counselor, appropriate educational counseling programs to be made available to those employees interested in seeking employment outside the Company.

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

Nothing in this program will supersede the applicable promotion or transfer provisions of the Contract.

Section 5. Employee Career Resource Center

Effective January 31, 1990, or as soon thereafter as practicable, three Employee Career Resource Centers will be established on a trial basis, one in Verizon New Jersey Inc., one in Verizon Pennsylvania Inc. and one in Verizon Delaware Inc., Verizon Washington Inc., Verizon Maryland Inc., Verizon Virginia Inc., Verizon West Virginia Inc./Verizon Services Corp. with the following features:

The Companies agree to continue to offer the Employee Career Resource Center(s) over the life of this Agreement.

1. Functions
   Each Center will perform the following functions:

   – One-on-one and group counseling of employees regarding:
     - career goals and objectives
     - job skills and knowledge requirements
     - training for specific jobs

   – Provide information on available job opportunities and trends inside and outside of the Network Services Group;

- Provide information on available Company programs and procedures (e.g., Regional Associate Mobility Plan (RAMP), Intercompany Job Bank, Tuition Assistance, ATLAS/P.M. Education);

- Aptitude and interest testing;

- Liaison with Company departments (e.g., Operations, Labor Relations, MAP/Upgrade and Transfer Bureaus) to develop recommendations for:

    - placement of employees whose jobs are being displaced, including job specific test training;

    - placement of employees whose jobs are being restructured or redefined to a wage schedule with a lower maximum wage rate;

    - out-placement services for employees when necessary,

2. Participation

   Employee participation in the services of the Center will be voluntary, and time spent by employees in the Center will be outside scheduled working hours and not paid or considered as time worked for any purpose. However, employees who have been declared surplus or in a group that has been declared surplus may be allowed to participate on Company-paid time when specifically authorized and approved by Management. Employees who are voluntarily separated under an ISP offer or laid-off during the life of the Agreement may utilize the services of the Center for a period not to exceed six (6) months from the date of separation.

3. Administration

   Subject to the oversight and potential enhancement responsibility of the Executive Council, the Companies will continue to have on-going responsibility for the administration of the Centers, as well as the other employment security programs currently offered, including but not limited to their number, location and budget.

4. Cost

   The Company will pay all operating costs of the Centers. The Company will also continue to support and fund existing training and retraining programs (e.g., Tuition Assistance, Future Link).

5. Effect on Other Contract Provisions

   Nothing in this program will supersede the applicable promotion, transfer or other provisions of the contract.

6. Arbitration

   Nothing in this Section shall be subject to arbitration.

ARTICLE 17
HEALTH CARE OVERSIGHT COMMITTEE (HCOC)

The Company and the Union agree that it would be beneficial for there to be a forum to discuss matters of mutual concern with respect to certain defined aspects of medical, dental and vision care, disease management and wellness programs.

Accordingly, the parties agree to establish a Health Care Oversight Committee (HCOC) for the Mid-Atlantic region, consisting of eight members, four of whom are Company officials designated by the Company and four of whom are Union officials designated by the Unions, who will represent both the IBEW and the CWA. Health Care Benefit Coordinators will not be designated by the Union as members of this Committee. Where appropriate, outside experts or

others may be invited to attend the meetings by mutual agreement of the Union and the Company Committee members. The HCOC will meet from time to time, but no less frequently than four times per calendar year, with the first meeting taking place no later than two months after ratification of the **2016** MOU.

The HCOC will, at a high level, discuss matters of mutual concern with respect to the following, as applied to medical, dental and vision care:

- Network utilization and obstacles to in-network utilization
  - Examine network utilization and obstacles to in-network utilization to identify areas for additional educational efforts or cost containment initiatives.

- Participant utilization and educational efforts to encourage efficient utilization
  - Receive periodic updates regarding general trends of cases in which the carrier/administrator has denied coverage for procedures, protocols or drugs because of their experimental nature and receive informational updates on the current standards utilized by the carrier/administrator in making such determinations.

- General participant health status and opportunities to improve same
  - Review general participant health status, identify opportunities to improve same, and develop recommendations.

- Workplace wellness, health programs and screenings and participation in them
  - Review workplace wellness, health programs and screenings and participation in them to develop cost-effective recommendations on preventive health care benefits, personal health care practices and wellness programs.

- Plan performance data, including disease and case management programs and claims data related to high-cost and chronic conditions
  - Review the impact of current cost containment plan initiatives and any additional measures that are developed in the marketplace, and to recommend changes or additions, if appropriate.

- Review Summary Plan Descriptions (SPDs) within the Company's defined timeline, for clarity, quality and understandability and recommend changes or additions for consideration by the Company.

- Discuss changing medical patterns of practice to determine areas of the Plans that may need to be adjusted and recommend changes, if appropriate.

- Review employee communications related to health care plans, including but not limited to enrollment, as practicable.

- Review and select IME/FCE vendors.

- Review SADBP vendor performance and make recommendations for consideration by the Company.

Working within and consistent with the labor agreements, the HCOC may develop facts and study the issues identified herein, and communicate such information to the Company so that the Company can make well-informed decisions on matters involving healthcare, disease management and wellness programs. The HCOC may, on a consensus basis only, make recommendations with respect to the issues identified above for consideration by the Company. However, the HCOC will have no power or authority to formulate policy, make binding decisions or agreements, or to modify provisions of any labor agreement or benefit plan.

The HCOC can be cancelled by either party upon 30 days' notice to the other party but in no event can such cancellation occur during the twelve months following ratification of this **2016** MOU.

ARTICLE 18
AUTHORIZED USE OF PERSONAL CARS FOR COMPANY BUSINESS

When employees are authorized to use their personal cars on Company business, they shall be reimbursed for such usage at the rate of fifty-six and one-half cents ($.565)per mile.

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

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

ARTICLE 19
DIFFERENTIAL FOR USE OF BILINGUAL SKILLS

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

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

ARTICLE 20
TUITION ASSISTANCE PLAN

Except as otherwise provided for herein, the Tuition Assistance Plan ("TAP" or "the Plan") and every other tuition assistance plan or program will be modified as follows effective January 1, 2013:

A. Cap: There will be an annual cap on tuition assistance for eligible regular full time associates of $8,000.00 under TAP. There will be an annual cap for eligible part time associates of $3,500.00

B. Exclusions and Limitations: The following exclusions and limitations are added to the existing exclusions and limitations set forth in the Plan: a course of study leading to a degree or certification/license in the areas of aviation or medicine will not be covered, except in the case of associates already participating in or approved for Fall 2012 semester courses in the areas of medicine or aviation. Such associates will be grandfathered under the terms of the existing Plan as otherwise modified by this 2012 MOU until the degree or certification/license is attained.

1. **Any course in any of the areas set forth on the Attachment 1 (the "Excluded Studies") will not be covered, except in the case of associates approved for any course in the Excluded Studies as of the Effective Date of the 2016 MOU, in which case any such course will remain covered until the course is completed.**

C. Repayment Obligations: The repayment obligation and payment of tuition and fees set forth in the existing Plan are modified as follows:

1. Associates currently in arrears on repayment obligations will have until 30 days after ratification of this 2012 MOU to repay money owed, or agree to a payment plan for full repayment within twelve months. If the associate fails to abide by this paragraph C.1, or fails to fully comply with such payment plan by making all payments on time, the associate will be subject to the eligibility considerations set forth in paragraph C.3 below.

2. Associates who during the term of the contract incur a repayment obligation must satisfy the obligations set forth in either paragraph C.2.a or C.2.b below or they will be subject to the eligibility considerations set forth in paragraph C.3 below:

   (a) complete repayment within 90 days after notification by the Plan Administrator, or
   (b) agree within 30 days after notification by the Plan Administrator to a payment plan for full repayment within twelve months and fully comply with such payment plan by making all payments on time.

3. Associates who fail to comply with their repayment obligation as set forth herein will be ineligible for future participation in the TAP until they have satisfied their repayment obligation in full, at which point their eligibility will be restored. If such an associate whose eligibility is restored subsequently participates in the Plan, the associate will be required to pay all monies owed for future TAP-eligible courses directly to the educational institution. The Companies will reimburse to the associates amounts authorized to be paid under the Plan if, within sixty days of the course end date, the associate submits a receipt from the educational institution showing the amount of tuition paid for the course(s).

ATTACHMENT 1
Excluded Studies

Captain
Cosmetology
Culinary
Dog Garments
Farming
Florist
Forest Conservation
Guitar Repair
Gunsmith
High Performance Vehicle Repair
Hospitality Management
Interior Design
Landscape Maintenance
Lifeguard
Long Term Care Professional
Outboard Motors

Personal Trainer
Photography
Professional Diving
Seamstress
Soil & Fertilization
Tourism
Turf Management
Wedding Planner

ARTICLE 21
AMENDMENTS

Section 1. The complete understanding between the Union and the Company has been set forth in this Agreement. Any amendment to this Agreement or any interpretation of the true intent and meaning of the provisions of this Agreement officially and mutually agreed to by the two parties concerned shall be committed to writing and signed by the duly authorized representatives of the parties in order to be binding.

Section 2. All written agreements and understandings between the parties, and supplements and amendments thereto, dealing with rates of pay, wages, hours of employment and other conditions of employment, bearing dates prior to the date of this Agreement shall be terminated by the signing of this Agreement.

ARTICLE 22
DURATION OF THE AGREEMENT

This Agreement shall be effective as of **June 17, 2016**, and shall continue in effect until 11:59 P.M., **August 3, 2019** and thereafter unless terminated by sixty (60) days prior written notice given by either party to the other, expressly stating its intention to terminate this Agreement, in which case it shall be terminated sixty (60) days following the receipt of such notice.

EXHIBIT 1

PAYROLL DEDUCTION AUTHORIZATION

Name: ……. Payroll Code No. ……
(Please Print Last Name First) Social Security No. ……

COMMUNICATIONS WORKERS OF AMERICA
Payroll Deduction Authorization

Verizon New Jersey Inc. ……. ,20…..
(Do Not Fill In)

I hereby authorize VERIZON NEW JERSEY INC. to deduct regular membership dues, or an amount equivalent to such dues as the case may be, from my pay in the amount certified by the Secretary-Treasurer of the Communications Workers of America (hereinafter designated the "Union") as the regular dues for that month and to forward the amounts deducted to the aforesaid Secretary-Treasurer. One-fourth of the monthly dues shall be deducted in each of the first four weekly payroll periods in each month.

I hereby ratify all dues deductions made by the Company from my wages or sickness benefits pursuant to any prior dues deduction authorizations and direct that any amount so deducted and now being held by the Company be paid over by the Company to the Secretary-Treasurer of the Union.

It is understood that if said amount cannot be deducted from my pay in any weekly payroll period because my pay is insufficient therefor, such deduction shall be made when my weekly pay is sufficient, in the succeeding payroll week ending in the same month or the following month but not thereafter.

It is understood that Verizon New Jersey Inc. assumes no responsibility in connection with the above deduction except that of forwarding monies deducted to the Secretary-Treasurer of the Union.

This authorization cancels as of its effective date any previous authorization for payroll deduction of dues which I have heretofore given.

Union membership dues and general fees are not deductible as charitable contributions for Federal Income Tax purposes.

Residence
Address……...
(Street Address) (Signature)

……
(City or Town) (State) (Zip Code) (Date of Signing)

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: ABSENCE FOR UNION BUSINESS IN THE BUILD FOR OVERTIME AND ANNUAL FMLA ELIGIBILITY REQUIREMENT

Dear Ms. Waller**:**

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

This Letter of Understanding shall expire at 11:59 p.m. on **August 3, 2019.**

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: ADVERTISING AND CLASSIFYING JOB VACANCIES

Dear Ms. Waller**:**

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

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

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Gail Evans
Assistant to Vice President
CWA, District 13, AFL-CIO
9602 Martin Luther King, Jr. Avenue, Unit D
Lanham, MD 20706

Dear Ms. Evans:

This will confirm our agreement regarding contracting initiatives.

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

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

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

In addition, the Company will notify the Union at least six months in advance of planned new, major, contracting initiatives that are to be implemented on or after **January 1, 2019** and which affect employees represented by the Union. The

Contracting Initiatives Committee will have the opportunity to discuss such new major initiatives. It is understood, however, that after the end of the six month period, the Company is free to implement planned, new, major initiatives that do not otherwise violate the collective bargaining agreement.

Very truly yours,
(Original Signed By)
Joseph Gimilaro

I CONCUR: (Original Signed By)
Gail Evans

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: FOUR DAY WORK WEEK TRIAL

Dear Ms. Waller:

For six (6) months following the ratification of this Agreement, Four-Day Work Week Trials will be implemented in Company jurisdictions under the following terms:

The Company and the Union mutually recognize that, in certain administrative groups, it may be beneficial to the employees and in the best interests of the business to establish four-day work week trials as a normal week. In such cases, the total number of hours presently constituting a five-day normal work week will be scheduled over four days of the calendar week.

Four day work weeks will be scheduled on four consecutive days.

Individual tours scheduled during a four day normal work week may or may not be of equal length, but will not be shorter than 7.5 hours or longer than 10 hours. When a four-day schedule is in effect, the duration of tours specified in the Local Agreements will be considered to be expanded accordingly.

The Company, with the Union's input, may institute four-day trials in administrative groups. The Company or the Union may discontinue four-day trials upon fourteen (14) Days' notice to the other party.

In administering four-day trials, the Company will offer four-day work weeks to employees on a voluntary basis in seniority order. If there are insufficient volunteers, four-day work week trials will not be instituted. In BA-PA/CWA Local 13000 only, an employee who is required to work an evening, night, or weekend tour "by virtue of the operation of Section A2.02" of the local agreement may not volunteer for a four day work week. Night differential payments shall be paid pursuant to the applicable differential provision in the local collective bargaining agreements.

When a four-day schedule is in effect as a normal work week overtime payments shall apply to time worked in excess of the new normal daily tour.

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

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

For calendar weeks containing holidays recognized under the Agreement (including floating holidays) or Company designated excused work days, the Company will revert to a five-day schedule.

Subject to the above, four-day trials will be administered in accordance with the applicable provisions of the Local Agreements. The parties may meet locally and discuss other administrative issues raised with respect to the four-day work week. These provisions will become effective upon ratification.

Unless renewed or amended by mutual agreement, these four day work week trials will terminate six (6) months following ratification of this Agreement.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: GRADUAL RETURN TO WORK FROM CARE OF NEWBORN CHILD LEAVE

Dear Ms. Waller:

Effective January 1, 2001, an employee on Care of Newborn Child ("CNC") Leave or a Disability Absence Leave as a result of the birth or adoption of a child shall be permitted to return to work on a reduced schedule known as a Gradual Return to Work ("GRW"). The combination of CNC Leave and/or Disability Absence Leave, and GRW shall not exceed the 12-month period currently in effect for CNC Leave.

GRW shall be implemented as follows:

1. An employee on GRW shall have the same status (full or part time) as she or he had before being on leave. Except for (2) below, an employee shall have the same benefits, vacations, holidays, EWDs, and other contractual entitlements which he or she had before the Leave began.

2. An employee on GRW shall be paid for time worked, and incidental absence and jury duty will be paid only for actual time excused from his or her scheduled work.

3. The hours assigned to an employee on GRW shall fall within the range of hours that the employee would have been assigned if working a full schedule.

4. An employee on GRW shall not work Sundays, holidays or overtime.

5. The assignment of tours for employees on GRW shall not violate the seniority rights of a more senior employee.

6. Employees on GRW must work a minimum of half their normal work week, and a full day on Monday or the day after a holiday.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: INTER-COMPANY TRANSFERS

Dear Ms. Waller**:**

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

For the purposes of this agreement NY/NE Companies will include:
Verizon New England Inc.
Verizon New York Inc.
Empire City Subway Company (Limited) Telesector Resources Group, Inc.

For the purposes of this agreement Mid-Atlantic Companies will include:
Verizon Pennsylvania Inc.
Verizon New Jersey Inc.
Verizon Delaware Inc.
Verizon Maryland Inc.
Verizon Virginia Inc.
Verizon Washington, D.C. Inc.
Verizon West Virginia Inc.
Verizon Services Corp.

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

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

AGREEMENT

Verizon Pension Plan for Mid-Atlantic Associates "("VPPMAA")
Crediting and Bridging of Service

Elimination of 5-Year Waiting Period

For Former Employees other than Retirees, the VPPMAA will be amended, in the case of a re-employed former employee who previously separated from service without eligibility for a Service or Disability Pension, and who had a Period of Severance (length of break) greater than 6 months, to bridge the employee's prior service after 12 months of service in a position as an eligible employee under the Plan, instead of 5 years (wherever a 5-year waiting period currently applies). Bridging associated with this group will be completed by January 1, 2005.

Recognition of Service at Affiliate Companies

For an employee who has accrued a period of service at an "Affiliate" company (other than a company in a pension plan which is currently eligible for service recognition under the existing terms of the VPPMAA), the VPPMAA shall be amended to provide for recognition of an employee's service at such an Affiliate company, subject to the following rules:

The definition of "Affiliate" company shall not be revised, and shall therefore continue to refer to companies that are 80% to 100% owned by the ultimate parent corporaton of the Companies.

Service at an Affiliate shall be recognized for purposes of ERISA Service for vesting, Service Pension eligibility, eligibility to retire, and (subject to any applicable provisions of the Collective Bargaining Agreement) for non-pension seniority purposes, but for those Affiliates which are not currently covered by the existing pension asset transfer rules of the VPPMAA, there shall be no transfer of pension assets and the employee's service at the Affiliate shall not be recognized for purposes of accruing pension benefits under the pension bands or any other benefit formula of the VPPMAA.

Effective on and after June 27, 2004, the service recognition provisions of the VPPMAA shall apply to any employee who either: (1) is an active participant in the VPPMAA on and after January 1, 2004 who—in accordance with an employee self-identification and company-verification process—is found to have prior service with an Affiliate that was not previously recognizable under the terms of the Plan, or (2) commences employment with a participating company in the VPPMAA on or after January 1, 2004 with prior service with one or more Affiliates, or (3) on or after January 1, 2004, separates, or has separated from a Participating Company in the VPPMAA and is subsequently employed by an Affiliate without commencing a pension under the VPPMAA.

Nothing in these service crediting rules is intended to eliminate any right which an employee may have under the rules applicable to portability service under the post-divesture "Portability" provisions of the VPPMAA, or to reduce any right which an employee may have under existing provisions of the plans which relates to promotions or demotions to or from the plan(s) applicable to management employees or which relate to movements between companies in the VPPMAA and the Verizon Pension Plan for New York and New England Associates.

(Original Signed By)
Gail Evans
Bargaining Agent
CWA District 1 (NJ), 2 and 13
Assistant to VP, CWA District 13

(Original Signed By)
Joseph Gimilaro
Executive Director – Labor Relations
Mid-Atlantic States
Verizon Communications

LETTER OF UNDERSTANDING - "VADI"

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

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

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

(Original Signed By)
Joseph Gimilaro
Company Bargaining Chair for:
Verizon Services Corp.,
ica
Verizon Delaware Inc.,
Verizon Maryland Inc.,
Verizon New Jersey Inc.,
Verizon Pennsylvania Inc.,
Verizon Virginia, Inc.,
Verizon West Virginia, Inc.,
Verizon Washington, D.C.

(Original Signed By)
Gail Evans
Bargaining Agent for:
Communications Workers of Amer-

Dated: **June 17, 2016**

CORPORATE PROFIT SHARING - CPS

The following Corporate Profit Sharing Plan shall apply during the term of this Amendment, in place of the prior terms of the plan:

Section 1. Plan Purpose. The Corporate Profit Sharing Plan ("CPS") is designed to encourage and reward employees for their contribution to Company profits.

Section 2. Plan Years. The Plan will provide awards for results in calendar years **2015, 2016, 2017 and 2018**, with awards payable in **2016, 2017, 2018, and 2019**.

Section 3. Eligibility.

(a) Eligible Employees. Full-time and part-time regular, term and temporary employees who are on the payroll for at least 90 days during an applicable Plan Year will be eligible to receive a CPS Distribution to the extent earned and payable. Employees who resign or are discharged for cause prior to December 31 of the Plan Year forfeit their eligibility to receive a CPS Distribution.

(b) Proration for Partial Years. For an employee who is employed more than 90 days, but less than 12 months, of the Plan Year, the employee's CPS Distribution will be prorated by twelfths to correspond to the number of months of participation during the Plan Year. For purposes of proration, a month will be taken into account if the employee is actively participating on the first day of the calendar month.

(c) Proration for Part-Time Employees. CPS Distribution for each eligible part-time employee will be prorated as a percent of the normal workweek for a full-time employee in the same title.

Section 4. Time Worked and Leaves of Absence. The following will count as time on the payroll for CPS Distributions:

(a) Absence attributable to approved sickness or accident disability up to accrued FMLA leave.

(b) Departmental leave (up to 30 days).

(c) Time that an employee is eligible to receive pay for Military Leave.

(d) Up to 30 days for Anticipated Disability Leave and Child Care leave combined.

(e) Up to 30 days for any other approved leave.

An employee shall not lose eligibility if, on December 31 of the applicable Plan Year, the employee is absent for one of the reasons stated in (a) through (e) above.

Section 5. Separations. An employee who is otherwise eligible for a CPS Distribution will not lose eligibility due to the following separations (so long as the employee has a period of at least 90 days of active participation during the Plan Year):

(a) Retirement

(b) Separation due to force surplus

(c) Transfer (or a quit/hire, with a break not exceeding 30 days) to another company that participates in this Plan or to an affiliated company with a collectively bargained corporate profit sharing plan that is substantially similar to this Plan, and the employee is on the payroll of such company on December 31 of the same year

(d) Death of the employee

(e) Promotion to management, and the employee is on the payroll of the company in which he or she is employed as a manager on December 31 of the same year

An employee who is separated from the active payroll for the above reasons will receive a CPS distribution that shall be prorated as described in Section 3.

Section 6. CPS Distribution Calculations.

(a) Standard Award. The “Standard” CPS Distribution shall be as follows:

Performance Year	Standard CPS Distributions	Year Payable
2015*	$500	**2016**
2016	$500	**2017**
2017	$500	**2018**
2018	$500	**2019**

***The Company distributed the CPS Award for Performance Year 2015 prior to the Effective Date.**

(b) Performance Percentage. The actual CPS Distribution per eligible employee will be calculated by multiplying the "Standard" CPS Distribution by a "Performance Percentage" for the Plan Year that shall not be less than 0% and not more than 200%. The "Performance Percentage" shall be based on the performance percentage that is applicable to the financially driven component of the short-term annual cash incentive award (the "STIP" award) payable for that performance year to the Chief Executive Officer(s) of Verizon Communications (the "CEO"). The Performance Percentage for this Plan for a given year shall bear the same relationship to 200% as the performance percentage that is awarded to the CEO for financial results in that year bears to the maximum percentage available to the CEO for financial results under the STIP plan. For example, for any performance year in which the performance modifier for the CEO is based on a range from 0% to 200%, then the Performance Percentage under this Plan shall be equal to the performance modifier applicable to the CEO for the same performance year. For any performance year in which the performance modifier for the CEO is based on a range from 0% to 100%, then the Performance Percentage under this Plan shall be equal to the product of two times the performance modifier applicable to the CEO for the same performance year.

(c) Minimum Payout. Notwithstanding paragraphs (a) and (b) above, the minimum distribution for Performance Years **2015, 2016, 2017** and **2018** will be $700, subject in all cases to prorating under Section 3.

Section 7. Information Requests. The Company agrees to provide to the Union upon request with publicly disclosed information about the STIP compensation of the CEO. With respect to information not publicly disclosed, the Company will only provide the Union with the following:

(a) A copy of the approved STIP achievement scale for the performance year, which sets out the financially driven performance modifiers that would be applicable to various financial results for the year. The unions will treat this information as confidential and proprietary information and will not disclose the information to any person for any purpose other than monitoring the administration of the CPS program.

(b) A report on the outcomes of the factors that affect the financially driven component of the CEO's STIP award for a performance year. This information will be provided as soon as practicable after the end of the performance year.

(c) A summary of the total CPS distribution payments which eligible employees received under the Plan. This information will be provided as soon as practicable following the end of the Plan Year.

Section 8. Payment of CPS Distributions. CPS Distributions, when earned, will be paid by separate payroll remittance (EFT or check) not later than March 15th of the year immediately following the Plan Year. For eligible employees who are no longer employed at the time of payment, the Company will be deemed to have satisfied its obligation to pay the CPS award if it sends payment to the eligible recipient's last known address. Each such payment shall be subject to the applicable federal withholding rate for non-recurring payments (currently, a 28% flat rate), and other applicable payroll taxes.

Section 9. Benefit-Bearing Treatment of CPS Distribution. When paid, a CPS distribution will be treated as eligible benefit-bearing pay solely for the following purposes:

(a) The CPS distribution will be taken into account for purposes of the Supplemental Monthly Pension calculation under the qualified pension plan.

(b) The CPS distribution shall be treated as eligible benefit-bearing pay which may be contributed to the qualified Savings and Security Plan according to the same contribution percentage (if any) as is in effect for regular wages at the time the CPS distribution is paid (and the same terms and conditions for pre-tax or after-tax treatment, and for qualifying for applicable company matching contributions).

(c) To the extent that an employee is eligible for the one-times-pay death benefit under the qualified pension plan (subject to applicable caps on such death benefit), the last CPS distribution paid to an employee prior to an employee's death shall be taken into account (to the extent it does not cause the death benefit to exceed the applicable cap).

(d) The last CPS distribution paid to an employee prior to an employee's death shall be taken into account under the terms of the group term life insurance plan for active employees.

(e) The CPS distribution may be taken into account for union dues to the extent determined appropriate by the union representing the employee.

CPS distributions will not be included in calculations for any other purposes.

Section 10. Grievances and Arbitration. The employee's employing company shall have the discretion to administer this Plan according to its terms. The employing company's interpretations and determinations under this Plan shall be final and binding. The employee's union representative may present grievances relating to matters covered by the Plan but neither the Plan nor its administration shall be subject to arbitration, except that the limited issue of an employee's eligibility to participate in a specific distribution under the Plan shall be arbitrable. Any "make-whole" arbitration award (which reinstates an employee with full back pay) shall include any applicable CPS distribution for the Plan Year in which the employee had been separated from employment if the employee was otherwise eligible and did not otherwise receive a distribution for the applicable Plan Year.

June 16, 2016

Ms. Gail Evans
Assistant to Vice President
CWA, District 13
9602 Martin Luther King, Jr. Avenue, Unit D
Lanham, MD 20706

Re: Local Presence Centers

Dear Ms. Evans:

In recent years, throughout the Mid-Atlantic region, Local **Presence** Centers ("LPC") were staffed with vendors to provide a variety of services, including but not limited to drop off/pick up of equipment, sales, bill payments and inventory management. During 2008 bargaining, the Companies have agreed to staff the LPCs with bargaining unit employees.

In particular, Verizon New Jersey Inc., Verizon Pennsylvania Inc., Verizon Delaware Inc., Verizon Virginia Inc., Verizon Washington, D.C. Inc., Verizon West Virginia Inc., and Verizon Maryland Inc. ("the Companies") and the Communications Workers of America, AFL-CIO, ("the Union") agree that:

1. The Companies will staff the LPCs in Pennsylvania, New Jersey, Delaware, Maryland, Virginia, West Virginia and the District of Columbia with Customer Service Clerks. These employees will be required to wear neat, Verizon-branded attire.
2. Employees assigned to the LPCs will have access to and perform functions associated with the SPOT system, a web-based service order system, and will be performing a variety of clerical, inventory and sales functions (such as recommending/selling products and services, making referrals), in addition to work related to local payments and equipment pick-up and drop-off. Neither party will attempt to cite, in any forum for any purpose, as a basis for contending that a different job title or a different wage rate should be used, the fact that these employees use the SPOT system (or any other order entry system) or perform functions referenced above.
3. Nothing herein imposes any obligation on the Companies to keep LPCs open for the purposes described above or for any other purposes, and nothing herein prevents the Companies from modifying the functions performed by the Customer Service Clerks in the LPCs. If the Company does

modify functions performed by Customer Service Clerks in the LPC, the Union reserves its rights to request to negotiate over the wage rates or job title under the existing "New Job Titles and Job Classifications" provision of the respective collective bargaining agreements (NJ – Article 9, PA – Article 28, DE – Article 24, Potomac – Article 16B).

4. This Agreement is without prejudice or precedent to the positions that any party may wish to take in any proceeding. In addition, this Agreement, including but not limited to the work assigned hereunder, or which employees performed such work, will not be cited by any party, in any forum or for any purpose, except to enforce the terms of this Agreement, should that be necessary.
5. Any grievances regarding LPC work are hereby withdrawn with prejudice. These grievances are deemed resolved and compromised, and neither party shall proceed further therewith.
6. It is understood that the Company has the right to utilize contractors in Local Presence Centers to the extent permitted by applicable Collective Bargaining Agreements. If the Company decides to permanently replace bargaining unit employees with contractors in a particular Local Presence Center, or within a geographical and/or franchise area, the Company will discuss such plans with the Union. This agreement does not modify any provision of the parties' Collective Bargaining Agreements, and neither the Union nor the Company waives any of its right under those Collective Bargaining Agreements.

Please indicate your agreement with the above by signing in the space provided below.

Very truly yours,
(Original Signed By)
Joseph Gimilaro
Executive Director – Labor Relations

I CONCUR: (Original Signed By)
Gail Evans
CWA Bargaining Chairperson

June 17, 2016

Joint Marketing Committee

The parties agree to create a Mid-Atlantic Joint Marketing Committee ("JMC") in the fourth quarter 2008. The JMC shall be comprised of representatives from the Communications Workers of America (1 representative each from PA/DE, NJ and Potomac) and a CWA District representative, all of whom have primary responsibilities for Commercial issues. Company representatives shall include management from the National Call Center Support organization (Executive Director – Keith Gill), CSSCs and Labor Relations.

The JMC will meet within 60 days of the ratification of the 2008 contract, four times in 2009 and semi-annually thereafter to discuss ways to further utilize the sales forces and increase revenue generation in the CSSCs, which could, therefore, impact the level of sales/marketing calls handled by vendors. While both parties desire to have the Consumer Sales and Service Centers ("CSSCs") be the primary channel for handling marketing/sales calls, it is recognized that many factors affect the Companies' ability to direct sales/marketing calls into the CSSCs, such as service levels, productivity levels, volume of calls and changes in those volumes, and the amount of non-sales related work.

The JMC is charged with discussing these issues, as well as the issues listed below:

- Marketing calls generated by 1-888-GET-FiOS and similar FiOS marketing campaigns
- Door-to-Door vendors/SPOT tool
- VOL Retention and Billing work
- Pre-Sale vendors (Kippany)
- Credit Screening Work
- Review additional revenue generating opportunities for CSSCs
- Explore ways to maximize utilization of forces in the CSSC
- Explore bundled services

JMC will remain in effect for the duration of the **2016** collective bargaining agreements.

(Originial Signed By)	(Original Signed By)
Joseph Gimilaro	Gail Evans
Executive Director - Labor Relations	CWA Bargaining Chairperson

ADVISORY COUNCIL ON FAMILY CARE

The Advisory Council on Family Care ("ACFC") will continue with the following modifications:

i. **Annual funding by the Companies for the ACFC will be $908,800 for calendar years 2016, 2017, 2018 and 2019. Any funding by the Companies prior to the Effective Date of the 2016 MOU will count toward the applicable calendar year's maximum funding amount.**
ii. **The existing ACFC Coordinator letter is renewed with an expiration date of December 31, 2016.**

This will be the exclusive source of funds for the ACFC, and all other funding for the ACFC is eliminated. Unused funds will be forfeited as of December 31, 2019, except as required to satisfy bills and charges incurred prior to that date, regardless of any extension of this 2016 MOU. Any funding beyond December 31, 2019 will be provided on a pro rata, monthly basis and will count towards the applicable calendar year's maximum funding amount, if any.

All other provisions of the collective bargaining agreements/MOUs covering the ACFC under the expired collective bargaining agreements/MOUs that are not expressly modified by this 2016 MOU will remain in full force and effect in the successor collective bargaining agreements/MOUs.

COMMON INTEREST FORUM

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

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

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

Pension Benefits

A. PENSION PLAN

The Verizon Pension Plan for Mid-Atlantic and South Associates (to the extent that it covers Mid-Atlantic Associates, including the GTE South Incorporated (Southeast) Plan for Hourly-Paid Employees) (the "Pension Plan") will be amended as follows:

Any associate who is first hired as a union-represented associate on or after October 28, 2012 ("Pension New Hire") will not be eligible to participate in the Pension Plan. Any associate who returns from layoff on or after October 28, 2012 pursuant to contractual recall rights, other than a Pension New Hire, will be eligible to continue participation in the Pension Plan as of the date of recall.

1. **Pension Plan Changes.**

   The Pension Plan, including the Southeast Plan as applicable, will be amended for pension eligible associates covered by this 2016 MOU as follows:

   If a vested participant dies prior to his or her pension commencement date without having designated a pension beneficiary and without having any pension beneficiary by operation of law, the Pension Plan will pay a lump sum to the estate of the deceased participant equal to the amount that would have been paid to a beneficiary if there had been a designated pension beneficiary of the same age as the participant at the time of the participant's death.

B. PENSION LUMP SUM CASH-OUT

An associate covered by the cashout program set forth in the 2008 MOU who separates from service during the term of the **2016** 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 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 2008 MOU for the period ending August 6, 2011, **except that the GATT lump sum basis will be revised as described below ef-**

fective 180 days after the Effective Date. The revised GATT lump sum basis will be the same as the GATT lump sum basis in the 2008 MOU, except the mortality table will be based on "the applicable mortality table" pursuant to section 417(e) of the Internal Revenue Code in effect for 2016. The mortality table for the revised GATT lump sum basis will not be updated even if the mortality table pursuant to section 417(e) of the Internal Revenue Code is updated. The revised GATT lump sum basis will be effective for pension commencement dates on and after the date that is 180 days after the Effective Date. In addition, the GATT lump sum basis will be modified in this same manner with respect to anyone else eligible for a pension lump sum who has not commenced that pension by the effective date of the revised GATT lump sum basis.

C. PENSION BAND INCREASES

The Mid-Atlantic 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 2016 MOU for pension eligible associates who leave the service of the Company pursuant to a Special Enhanced Income Security Plan ("Special EISP") under Section XII of this 2016 MOU.

Pension Band Effective Date	Percentage Increase
September 15, 2016	1%
September 15, 2017	1%
September 15, 2018	1%

CHANGES TO DISABILITY BENEFITS

A. INDEPENDENT MEDICAL EXAMINATION

The following will replace the current contract provision on Independent Medical Examinations in its entirety:

Whenever the Company or SADBP Plan Administrator ("Plan Administrator") disputes an employee's eligibility or continued eligibility for SADBP benefits that is supported by a treating physician, the Plan Administrator shall arrange for an Independent Medical Examination ("IME"). The Plan Administrator may utilize one or more of the following IME vendors without review by the HCOC: Medical Consultants Network Inc. ("MCN") or Unival. The IME shall be conducted by a physician, which may include a physician specialist, who shall determine eligibility for SADBP benefits. That decision shall be final and binding. Additionally, any changes to the current IME process will first be discussed with the Union prior to implementation. If the IME doctor determines the employee is not eligible for SADBP benefits, the doctor will determine whether any medical restrictions from work activities are necessary in the course of the same examination. That decision shall also be final and binding.

If SADBP eligibility is disputed, SADBP wage replacement benefits will be paid until a determination is made, so long as the employee fully cooperates as required by the existing terms of the SADBP Plan documents.

B. FUNCTIONAL CAPACITY EXAMINATION

The following will replace the current contract provision regarding medical work restrictions/Functional Capacity Examinations ("FCE"):

Whenever the Company or SADBP Plan Administrator ("Plan Administrator") disputes an employee's medical restriction from work activities prescribed by a treating physician, the Plan Administrator shall arrange for a FCE to determine if the medical restrictions are medically necessary. The Plan Administrator may utilize one or more of the following FCE vendors without review by the HCOC: MCN or Unival. A physician, which may include a physician specialist, shall conduct the FCE, and the FCE determination shall be final and binding.

While the FCE is being scheduled and until the FCE report is received from the FCE provider, the employee will work within the restrictions as determined by his/her treating physician. Additionally, any change to the current FCE process will first be discussed with the Union.

MISCELLANEOUS ITEMS FROM 1998
MEMORANDUM OF UNDERSTANDING

ENHANCED STAFFING INFORMATION

Over the life of the contract period the Company will :

- Provide on a monthly basis separate associate staffing reports which reflect the number of new hires, promotions and laterals by state, city, work location and job title.

- Effective January 1, 1999, make available on a quarterly basis, job forecasts by job title, city, major work location (i.e., work locations with 25 or more associates) and state.

These reports and forecasts will be provided to each major work location (25 or more associates) and to the appropriate Local union office; electronic or other automated means may be used instead of paper distribution.

"FREEZING" PROMOTIONS AND LATERAL TRANSFERS

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

INTERNAL vs. EXTERNAL STAFFING COMMITMENT

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

SHARING OF CALLS AMONG CENTERS

(6-17-2016)

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

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

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

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

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

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

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

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

a. Customer reports that a TV or specific channel is not working. The representative would click the desktop icon where the set top box is automatically reset and confirm that the issue is resolved.

b. Customer reports that internet service is not working. The representative would click on the desktop where the router is automatically reset and confirm that the issue is resolved.

c. Customer requests a check on internet speed. The representative would verify account setup and click the desktop icon to test speed to customer location.

d. Customer reports phone service problem. The representative would initiate automated test and restoral of service. The ticket would be auto-populated.

e. Customer requests status of repair ticket. The representative would access the open repair ticket and read the status to the customer.

f. Customer wants to know where a technician is/the status of a repair visit. The representative would access the information and advise the customer.

g. Customer requests assistance locating their WiFi credentials, such as WEP key or SSID. The representative would click the desktop tool and perform the needed steps to instruct the customer where to locate the information on their equipment.

h. Customer reports an emergency situation (i.e., fire, storm damage, flood) and requests remote activation of service recovery features, such as call forwarding. The representative would access the desktop tool and submit a request to activate the service recovery feature.

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

a. Customer requests out-of-service credit. The representative validates eligibility and submits credit.

b. Customer wants to order pay-per-view event. The representative would activate pay-per-view order.

c. Customer wants to add or change a channel package or to add a set top box. The representative would submit an order to add or change the feature or add a set top box.

d. Customer wants to update their records (e.g., billing address). The representative would access account record and make change.

e. Customer asks for product information. The representative would access product library to answer question.

f. Customer asks about bill payment options. The representative would provide options for payment location (web/phone/physical).

g. Customer requests last month's bill amount. The representative would review account information and advise the customer of the amount.

h. Customer questions installation charges. The representative would use system to open an investigation.

i. Customer wants to confirm an order and/or its status. The representative would review order information and change scheduled date, if needed.

j. Customer requests to add a Value Added Service (VAS) product to their account, such as VISS, Back-up & Storage. The representative would click the desktop tool and submit an order for the requested product.

k. Customer requests the need to create or change their account authentication PIN. The representative would review the account and access the desktop tool to submit the update/change request.

8. If the Companies wish to add additional cross functional duties beyond those set forth above, they will provide written notice to the Unions, and they will not implement the additional cross functional duties until 20 days after this written notice is provided. Any such additional cross functional duties will involve customer inquiries and requests that can be resolved by application of representative training comparable to that required for the above lists. In calendar year 2013 and in each succeeding calendar year, the

Companies will be permitted to add two additional tasks in each calendar year to the Sales and Support Centers and two additional tasks in each calendar year to the Technical Support Centers subject to the above-stated notice and comparable training requirements. The additional tasks added pursuant to this paragraph will not require training in excess of 120 minutes per task. Other than the additions set forth in the preceding sentences, the Companies will not add any additional cross functional duties in calendar year 2013 or any succeeding calendar year, absent the Union's agreement. The assignment of any duties pursuant to paragraphs 6, 7 and/or 8 will not entitle associates to additional pay.

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

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

for the FCSA position, or who do not pass training, will continue to perform MA or RSC functions and will be subject to normal retest guidelines.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

June 17, 2016

Mr. Dennis Trainor
Assistant to the Vice President
Communications Workers of America
80 Pine Street -37th Floor
New York, New York 10005

Ms. Gail Evans
Administrative Director to the V.P.
CWA District 2-13, AFL-CIO
9602D Martin Luther King Jr. Highway
Lanham, Maryland 20706

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

Ms. Mary Jo Arcuri
Business Manager
International Brotherhood of Electrical Workers,
AFL-CIO, Local 2213
One Telergy Parkway
6333 Route 298 – Suite 103
E. Syracuse, NY 13507

Dear Messrs. Trainor and Calvey and Mmes. Evans and Arcuri:

This will confirm our agreement that the parties to the **2016** MOUs covering the Communications Workers of America, AFL-CIO, Local 2213 and Council T-6 and its affiliated Locals of the International Brotherhood of Electrical Workers, AFL-CIO will jointly meet periodically to discuss the addition of Sales Compensation Plan titles, and variable compensation for these titles, during the term of the **2016** MOU. The parties' first meeting shall take place within 90 days after ratification of the **2016** MOU. Absent mutual agreement of the parties, the Company will not add Sales Compensation Plan titles to any bargaining unit.

Very truly yours,
(Originally Signed By)
Joseph Gimilaro
Executive Director – Labor Relations

(Originally Signed By)
Patrick Prindeville
Executive Director – Labor Relations

AGREED:

CWA

(Originally Signed By)
Gail Evans
Administrative Director to the V.P.

(Originally Signed By)
Dennis Trainor
Assistant to the Vice President

System Council T-6, IBEW
AFL-CIO

(Originally Signed By)
Myles J. Calvey
Chairman, System Council T-6

IBEW, Local 2213

(Originally Signed By)
Mary Jo Arcuri
Business Manager

June 17, 2016

Mr. Edward Mooney
International Vice President
CWA District 2-13, AFL-CIO
230 South Broad Street, 19th Floor
Philadelphia, Pennsylvania 19102

Re: FiOS Discount

Dear Mr. Mooney:

This will confirm our understanding that Verizon Advanced Data Inc., Verizon Services Corp., Verizon Corporate Services Corp., Verizon Maryland Inc., Verizon Virginia Inc., Verizon Washington, D.C. Inc., Verizon Pennsylvania Inc., Verizon Delaware Inc., Verizon New Jersey Inc. and Verizon South Inc. (Virginia) (collectively "the Company") will continue to offer an employee discount to all associates on the same basis that it offers such discount to the Company's management employees.

The Company presently expects to keep these employee offers indefinitely. However, the Company reserves the right in its sole discretion to make adjustments from time-to-time to the discounted rate (up or down) or otherwise modify or suspend the promotions or discontinue them entirely either temporarily or permanently. Furthermore, employees who newly subscribe to the aforementioned services should this discount program be modified will be subject to the rate that is in effect at that time. If the Company decides to modify, adjust, suspend or terminate the discount to employees, it will provide thirty (30) days' notice to the Union before such change takes effect.

Sincerely,

(Originally Signed By)
Joseph Gimilaro
Executive Director, Labor Relations

CHANGE IN ELIGIBILITY – SAME-SEX DOMESTIC PARTNERSHIPS

In recognition of the U.S. Supreme Court ruling in the case *Obergefell v. Hodges*, 135 S. Ct. 2584, on the Effective Date, the definition of Dependent in Article 2 of the VMEP, the VDEP and the VVCP and the Verizon Dependent Group Life Insurance Plan for Mid-Atlantic Associates ("Dependent Life Plan" and collectively, the "Plans") will be amended to modify the definition of Partner, so that an associate will only be permitted to enroll (or maintain enrollment of) a same-sex domestic partner after December 31, 2016 if the associate is legally married to the same-sex domestic partner. Accordingly, after December 31, 2016 the Partners of associates will no longer be eligible for coverage unless the Partner is legally married to the associate (i.e. the Partner is the associate's Spouse). An associate will no longer be eligible to cover any Partner (including a new Partner) who is not the associate's Spouse after December 31, 2016. Notwithstanding the foregoing, in the event of a U.S. Supreme Court ruling or an amendment to the U.S. Constitution that grants states the ability to end recognition of same-sex marriages, associates residing in a state* that does not legally recognize same-sex marriage will not be required to be married to their same-sex domestic partner in order to enroll (or maintain enrollment of) their same-sex domestic partner in the Plans and the modification to the definition of Partner under the Plans set forth above shall no longer apply for such associates.

Note*: The term "state" means any domestic or foreign jurisdiction having the legal authority to sanction marriages

May 29, 2016

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

Dear Ms. Evans:

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

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

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

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

Joseph Gimilaro
Executive Director
LaborRelations

AGREED:
Gail Evans
CWA District 2-13

PART 2

TRAFFIC EMPLOYEES ONLY

This Part contains all Contract provisions that apply to Traffic employees only.

ARTICLE 50
TABLE OF MININUM AND MAXIMUM BASIC WEEKLY WAGE RATES BY TITLE

EFFECTIVE **06/19/2016**

TITLE	EMP GROUP	MINIMUM BASIC WEEKLY HIRING RATE	MAXIMUM BASIC WEEKLY HIRING RATE	PENSION BAND
Administrative Representative	A	**$517.00**	**$1,135.50**	110
Attendant	A	**$452.50**	**$913.00**	103
Network Services Coordinator	C	**$605.00**	**$1,259.00**	113
Operator	A	**$524.50**	**$1050.50**	108
# Operator A	A	**$524.50**	**$1050.50**	108
Pantry Attendant	A	**$456.00**	**$915.50**	103
Records Clerk (SS-1)	B	**$508.00**	**$1,043.50**	107
Senior Service Analyst – (Traffic)	A	**$517.00**	**$1,135.50**	110
Service Analyst (S-1)	B	**$514.00**	**$1,107.50**	109
Service Assistant	A	**$520.50**	**$1,104.50**	110
Staff Clerk (SS-2)	B	**$520.50**	**$1,085.00**	108
Storeroom Attendant	A	**$463.00**	**$951.00**	104

This wage table, hired or rehire on or after October 2, 1998

ARTICLE 50
TABLE OF MININUM AND MAXIMUM BASIC WEEKLY WAGE RATES
BY TITLE

EFFECTIVE **06/18/2017**

TITLE	EMP GROUP	MINIMUM BASIC WEEKLY HIRING RATE	MAXIMUM BASIC WEEKLY HIRING RATE	PENSION BAND
Administrative Representative	A	**$530.00**	**$1,164.00**	110
Attendant	A	**$464.00**	**$936.00**	103
Network Services Coordinator	C	**$620.00**	**$1,290.50**	113
Operator	A	**$537.50**	**$1,077.00**	108
# Operator A	A	**$537.50**	**$1,077.00**	108
Pantry Attendant	A	**$467.50**	**$938.50**	103
Records Clerk (SS-1)	B	**$520.50**	**$1,069.50**	107
Senior Service Analyst – (Traffic)	A	**$530.00**	**$1,164.00**	110
Service Analyst (S-1)	B	**$527.00**	**$1,135.00**	109
Service Assistant	A	**$533.50**	**$1,132.00**	110
Staff Clerk (SS-2)	B	**$533.50**	**$1,112.00**	108
Storeroom Attendant	A	**$474.50**	**$975.00**	104

This wage table, hired or rehire on or after October 2, 1998

ARTICLE 50
TABLE OF MININUM AND MAXIMUM BASIC WEEKLY WAGE RATES BY TITLE

EFFECTIVE **06/24/2018**

TITLE	EMP GROUP	MINIMUM BASIC WEEKLY HIRING RATE	MAXIMUM BASIC WEEKLY HIRING RATE	PENSION BAND
Administrative Representative	A	**$543.50**	**$1,193.00**	110
Attendant	A	**$475.50**	**$959.50**	103
Network Services Coordinator	C	**$635.50**	**$1,323.00**	113
Operator	A	**$551.00**	**$1,104.00**	108
# Operator A	A	**$551.00**	**$1,104.00**	108
Pantry Attendant	A	**$479.00**	**$962.00**	103
Records Clerk (SS1)	B	**$533.50**	**$1,096.00**	107
Senior Service Analyst – (Traffic)	A	**$543.50**	**$1,193.00**	110
Service Analyst (S1)	B	**$540.00**	**$1,163.50**	109
Service Assistant	A	**$547.00**	**$1,160.50**	110
Staff Clerk (SS-2)	B	**$547.00**	**$1,140.00**	108
Storeroom Attendant	A	**$486.50**	**$999.50**	104

This wage table, hired or rehire on or after October 2, 1998

ARTICLE 50
TABLE OF MININUM AND MAXIMUM BASIC WEEKLY WAGE RATES
BY TITLE

EFFECTIVE **06/23/2019**

TITLE	EMP GROUP	MINIMUM BASIC WEEKLY HIRING RATE	MAXIMUM BASIC WEEKLY HIRING RATE	PENSION BAND
Administrative Representative	A	**$557.00**	**$1,223.00**	110
Attendant	A	**$487.50**	**$983.50**	103
Network Services Coordinator	C	**$651.50**	**$1356.00**	113
Operator	A	**$565.00**	**$1,131.50**	108
# Operator A	A	**$565.00**	**$1,131.50**	108
Pantry Attendant	A	**$491.00**	**$986.00**	103
Records Clerk (SS1)	B	**$547.00**	**$1,123.50**	107
Senior Service Analyst – (Traffic)	A	**$557.00**	**$1,223.00**	110
Service Analyst (S1)	B	**$553.50**	**$1,192.50**	109
Service Assistant	A	**$560.50**	**$1,189.50**	110
Staff Clerk (SS-2)	B	**$560.50**	**$1,168.50**	108
Storeroom Attendant	A	**$498.50**	**$1,024.50**	104

This wage table, hired or rehire on or after October 2, 1998

ARTICLE 51
OPERATOR WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 01 **EFFECTIVE JUNE 19, 2016**

OPERATOR

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$524.50**	
6 Mos.	6 Mos.	**$588.50**	**$64.00**
12 Mos.	6 Mos.	**$660.50**	**$72.00**
18 Mos.	6 Mos.	**$741.50**	**$81.00**
24 Mos.	6 Mos.	**$833.00**	**$91.50**
30 Mos.	6 Mos.	**$936.00**	**$103.00**
36 Mos. (Maximum)		**$1,050.50**	**$114.50**
PENSION BAND		108	

ARTICLE 51
OPERATOR WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 02 **EFFECTIVE JUNE 19, 2016**

OPERATOR - A

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$524.50**	
6 Mos.	6 Mos.	**$561.50**	**$37.00**
12 Mos.	6 Mos.	**$602.00**	**$40.50**
18 Mos.	6 Mos.	**$646.50**	**$44.50**
24 Mos.	6 Mos.	**$691.50**	**$45.00**
30 Mos.	6 Mos.	**$741.50**	**$50.00**
36 Mos.	6 Mos.	**$795.50**	**$54.00**
42 Mos.	6 Mos.	**$853.50**	**$58.00**
48 Mos.	6 Mos.	**$914.00**	**$60.50**
54 Mos.	6 Mos.	**$981.50**	**$67.50**
60 Mos. (Maximum)		**$1,050.50**	**$69.00**
PENSION BAND		108	

ARTICLE 51
SERVICE ASSISTANT WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 03 **EFFECTIVE JUNE 19, 2016**

SERVICE ASSISTANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$520.50**	
6 Mos.	6 Mos.	**$590.50**	**$70.00**
12 Mos.	6 Mos.	**$669.50**	**$79.00**
18 Mos.	6 Mos.	**$759.00**	**$89.50**
24 Mos.	6 Mos.	**$859.50**	**$100.50**
30 Mos.	6 Mos.	**$974.00**	**$114.50**
36 Mos. (Maximum)		**$1,104.50**	**$130.50**
PENSION BAND		110	

ARTICLE 51
OPERATOR WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 01 **EFFECTIVE JUNE 18, 2017**

OPERATOR

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$537.50**	
6 Mos.	6 Mos.	**$603.00**	**$65.50**
12 Mos.	6 Mos.	**$677.00**	**$74.00**
18 Mos.	6 Mos.	**$760.00**	**$83.00**
24 Mos.	6 Mos.	**$854.00**	**$94.00**
30 Mos.	6 Mos.	**$959.50**	**$105.50**
36 Mos. (Maximum)		**$1,077.00**	**$117.50**
PENSION BAND		108	

ARTICLE 51
OPERATOR WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 02 **EFFECTIVE JUNE 18, 2017**

OPERATOR - A

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$537.50**	
6 Mos.	6 Mos.	**$575.50**	**$38.00**
12 Mos.	6 Mos.	**$617.00**	**$41.50**
18 Mos.	6 Mos.	**$662.50**	**$45.50**
24 Mos.	6 Mos.	**$709.00**	**$46.50**
30 Mos.	6 Mos.	**$760.00**	**$51.00**
36 Mos.	6 Mos.	**$815.50**	**$55.50**
42 Mos.	6 Mos.	**$875.00**	**$59.50**
48 Mos.	6 Mos.	**$937.00**	**$62.00**
54 Mos.	6 Mos.	**$1,006.00**	**$69.00**
60 Mos. (Maximum)		**$1,077.00**	**$71.00**
PENSION BAND		108	

ARTICLE 51
SERVICE ASSISTANT WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 03 **EFFECTIVE JUNE 18, 2017**

SERVICE ASSISTANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$533.50**	
6 Mos.	6 Mos.	**$605.50**	**$72.00**
12 Mos.	6 Mos.	**$686.00**	**$80.50**
18 Mos.	6 Mos.	**$778.00**	**$92.00**
24 Mos.	6 Mos.	**$881.00**	**$103.00**
30 Mos.	6 Mos.	**$998.50**	**$117.50**
36 Mos. (Maximum)		**$1,132.00**	**$133.50**
PENSION BAND		110	

ARTICLE 51
OPERATOR WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 01 **EFFECTIVE JUNE 24, 2018**

OPERATOR

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$551.00**	
6 Mos.	6 Mos.	**$618.00**	**$67.00**
12 Mos.	6 Mos.	**$694.00**	**$76.00**
18 Mos.	6 Mos.	**$779.00**	**$85.00**
24 Mos.	6 Mos.	**$875.50**	**$96.50**
30 Mos.	6 Mos.	**$983.50**	**$108.00**
36 Mos. (Maximum)		**$1,104.00**	**$120.50**
PENSION BAND		108	

ARTICLE 51
OPERATOR WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 02 **EFFECTIVE JUNE 24, 2018**

OPERATOR - A

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$551.00**	
6 Mos.	6 Mos.	**$590.00**	**$39.00**
12 Mos.	6 Mos.	**$632.50**	**$42.50**
18 Mos.	6 Mos.	**$679.00**	**$46.50**
24 Mos.	6 Mos.	**$726.50**	**$47.50**
30 Mos.	6 Mos.	**$779.00**	**$52.50**
36 Mos.	6 Mos.	**$836.00**	**$57.00**
42 Mos.	6 Mos.	**$897.00**	**$61.00**
48 Mos.	6 Mos.	**$960.50**	**$63.50**
54 Mos.	6 Mos.	**$1,031.00**	**$70.50**
60 Mos. (Maximum)		**$1,104.00**	**$73.00**
PENSION BAND		108	

ARTICLE 51
SERVICE ASSISTANT WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 03 **EFFECTIVE JUNE 24, 2018**

SERVICE ASSISTANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$547.00**	
6 Mos.	6 Mos.	**$620.50**	**$73.50**
12 Mos.	6 Mos.	**$703.00**	**$82.50**
18 Mos.	6 Mos.	**$797.50**	**$94.50**
24 Mos.	6 Mos.	**$903.00**	**$105.50**
30 Mos.	6 Mos.	**$1,023.50**	**$120.50**
36 Mos. (Maximum)		**$1,160.50**	**$137.00**
PENSION BAND		110	

ARTICLE 51
OPERATOR WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 01 **EFFECTIVE JUNE 23, 2019**

OPERATOR

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$565.00**	
6 Mos.	6 Mos.	**$633.50**	**$68.50**
12 Mos.	6 Mos.	**$711.50**	**$78.00**
18 Mos.	6 Mos.	**$798.50**	**$87.00**
24 Mos.	6 Mos.	**$897.50**	**$99.00**
30 Mos.	6 Mos.	**$1,008.00**	**$110.50**
36 Mos. (Maximum)		**$1,131.50**	**$123.50**
PENSION BAND		108	

ARTICLE 51
OPERATOR WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 02 **EFFECTIVE JUNE 23, 2019**

OPERATOR - A

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$565.00**	
6 Mos.	6 Mos.	**$605.00**	**$40.00**
12 Mos.	6 Mos.	**$648.50**	**$43.50**
18 Mos.	6 Mos.	**$696.00**	**$47.50**
24 Mos.	6 Mos.	**$744.50**	**$48.50**
30 Mos.	6 Mos.	**$798.50**	**$54.00**
36 Mos.	6 Mos.	**$857.00**	**$58.50**
42 Mos.	6 Mos.	**$919.50**	**$62.50**
48 Mos.	6 Mos.	**$984.50**	**$65.00**
54 Mos.	6 Mos.	**$1,057.00**	**$72.50**
60 Mos. (Maximum)		**$1,131.50**	**$74.50**
PENSION BAND		108	

ARTICLE 51
SERVICE ASSISTANT WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 03 **EFFECTIVE JUNE 23, 2019**

SERVICE ASSISTANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$560.50**	
6 Mos.	6 Mos.	**$636.00**	**$75.50**
12 Mos.	6 Mos.	**$720.50**	**$84.50**
18 Mos.	6 Mos.	**$817.50**	**$97.00**
24 Mos.	6 Mos.	**$925.50**	**$108.00**
30 Mos.	6 Mos.	**$1,049.00**	**$123.50**
36 Mos. (Maximum)		**$1,189.50**	**$140.50**
PENSION BAND		110	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 04 **EFFECTIVE JUNE 19, 2016**

SS - 1 RECORDS CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$508.00**	
6 Mos.	6 Mos.	**$572.00**	**$64.00**
12 Mos.	6 Mos.	**$646.50**	**$74.50**
18 Mos.	6 Mos.	**$728.00**	**$81.50**
24 Mos.	6 Mos.	**$820.50**	**$92.50**
30 Mos.	6 Mos.	**$926.00**	**$105.50**
36 Mos. (Maximum)		**$1,043.50**	**$117.50**
PENSION BAND		107	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 05 **EFFECTIVE JUNE 19, 2016**

SS - 2 STAFF CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$520.50**	
6 Mos.	6 Mos.	**$589.00**	**$68.50**
12 Mos.	6 Mos.	**$667.00**	**$78.00**
18 Mos.	6 Mos.	**$753.50**	**$86.50**
24 Mos.	6 Mos.	**$850.00**	**$96.50**
30 Mos.	6 Mos.	**$960.50**	**$110.50**
36 Mos. (Maximum)		**$1,085.00**	**$124.50**
PENSION BAND		108	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 06 **EFFECTIVE JUNE 19, 2016**

S - 1 SERVICE ANALYST

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$514.00**	
6 Mos.	6 Mos.	**$584.00**	**$70.00**
12 Mos.	6 Mos.	**$664.00**	**$80.00**
18 Mos.	6 Mos.	**$754.50**	**$90.50**
24 Mos.	6 Mos.	**$858.00**	**$103.50**
30 Mos.	6 Mos.	**$974.00**	**$116.00**
36 Mos. (Maximum)		**$1,107.50**	**$133.50**
PENSION BAND		109	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 07 **EFFECTIVE JUNE 19, 2016**

S-2 ADMINISTRATIVE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$517.00**	
6 Mos.	6 Mos.	**$590.00**	**$73.00**
12 Mos.	6 Mos.	**$672.50**	**$82.50**
18 Mos.	6 Mos.	**$768.00**	**$95.50**
24 Mos.	6 Mos.	**$875.50**	**$107.50**
30 Mos.	6 Mos.	**$997.00**	**$121.50**
36 Mos. (Maximum)		**$1,135.50**	**$138.50**
PENSION BAND		110	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 08 **EFFECTIVE JUNE 19, 2016**

SENIOR SERVICE ANALYST - TRAFFIC

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$517.00**	
6 Mos.	6 Mos.	**$590.00**	**$73.00**
12 Mos.	6 Mos.	**$672.50**	**$82.50**
18 Mos.	6 Mos.	**$768.00**	**$95.50**
24 Mos.	6 Mos.	**$875.50**	**$107.50**
30 Mos.	6 Mos.	**$997.00**	**$121.50**
36 Mos. (Maximum)		**$1,135.50**	**$138.50**
PENSION BAND		110	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 09 **EFFECTIVE JUNE 19, 2016**

NETWORK SERVICES COORDINATOR

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$605.00**	
6 Mos.	6 Mos.	**$685.00**	**$80.00**
12 Mos.	6 Mos.	**$772.00**	**$87.00**
18 Mos.	6 Mos.	**$874.00**	**$102.00**
24 Mos.	6 Mos.	**$987.50**	**$113.50**
30 Mos.	6 Mos.	**$1,114.00**	**$126.50**
36 Mos. (Maximum)		**$1,259.00**	**$145.00**
PENSION BAND		113	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 04 **EFFECTIVE JUNE 18, 2017**

SS - 1 RECORDS CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$520.50**	
6 Mos.	6 Mos.	**$586.50**	**$66.00**
12 Mos.	6 Mos.	**$662.50**	**$76.00**
18 Mos.	6 Mos.	**$746.00**	**$83.50**
24 Mos.	6 Mos.	**$841.00**	**$95.00**
30 Mos.	6 Mos.	**$949.00**	**$108.00**
36 Mos. (Maximum)		**$1,069.50**	**$120.50**
PENSION BAND		107	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 05 **EFFECTIVE JUNE 18, 2017**

SS - 2 STAFF CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$533.50**	
6 Mos.	6 Mos.	**$603.50**	**$70.00**
12 Mos.	6 Mos.	**$683.50**	**$80.00**
18 Mos.	6 Mos.	**$772.50**	**$89.00**
24 Mos.	6 Mos.	**$871.50**	**$99.00**
30 Mos.	6 Mos.	**$984.50**	**$113.00**
36 Mos. (Maximum)		**$1,112.00**	**$127.50**
PENSION BAND		108	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 06 **EFFECTIVE JUNE 18, 2017**

S - 1 SERVICE ANALYST

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$527.00**	
6 Mos.	6 Mos.	**$598.50**	**$71.50**
12 Mos.	6 Mos.	**$680.50**	**$82.00**
18 Mos.	6 Mos.	**$773.50**	**$93.00**
24 Mos.	6 Mos.	**$879.50**	**$106.00**
30 Mos.	6 Mos.	**$998.50**	**$119.00**
36 Mos. (Maximum)		**$1,135.00**	**$136.50**
PENSION BAND		109	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 07 **EFFECTIVE JUNE 18, 2017**

S-2 ADMINISTRATIVE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$530.00**	
6 Mos.	6 Mos.	**$605.00**	**$75.00**
12 Mos.	6 Mos.	**$689.50**	**$84.50**
18 Mos.	6 Mos.	**$787.00**	**$97.50**
24 Mos.	6 Mos.	**$897.50**	**$110.50**
30 Mos.	6 Mos.	**$1,022.00**	**$124.50**
36 Mos. (Maximum)		**$1,164.00**	**$142.00**
PENSION BAND		110	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 08 **EFFECTIVE JUNE 18, 2017**

SENIOR SERVICE ANALYST - TRAFFIC

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$530.00**	
6 Mos.	6 Mos.	**$605.00**	**$75.00**
12 Mos.	6 Mos.	**$689.50**	**$84.50**
18 Mos.	6 Mos.	**$787.00**	**$97.50**
24 Mos.	6 Mos.	**$897.50**	**$110.50**
30 Mos.	6 Mos.	**$1,022.00**	**$124.50**
36 Mos. (Maximum)		**$1,164.00**	**$142.00**
PENSION BAND		110	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 09 **EFFECTIVE JUNE 18, 2017**

NETWORK SERVICES COORDINATOR

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$620.00**	
6 Mos.	6 Mos.	**$702.00**	**$82.00**
12 Mos.	6 Mos.	**$791.50**	**$89.50**
18 Mos.	6 Mos.	**$896.00**	**$104.50**
24 Mos.	6 Mos.	**$1,012.00**	**$116.00**
30 Mos.	6 Mos.	**$1,142.00**	**$130.00**
36 Mos. (Maximum)		**$1,290.50**	**$148.50**
PENSION BAND		113	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 04 **EFFECTIVE JUNE 24, 2018**

SS - 1 RECORDS CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$533.50**	
6 Mos.	6 Mos.	**$601.00**	**$67.50**
12 Mos.	6 Mos.	**$679.00**	**$78.00**
18 Mos.	6 Mos.	**$764.50**	**$85.50**
24 Mos.	6 Mos.	**$862.00**	**$97.50**
30 Mos.	6 Mos.	**$972.50**	**$110.50**
36 Mos. (Maximum)		**$1,096.00**	**$123.50**
PENSION BAND		107	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 05 **EFFECTIVE JUNE 24, 2018**

SS - 2 STAFF CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$547.00**	
6 Mos.	6 Mos.	**$618.50**	**$71.50**
12 Mos.	6 Mos.	**$700.50**	**$82.00**
18 Mos.	6 Mos.	**$792.00**	**$91.50**
24 Mos.	6 Mos.	**$893.50**	**$101.50**
30 Mos.	6 Mos.	**$1,009.00**	**$115.50**
36 Mos. (Maximum)		**$1,140.00**	**$131.00**
PENSION BAND		108	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 06 **EFFECTIVE JUNE 24, 2018**

S - 1 SERVICE ANALYST

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$540.00**	
6 Mos.	6 Mos.	**$613.50**	**$73.50**
12 Mos.	6 Mos.	**$697.50**	**$84.00**
18 Mos.	6 Mos.	**$793.00**	**$95.50**
24 Mos.	6 Mos.	**$901.50**	**$108.50**
30 Mos.	6 Mos.	**$1,023.50**	**$122.00**
36 Mos. (Maximum)		**$1,163.50**	**$140.00**
PENSION BAND		109	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 07 **EFFECTIVE JUNE 24, 2018**

S-2 ADMINISTRATIVE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$543.50**	
6 Mos.	6 Mos.	**$620.00**	**$76.50**
12 Mos.	6 Mos.	**$706.50**	**$86.50**
18 Mos.	6 Mos.	**$806.50**	**$100.00**
24 Mos.	6 Mos.	**$920.00**	**$113.50**
30 Mos.	6 Mos.	**$1,047.50**	**$127.50**
36 Mos. (Maximum)		**$1,193.00**	**$145.50**
PENSION BAND		110	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 08 **EFFECTIVE JUNE 24, 2018**

SENIOR SERVICE ANALYST - TRAFFIC

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$543.50**	
6 Mos.	6 Mos.	**$620.00**	**$76.50**
12 Mos.	6 Mos.	**$706.50**	**$86.50**
18 Mos.	6 Mos.	**$806.50**	**$100.00**
24 Mos.	6 Mos.	**$920.00**	**$113.50**
30 Mos.	6 Mos.	**$1,047.50**	**$127.50**
36 Mos. (Maximum)		**$1,193.00**	**$145.50**
PENSION BAND		110	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 09 **EFFECTIVE JUNE 24, 2018**

NETWORK SERVICES COORDINATOR

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$635.50**	
6 Mos.	6 Mos.	**$719.50**	**$84.00**
12 Mos.	6 Mos.	**$811.50**	**$92.00**
18 Mos.	6 Mos.	**$918.50**	**$107.00**
24 Mos.	6 Mos.	**$1,037.50**	**$119.00**
30 Mos.	6 Mos.	**$1,170.50**	**$133.00**
36 Mos. (Maximum)		**$1,323.00**	**$152.50**
PENSION BAND		113	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 04 **EFFECTIVE JUNE 23, 2019**

SS - 1 RECORDS CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$547.00**	
6 Mos.	6 Mos.	**$616.00**	**$69.00**
12 Mos.	6 Mos.	**$696.00**	**$80.00**
18 Mos.	6 Mos.	**$783.50**	**$87.50**
24 Mos.	6 Mos.	**$883.50**	**$100.00**
30 Mos.	6 Mos.	**$997.00**	**$113.50**
36 Mos. (Maximum)		**$1,123.50**	**$126.50**
PENSION BAND		107	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 05 **EFFECTIVE JUNE 23, 2019**

SS - 2 STAFF CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$560.50**	
6 Mos.	6 Mos.	**$634.00**	**$73.50**
12 Mos.	6 Mos.	**$718.00**	**$84.00**
18 Mos.	6 Mos.	**$812.00**	**$94.00**
24 Mos.	6 Mos.	**$916.00**	**$104.00**
30 Mos.	6 Mos.	**$1,034.00**	**$118.00**
36 Mos. (Maximum)		**$1,168.50**	**$134.50**
PENSION BAND		108	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 06 **EFFECTIVE JUNE 23, 2019**

S - 1 SERVICE ANALYST

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$553.50**	
6 Mos.	6 Mos.	**$629.00**	**$75.50**
12 Mos.	6 Mos.	**$715.00**	**$86.00**
18 Mos.	6 Mos.	**$813.00**	**$98.00**
24 Mos.	6 Mos.	**$924.00**	**$111.00**
30 Mos.	6 Mos.	**$1,049.00**	**$125.00**
36 Mos. (Maximum)		**$1,192.50**	**$143.50**
PENSION BAND		109	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 07 **EFFECTIVE JUNE 23, 2019**

S-2 ADMINISTRATIVE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$557.00**	
6 Mos.	6 Mos.	**$635.50**	**$78.50**
12 Mos.	6 Mos.	**$724.00**	**$88.50**
18 Mos.	6 Mos.	**$826.50**	**$102.50**
24 Mos.	6 Mos.	**$943.00**	**$116.50**
30 Mos.	6 Mos.	**$1,073.50**	**$130.50**
36 Mos. (Maximum)		**$1,223.00**	**$149.50**
PENSION BAND		110	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 08 **EFFECTIVE JUNE 23, 2019**

SENIOR SERVICE ANALYST - TRAFFIC

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$557.00**	
6 Mos.	6 Mos.	**$635.50**	**$78.50**
12 Mos.	6 Mos.	**$724.00**	**$88.50**
18 Mos.	6 Mos.	**$826.50**	**$102.50**
24 Mos.	6 Mos.	**$943.00**	**$116.50**
30 Mos.	6 Mos.	**$1,073.50**	**$130.50**
36 Mos. (Maximum)		**$1,223.00**	**$149.50**
PENSION BAND		110	

ARTICLE 52
CLERICAL WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 09 **EFFECTIVE JUNE 23, 2019**

NETWORK SERVICES COORDINATOR

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$651.50**	
6 Mos.	6 Mos.	**$737.50**	**$86.00**
12 Mos.	6 Mos.	**$832.00**	**$94.50**
18 Mos.	6 Mos.	**$941.50**	**$109.50**
24 Mos.	6 Mos.	**$1,063.50**	**$122.00**
30 Mos.	6 Mos.	**$1,200.00**	**$136.50**
36 Mos. (Maximum)		**$1,356.00**	**$156.00**
PENSION BAND		113	

ARTICLE 53
DINING SERVICE WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 10 **EFFECTIVE JUNE 19, 2016**

ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$452.50**	
6 Mos.	6 Mos.	**$510.00**	**$57.50**
12 Mos.	6 Mos.	**$571.50**	**$61.50**
18 Mos.	6 Mos.	**$643.00**	**$71.50**
24 Mos.	6 Mos.	**$722.00**	**$79.00**
30 Mos.	6 Mos.	**$813.00**	**$91.00**
36 Mos. (Maximum)		**$913.00**	**$100.00**
PENSION BAND		103	

ARTICLE 53
DINING SERVICE WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 11 **EFFECTIVE JUNE 19, 2016**

PANTRY ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$456.00**	
6 Mos.	6 Mos.	**$512.00**	**$56.00**
12 Mos.	6 Mos.	**$574.00**	**$62.00**
18 Mos.	6 Mos.	**$646.00**	**$72.00**
24 Mos.	6 Mos.	**$726.00**	**$80.00**
30 Mos.	6 Mos.	**$814.50**	**$88.50**
36 Mos. (Maximum)		**$915.50**	**$101.00**
PENSION BAND		103	

ARTICLE 53
DINING SERVICE WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 12 **EFFECTIVE JUNE 19, 2016**

STOREROOM ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$463.00**	
6 Mos.	6 Mos.	**$522.00**	**$59.00**
12 Mos.	6 Mos.	**$588.50**	**$66.50**
18 Mos.	6 Mos.	**$664.00**	**$75.50**
24 Mos.	6 Mos.	**$747.50**	**$83.50**
30 Mos.	6 Mos.	**$843.50**	**$96.00**
36 Mos. (Maximum)		**$951.00**	**$107.50**
PENSION BAND		104	

ARTICLE 53
DINING SERVICE WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 10 **EFFECTIVE JUNE 18, 2017**

ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$464.00**	
6 Mos.	6 Mos.	**$523.00**	**$59.00**
12 Mos.	6 Mos.	**$586.00**	**$63.00**
18 Mos.	6 Mos.	**$659.00**	**$73.00**
24 Mos.	6 Mos.	**$740.00**	**$81.00**
30 Mos.	6 Mos.	**$833.50**	**$93.50**
36 Mos. (Maximum)		**$936.00**	**$102.50**
PENSION BAND		103	

ARTICLE 53
DINING SERVICE WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 11 **EFFECTIVE JUNE 18, 2017**

PANTRY ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$467.50**	
6 Mos.	6 Mos.	**$525.00**	**$57.50**
12 Mos.	6 Mos.	**$588.50**	**$63.50**
18 Mos.	6 Mos.	**$662.00**	**$73.50**
24 Mos.	6 Mos.	**$744.00**	**$82.00**
30 Mos.	6 Mos.	**$835.00**	**$91.00**
36 Mos. (Maximum)		**$938.50**	**$103.50**
PENSION BAND		103	

ARTICLE 53
DINING SERVICE WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 12 **EFFECTIVE JUNE 18, 2017**

STOREROOM ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$474.50**	
6 Mos.	6 Mos.	**$535.00**	**$60.50**
12 Mos.	6 Mos.	**$603.00**	**$68.00**
18 Mos.	6 Mos.	**$680.50**	**$77.50**
24 Mos.	6 Mos.	**$766.00**	**$85.50**
30 Mos.	6 Mos.	**$864.50**	**$98.50**
36 Mos. (Maximum)		**$975.00**	**$110.50**
PENSION BAND		104	

ARTICLE 53
DINING SERVICE WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 10 **EFFECTIVE JUNE 24, 2018**

ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$475.50**	
6 Mos.	6 Mos.	**$536.00**	**$60.50**
12 Mos.	6 Mos.	**$600.50**	**$64.50**
18 Mos.	6 Mos.	**$675.50**	**$75.00**
24 Mos.	6 Mos.	**$758.50**	**$83.00**
30 Mos.	6 Mos.	**$854.50**	**$96.00**
36 Mos. (Maximum)		**$959.50**	**$105.00**
PENSION BAND		103	

ARTICLE 53
DINING SERVICE WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 11 **EFFECTIVE JUNE 24, 2018**

PANTRY ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$479.00**	
6 Mos.	6 Mos.	**$538.00**	**$59.00**
12 Mos.	6 Mos.	**$603.00**	**$65.00**
18 Mos.	6 Mos.	**$678.50**	**$75.50**
24 Mos.	6 Mos.	**$762.50**	**$84.00**
30 Mos.	6 Mos.	**$856.00**	**$93.50**
36 Mos. (Maximum)		**$962.00**	**$106.00**
PENSION BAND		103	

ARTICLE 53
DINING SERVICE WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 12 **EFFECTIVE JUNE 24, 2018**

STOREROOM ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$486.50**	
6 Mos.	6 Mos.	**$548.50**	**$62.00**
12 Mos.	6 Mos.	**$618.00**	**$69.50**
18 Mos.	6 Mos.	**$697.50**	**$79.50**
24 Mos.	6 Mos.	**$785.00**	**$87.50**
30 Mos.	6 Mos.	**$886.00**	**$101.00**
36 Mos. (Maximum)		**$999.50**	**$113.50**
PENSION BAND		104	

ARTICLE 53
DINING SERVICE WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 10 **EFFECTIVE JUNE 23, 2019**

ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$487.50**	
6 Mos.	6 Mos.	**$549.50**	**$62.00**
12 Mos.	6 Mos.	**$615.50**	**$66.00**
18 Mos.	6 Mos.	**$692.50**	**$77.00**
24 Mos.	6 Mos.	**$777.50**	**$85.00**
30 Mos.	6 Mos.	**$876.00**	**$98.50**
36 Mos. (Maximum)		**$983.50**	**$107.50**
PENSION BAND		103	

ARTICLE 53
DINING SERVICE WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 11 **EFFECTIVE JUNE 23, 2019**

PANTRY ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$491.00**	
6 Mos.	6 Mos.	**$551.50**	**$60.50**
12 Mos.	6 Mos.	**$618.00**	**$66.50**
18 Mos.	6 Mos.	**$695.50**	**$77.50**
24 Mos.	6 Mos.	**$781.50**	**$86.00**
30 Mos.	6 Mos.	**$877.50**	**$96.00**
36 Mos. (Maximum)		**$986.00**	**$108.50**
PENSION BAND		103	

ARTICLE 53
DINING SERVICE WEEKLY WAGE RATE SCHEDULE

CWA DIST 1 NJ TRAFFIC

WAGE TABLE: 12 **EFFECTIVE JUNE 23, 2019**

STOREROOM ATTENDANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$498.50**	
6 Mos.	6 Mos.	**$562.00**	**$63.50**
12 Mos.	6 Mos.	**$633.50**	**$71.50**
18 Mos.	6 Mos.	**$715.00**	**$81.50**
24 Mos.	6 Mos.	**$804.50**	**$89.50**
30 Mos.	6 Mos.	**$908.00**	**$103.50**
36 Mos. (Maximum)		**$1,024.50**	**$116.50**
PENSION BAND		104	

ARTICLE 54
WAGE ADJUSTMENTS

The wage adjustments set forth herein are the only adjustments applicable during the term of this Agreement.

Initial Wage Increase

Effective **June 19, 2016, all steps on the** basic wage schedules shall be increased by **3.0%.**

First General Wage Adjustment

Effective **June 18, 2017, all steps on the** basic wage schedules shall be increased by **2.50%.**

Second General Wage Adjustment

Effective **June 24, 2018, all steps on the** basic wage schedules shall be increased by **2.50%.**

Third General Wage Adjustment

Effective June 23, 2019, all steps on the basic wage schedules shall be increased by 2.50%.

Cost-of-Living (COLA)

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

5. The cost-of-living adjustment is dependent upon the availability of the CPI-W in its present form and calculated on the same basis as the CPI-W for May 2008. In the event the Bureau of Labor Statistics changes the form or the basis of calculating the CPI-W, the Company and the Union agree to request the Bureau to make available, for the life of this agreement, a CPI-W in its present form and calculate it on the same basis as the CPI-W for May 2008, which was 212.788 (1982-84 = 100).

The Company will continue the Cost-of-Living provisions set forth in Section II of the 2008 MOU during the term of this **2016** MOU. Notwithstanding the continuation of these provisions, there will be no Cost-of-Living adjustments during the term of this **2016** MOU.ARTICLE 55

ARTICLE 55
MONTHLY PENSION BENEFIT FOR FULL-TIME EMPLOYEES

September 15, 2016		September 15, 2017	
Pension Band	Monthly Amt.	Pension Band	Monthly Amt.
103	$42.41	103	$42.83
104	$44.08	104	$44.52
105	$45.72	105	$46.18
107	$49.03	107	$49.52
108	$50.65	108	$51.16
109	$52.36	109	$52.88
110	$53.97	110	$54.51
113	$58.92	113	$59.51

September 15, 2018	
Pension Band	Monthly Amt.
103	$43.26
104	$44.97
105	$46.64
107	$50.02
108	$51.67
109	$53.41
110	$55.06
113	$60.11

ARTICLE 56
GROUPING EMPLOYEES

Group “A” - comprises employees whose wage rates are covered by Article 51, “Operator Weekly Wage Rate Schedule,” and “Service Assistant Weekly Wage Rate Schedule,” and Article 53, “Dining Service Weekly Wage Rate Schedules.”

Group “B” - comprises employees whose wage rates are covered by Article 52, “Clerical Weekly Wage Rate Schedule.”

Group “C” - comprises employees whose wage rates are covered by Article 52, “Clerical Weekly Wage Rate Schedule.”

ARTICLE 57
WAGE SCHEDULES

Section 1. Wage Rate on Weekly Basis

Wages shall be based on a weekly rate. The weekly rate presumes a week of five days of full tours of work or the equivalent.

Section 2. Wage Rates for Part-Time Employees

The weekly rate for a part-time employee shall be based upon the weekly rate for his/her wage schedule service period, adjusted in the proportion of his/her normal part-time work to a full week of work.

For the treatment of part-time employees engaged or reengaged on or after January 1, 1981, see Article 7.

Section 3. Hourly Basis of Payment

Group “A” Employees

The hourly basis of payment shall be 1/37.5 of the weekly wage rate for a seven and one-half hour tour, one thirty-fifth (1/35) for a seven-hour tour and one-thirtieth (1/30) for a six-hour tour.

When a full tour is scheduled and only part of the tour is worked, payment shall be on the hourly basis of the scheduled full tour for the day. However, if an employee is off duty without pay for part of his/her scheduled tour and is required to work after the scheduled termination time of his/her full tour for the day, the hourly basis of payment for the day shall be as follows: 1/37.5 of the weekly wage rate where the work terminates at or before 7:00 P.M., one thirty-

fifth (1/35) where the work terminates after 7:00 P.M. but not later than 10:00 P.M. and one-thirtieth (1/30) where the work terminates after 10:00 P.M.

The hourly basis of scheduled part tours and part tours of work by employees called in on excused days shall be determined by the actual termination time of the work in the manner stated in the foregoing paragraph.

Group "B" Employees

The hourly basis of payment for Group "B" employees shall be one thirty-fifth (1/35) of the weekly wage rate.

Group "C" Employees

The hourly basis of payment for Group "C" employees shall be one fortieth of the weekly wage rate.

Section 4. Application of Wage Schedules

Start Rates

Employees may be hired into any titles at rates in excess of the minimum hiring rate at the Company's discretion. If an employee is hired into a title at a pay rate in excess of the minimum hiring rate for reasons other than job related experience and/or job related training, any employee in that title in the city into which the employee is hired who is at a lower rate of pay will be raised to the rate of the individual hired.

Operator

The "Operator Weekly Wage Rate Schedule," Article 51, indicates the rate to be paid at the office of employment in accordance with the wage schedule service period.

Service Assistant

The "Service Assistant' Weekly Wage Rate Schedule," Article 51, indicates the rate to be paid at the office of employment in accordance with the wage schedule service period.

Clerical Employees

The rates of the "Clerical Weekly Wage Rate Schedule," as set forth in Article 52, indicate the rates to be paid at the office of employment in accordance with the wage schedule service period to those employees retained in the job under consideration.

Dining Service Employees

The "Dining Service Weekly Wage Rate Schedules," as set forth in Article 53, indicate the rate to be paid at the office of employment in accordance with the wage schedule service period.

Employees Loaned

Employees who are loaned to other offices and who work in a higher-paid title for a period of three hours or more of their regular tour will be paid the wage applicable to the higher-paid title for each day the employees so work.

Wage Credit

Employees who have worked for VERIZON NEW JERSEY INC. and are re-engaged as regular, term or temporary employees in the same or similar work as that performed at the time of separation shall be given wage credit as follows:

Months From Separation	Wage Credit
0 - 18	No less than salary step at time of separation (use most recent table)
19 - 36	One step below salary step at time of separation (use most recent table)
37 - 48	Two steps below salary step at time of separation (use most recent table)

Effective Date of Wage Increases

Wage increases shall be effective the Sunday nearest the date the required Wage Schedule Service Period or period of service since appointment is completed.

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

No Changes in Rate During Absence

An employee's weekly rate shall not be changed while the employee is on leave of absence for a period exceeding seven (7) calendar days or during a period of absence which at any time during its duration involves payment under the "Sickness and Accident Disability Benefit Plan." An increase or a decrease which comes due during such a period of absence shall be made effective (1) on the

Sunday of the calendar week in which the employee returns to duty, provided he/she works at least part of the first day of his/her basic workweek within that calendar week, or (2) on the first Sunday following the termination of the absence if the employee does not work at least part of the first day of his/her basic workweek within that calendar week. Designated holidays shall not operate to diminish the basic workweek for increase or decrease purposes. Vacation is not considered as absent time for increase or decrease purposes, and an increase or a decrease which comes due during a vacation period shall not be deferred.

Section 5. Changes in Grade

An employee transferred to a title having a higher maximum basic weekly wage rate will have his/her wage treatment determined solely in accordance with the procedures set forth in the Promotion Pay Plan dated August 9, 1992. Similarly, an employee transferred to a title having a lower maximum weekly wage rate and who is not subject to the provision of Article 13, will have his/her wage treatment determined solely in accordance with the Promotion Pay Plan.
Any changes to or deviations from the procedures set forth in the Promotion Pay Plan must be mutually agreed to by the Company and the Union.

An employee may be temporarily assigned to a job of a higher wage grade at the discretion of the Company. An employee who is assigned to a job of a higher classification for two or more hours of his/her regular tour of duty will be paid a differential equal to one fifth (1/5) of the difference between the maximum salary for his/her title and the maximum salary for the title in which he/she is temporarily assigned.

Temporary assignments in a job of a higher wage grade shall not exceed a period of nine (9) consecutive months. Immediately upon completion of this nine (9) month period, the temporary higher grade position will be reclassified from Temporary to regular and the employee who held the position on a temporary basis shall be permanently upgraded to the higher wage grade, job title and pension band.

Section 6. Special City Allowance

An employee whose assigned reporting location on a particular day is in Newark or Jersey City will be paid a Special City Allowance of $2.00 for each day he/she works after reporting at such assigned reporting locations.

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

An employee must work more than 50% of a regular full-time daily tour, after reporting to a qualified location, to receive a full daily allowance for that day. An employee who reports to work at a qualified location but who works 50% or less of a regular full-time daily tour will be paid one-half of a full daily allowance.

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

Assigned reporting locations within the following designated boundaries qualify, subject to the above provisions, for the Special City Allowance: All reporting locations within the municipal boundaries of Jersey City, Newark and Irvington.

ARTICLE 58
HOURS OF DUTY

Section 1. General

Working hours and daily schedules of employees shall be arranged to fit the needs of the service. Employees shall be required to work overtime and during nonscheduled periods when the necessities of the service demand such work. No provision of this Contract shall constitute a guarantee as to the maximum or minimum number of hours of work per week which may be required on the part of any employee.

Section 2. Definitions

Basic Workweek

The basic workweek consists of a total of five tours of duty, made up of full tours or half tours as necessary to meet the load or operating requirements, which may be scheduled from Sunday to Saturday, inclusive.

Tour

A tour is the time scheduled for an employee to be on duty on any day, and includes relief but excludes lunch periods.

Session

A session is the continuous time, including the relief period, which an employee works without a lunch period or longer interval occurring within it. However, a straight short hour evening tour shall be considered as having two sessions of equal length.

Lunch Periods

In general, lunch periods will be one-half, three-quarters or one hour in length. Employee preference will be considered needs of the business permitting. No pay will be given for lunch periods.

Section 3. Group "A" Employees

Classification of Tours

The number of hours of work time in the standard tour, including relief periods but excluding lunch periods, and the usual limits within which these tours are to be assigned are as follows:

Morning-Afternoon Tour — 7-1/2 hours work time between 6:00 A.M. and 7:00 P.M.

Afternoon-Evening Tour — 7 hours work time between 12 Noon and 10:00 P.M.

Morning-Evening Tour — 7 hours work time, the first session between 7:00 A.M. and 2:00 P.M. and the second session ending after 7:00 P.M. and not later than 10:00 P.M.

Night Tour — 7 hours work time between 11:00 P.M. and 7:00 A.M.

Interval Between Tours

An employee will not be assigned to work a tour which begins less than six hours after the completion of the employee's previous tour except in emergencies or at the employee's own request.

Posting Schedules of Hours

Schedules of weekly hours assigned to employees shall be posted for the guidance of employees two weeks in advance. The weekly schedule will be posted no later than Tuesday two weeks before the schedule is effective. If a holiday occurs on Sunday through Tuesday, the time shall be posted not later than Wednesday two weeks before the schedule is effective.

Granting Miscellaneous/Vacation Days After the Schedule Has Been Posted

Miscellaneous Days and Vacation Days may be granted at any time after the schedule has been posted on a first come, first served basis provided that force conditions permit, and a replacement is not required. Simultaneous requests will be granted by seniority. Miscellaneous/Vacation Day requests will take priority over excused absence without pay.

Employees Assigned or Called in on a Scheduled Day Off

Employees assigned or called in to work on a scheduled day off, except on a Sunday or a designated holiday, hereinafter called a Designated Sixth day, or "DS" day, because of heavy traffic or to replace absentees shall be paid for the time actually worked and no change shall be made in the balance of their work time assignments for the week because of such work. This treatment shall not apply to exchanges of excused days arranged at the request of either employee.

Compensation for Designated Sixth days is covered under Article 61, "Overtime."

Employees Called in for Emergency Work

Employees who are off duty may be called to the office for emergency work such as for fires, floods, etc. Such time will not affect the employee's work time assignments for the remainder of the week and the minimum work time credit for such work shall be considered as two hours.

Hours of Duty of Transferred Employees

Employees transferred shall be eligible to the hours of duty to which their length of service would entitle them in the office to which they are transferred. However, the hours of the existing force shall not be changed at the time of transfer in order to accomplish this. Where it is not possible to give a transferred employee the hours that his/her length of service entitles him/her to at the time of transfer, he/she will be placed in his/her proper position with succeeding new schedules of hours.

Section 4. Relief Periods

Employees assigned or called in for hours constituting a full tour of duty shall be given one fifteen-minute relief period in each of the two sessions of the tour. Employees assigned or called in for a part tour of at least three and one-half hours but less than five hours will be given one fifteen minute relief per day. Employees working more than five hours but less than seven hours, who voluntarily forfeit the assignment of a lunch period shall be given two fifteen minute reliefs.

It is agreed that after the start of a three or more hour session that there will be a one hour minimum before a relief may be assigned. Any session of less than three hours may be provided a relief after forty-five minutes from the start of the session.

Employees who work a scheduled full tour of duty and continuous overtime of two hours or more shall receive an additional fifteen minute relief for each continuous two hour overtime period. Whenever an employee works continuous overtime of six hours or more which entitles them to more than two reliefs, the Company, at its discretion, may combine two relief periods into a half-hour relief.

In no case will an additional relief or combined relief be assigned at the beginning or end of the employee's work period.

Section 5. Modification of Hours

All limitations as to hours of duty prescribed in this Contract may be modified to meet the service needs in case of emergency, such as storm, abnormal number of absentees or in case of extreme traffic peaks.

Section 6. Hours of Duty - Group "B" Employees

The daily number of hours of work time constituting a full tour of duty for Group "B" employees shall be seven hours.

Section 7. Hours of Duty – Group "C" Employees

The daily number of hours of work time constituting a full tour of duty for Group "C" employees shall be eight hours.

ARTICLE 59
SUNDAY WORK

Section 1. Scheduling Employees for Sunday Duty

Employees shall be scheduled in rotation for Sunday duty. Ordinarily full tours shall be scheduled, but half tours may be scheduled if necessary to meet the load or operating requirements. Sunday work for night employees shall be from Sunday night to Monday morning.

Section 2. Compensation for Sunday Work

(a) Regular, Term and Temporary Employees

(1) Scheduled and Called-In Sunday Work

Time worked on Sunday shall be paid for at one and one-half times the employee's regular rate.

Employees who are scheduled time or called in on a third consecutive Sunday shall be paid at a rate of two times the employee's regular rate in accordance with (2) below. Time worked on Sunday in excess of the number of hours constituting a full tour, will be compensated for as overtime in accordance with the provisions of Article 61, "Overtime."

(2) Determination of Number of Consecutive Sundays of Work

Only Sundays on which the employee works his/her full scheduled assigned time or is called in and works at least one-half tour will constitute a Sunday of work in determining the number of consecutive Sundays worked, except that when an employee scheduled to work on a

Sunday is excused after having worked more than one session of his/her scheduled assigned time for the day, that Sunday will constitute a Sunday of work in determining the number of consecutive Sundays worked.

(3) Voluntary Substitutions on Sunday

The employee who substitutes for another employee on Sunday will be paid on the same basis that the originally scheduled employee would have been paid if he/she had worked the same hours that the substitute worked on that Sunday. The compensation the substituting employee receives will be based on his/her own rate of pay.

An employee who substitutes for another employee on Sunday will not be considered as having worked on that Sunday for the purpose of determining his/her consecutive Sundays of work. The employee who provides the substitute to cover his/her scheduled Sunday will be considered as having worked on that Sunday for the purpose of determining his/her consecutive Sundays of work provided that the amount of time worked by the substitute constitutes a Sunday of work under (2) above. Substitutions shall not affect the scheduling of either employee on subsequent Sundays.

(b) Occasional Employees

All time worked on Sundays up to a full tour shall be paid for at the regular time rate and, in addition, premium pay at one-half the regular time rate shall be given. Time worked on Sunday in excess of the number of hours constituting a full tour will be compensated for as overtime in accordance with the provisions of Article 61, "Overtime."

ARTICLE 60
HOLIDAY TREATMENT

Section 1. Designated Holidays

The following days have been designated as holidays:

New Year's Day	Columbus Day
President's Day	Veterans' Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day
Labor Day	Personal Holiday*

When any of these holidays falls on a Sunday, the following Monday shall be designated instead. In the case of Group "A" employees, when any of these hol-

* Employees upon completion of six (6) months of continuous service will be eligible for a Personal Holiday.

idays falls on a Saturday, and an employee is scheduled to work five days in that week, other than the holiday, the Company will assign one of those workdays as a DS day. In the case of Group "B" employees, when any of these holidays falls on a Saturday, the Company will designate for each Group "B" employee another day (Monday to Friday) within the week in which the holiday occurs, or within the week preceding, or in any succeeding week through April 30th of the following year, to be observed as the holiday for the employee; except that the Company may designate the Saturday as the holiday for the Group "B" employee.

In the case of Group "A" employees, when December 25 (Christmas Day) and January 1 (New Year's Day) fall on Sunday, for scheduling purposes only, Sunday will be treated as the holiday. Monday will remain as the official Company observance of the holiday and pay treatment will be in accordance with Section 3. Compensation for Holiday Work. In the case of Group "C" employees, when any of these holidays falls on a Saturday, the preceding Friday will be designated instead.

Section 2. Scheduling Employees for Holiday Duty

Employees shall be scheduled in rotation for holiday duty. Ordinarily, full tours shall be scheduled but half tours may be scheduled if necessary to meet the load or operating requirements. Holiday work for night employees shall be from the night of the holiday to the following morning. Temporary employees may be scheduled for holiday duty at the discretion of the Company.

Section 3. Compensation for Holiday Work

Regular and Term Employees

Payment shall be at two and one-half times the regular rate for all time worked.

Temporary Employees

Payment to temporary employees who are regularly scheduled in rotation for holiday work shall be the same as for regular employees. Temporary employees not regularly scheduled for holiday work, if especially assigned to work on a holiday, shall be paid two and one-half times the regular rate.

Part-Time Employees

Part-time employees working on a holiday shall be paid at two and one-half times the regular rate, subject to the provision that in no case is the pay to be less than would have been paid had the employee not been assigned to work on the holiday.

For the treatment of part-time employees engaged or reengaged on or after January 1, 1981, see Article 7.

Section 4. Holidays Not Worked

For the treatment of part-time employees engaged or reengaged on or after January 1, 1981, see Article 7.

Group "A" Employees — Regular and Term

Full-time employees in this group shall receive their regular daily pay when excused on a designated holiday.

Part-time employees in this group who are regularly assigned to work less than full tours on five or more days a week shall be paid premium time equivalent to their regular daily part-time pay when excused on a designated holiday. Those who are assigned to work less than the equivalent of two and one-half full tours in the holiday week shall be paid premium time of one-half day for an excused holiday. However, if the one-half day holiday premium pay and the assigned work time pay for the week do not equal or exceed the employee's weekly authorized rate, the premium pay for the holiday shall be for a sufficient number of hours (not to exceed a full day) so that the holiday premium pay and the assigned work time pay shall equal the weekly authorized rate. Those assigned the equivalent of two and one-half full tours or more in the week shall be paid premium pay of one full day for an excused holiday.

Group "A" Employees — Temporary

Full-time and part-time employees in this group who are regularly scheduled in rotation for holiday work shall be given the same treatment as regular full-time or regular part-time employees respectively when excused on a designated holiday. Full-time and part-time employees in this group who are not regularly scheduled in rotation for holiday work shall receive no pay for a designated holiday not worked.

Group "B" Employees

Employees in this group shall receive a day's pay when excused on a designated holiday.

Employee Excused on a Holiday at His/Her Own Request

When an employee who is scheduled to work on a holiday is excused for the day at his/her own request, he/she shall receive the same treatment as though he/she had been scheduled off for the day, with the exception that in no case is

pay to be allowed for the day, where in order to accommodate the employee requesting the day off, it is necessary to work a temporary or an occasional employee who otherwise would have been off for the day without pay.

Employee Off Duty the Entire Calendar Week

No pay for a designated holiday shall be allowed an employee who is off duty for the entire week in which the designated holiday occurs except where the designated holiday is one of the paid days during a period of vacation or where the case is one for which payment is especially approved or where payment is made under the "Sickness and Accident Disability Benefit Plan."

Employee Off Duty Part of the Calendar Week

An employee who does not work on a designated holiday and who is paid for any other time in the basic workweek which includes the holiday shall receive a holiday allowance equivalent to one (1) day's pay for the holiday.

Occurrence of a Holiday During Vacation

When an employee's vacation includes a designated holiday, the employee will be granted time off with pay subsequent to the vacation excluding Sundays and holidays but within a time frame allocated by Management and equal to the hours for which the employee would have been entitled to receive pay for the holiday.

Occurrence of Personal Holiday During Absence

When an employee is absent with pay on their scheduled Personal Holiday for reasons other than having it observed as a Personal Holiday, the employee shall have their Personal Holiday rescheduled if a vacation day would have been rescheduled under the same circumstances.

ARTICLE 61
OVERTIME

Section 1. Compensation for Overtime Work

Group "A" Employees

Time worked in any day in excess of a full tour of duty, or in any week in excess of five full tours of work when such work is on a sixth or seventh day, will be considered as overtime and paid for at one and one-half times the employee's regular rate, with the exception (1) that weekly overtime hours will, to the extent the hours exceed 49, be paid at two times the employee's regular rate, (2) that time worked in excess of a full tour of duty on a third consecutive Sunday

will be paid for at twice the employee's regular rate, (3) that time spent by employees while attending conferences with the Company in connection with activities of the Union will be paid in accordance with the provisions of Article 67, Section 6, "Excused Time - Communications Workers of America."

Overtime will be computed in 1/4 hour units, fractional portions being counted as a full 1/4 hour, except that no payment will be made for an initial overtime period of five (5) minutes or less.

Work on Designated Sixth Day

A full-time Group "A" employee who works at the request of the Company on a Designated Sixth day, "DS" day, other than a Sunday or a holiday shall be paid at one and one-half times the employee's regular rate except that hours worked in excess of 49 will be paid at two times the employee's regular rate.

An employee who voluntarily substitutes for another employee on a "DS" day will not be considered as having worked a "DS" day. The compensation the substituting employee receives will be based on his/her regular rate of pay.

Group "B" Employees

Time worked in any day in excess of a full tour of duty, or in any week in excess of five full tours of work, will be considered as overtime and paid for at the employee's regular rate, except (1) that time worked in excess of eight hours on any weekday other than a designated holiday, or in excess of forty hours in any week or in excess of a full tour on a Sunday which qualifies for premium pay at one-half times the regular rate, will be paid for at one and one-half times the employee's regular rate, (2) that time worked on a scheduled sixth day will be paid at one and one-half times the employee's regular rate, (3) that weekly overtime hours will, to the extent the hours exceed 49, be paid at two times the employee's regular rate, (4) that time worked in excess of a full tour on a Sunday which qualifies for premium pay at the regular time rate will be paid for at twice the employee's regular rate (5) that time spent by employees while attending conferences with the Company in connection with activities of the Union will be paid in accordance with the provisions of Article 67, Section 6, "Excused Time – Communications Workers of America."

Overtime will be computed in 1/4 hour units, fractional portions being counted as a full 1/4 hour, except that no payment will be made for an initial overtime period of five (5) minutes or less.

Section 2. Determining Overtime Periods

Time worked, for the purpose of determining the amount of time to be paid at the overtime rate, shall include:

(a) All time actually worked, including relief periods.
(b) Time during which an employee is required to be in attendance at Company meetings, etc.
(c) Time not worked due to tardiness when pay is allowed.
(d) Excused time granted with pay to an employee while in attendance at conferences with the Company in connection with activities of the Union.
(e) Excused time on holidays observed Monday through Friday.

Group "A" Employees

Time worked in excess of a full tour in any day shall be excluded in determining the amount of time in excess of five full tours in the week.

Group "B" Employees

Time worked in excess of 8 hours in any day other than a Sunday or a designated holiday and time worked in excess of 7 hours on a Sunday or a designated holiday shall be excluded in determining the amount of time worked in excess of 40 hours in the week.

ARTICLE 62
DIFFERENTIAL PAYMENTS

Section 1. Tour Differential Payments

Schedule of Tour	Differential Payments
Afternoon-Evening 7-hour tour	$1.00
Morning-Evening 7-hour tour	2.00
Night tour	3.00
Extra Work Period	1.25

The differential is compensation to the employee because of morning-evening, evening or night work.

(a) Employees Entitled to Differential Payments
Differential payments shall be made under the conditions specified in the following paragraphs to Group "A" employees.
(b) Differentials for Time Worked
(1) Full Tours Worked
The differentials, authorized under the above schedule, will be paid for each morning-evening, evening or night full tour of work.
(2) Work in Excess of a Full Tour
(a) The full tour of work will determine the differential payment for the day.

(b) When an employee works an extra period separate from his/her regular assigned tour for the day by an interval of one hour or more, the employee shall be paid the differential for "extra work period." In addition, if the time worked is a full tour or more, the differential treatment for full tours of work shall apply.

(3) Scheduled Part Tours of Work
The differential treatment for a scheduled part tour of work, including part tours worked by employees called in, will be determined on the basis of the time at which the work on that day terminates, provided the work terminates after 7:00 P.M. as part of a 7-hour afternoon-evening tour or after 10:00 P.M. as part of a 6-hour short hour evening tour. However, if the time worked is more than a full tour, the differential treatment for full tours of work will apply.

(4) Part of Scheduled Full Tour Worked
The differential associated with the scheduled full tour for the day shall be paid in cases where part of the tour is worked and the remainder is time off duty with pay. Where pay is not allowed for time off duty, the differential will be paid only when the time worked is part of a straight 6-hour evening tour or is all or part of the second session of any morning-evening tour or afternoon-evening tour. On a day on which there is time worked beyond the termination time of the full scheduled tour and the total time worked is less than a full tour, the differential treatment will be determined on the basis of the time at which the work terminates. If the time worked is a full tour or more, the differential treatment for full tours of work shall apply.

(5) Full Workweek Composed of Full and Half Tours
An employee who is assigned four full and two one-half tours for any week shall be paid an "extra work period" differential for the second half tour. If appropriate, a seventy-five cents ($.75) evening differential may also apply.

(6) Temporary Transfers for Training
In cases of temporary transfer for training from a tour carrying a differential to one carrying a lower or no differential, the differential of the tour from which the transfer is made shall be allowed, provided the transfer is for a period of not more than six weeks and return to the former tour at the end of the training period is contemplated.

(7) Group "B" Employee
Group "B" employees who perform evening work will receive the same differential treatment as Group "A" employees would receive under the same circumstances.

(c) Differentials for Time Off Duty With Pay

(1) Holiday Excused and Day Excused For Holiday in Vacation
The differential associated with the scheduled tour for the week shall be paid on a holiday excused with pay and on a day excused with pay for a holiday in vacation. Relief operators assigned various tours in the week will receive the differential of the predominant scheduled tour in that week. Where the tours are evenly divided, the tour with the higher differential treatment shall be considered as predominating.

(2) Vacations
During vacation weeks an employee shall be allowed the weekly differential payment associated with the assigned tour at the time the vacation prepayment is prepared. Relief operators and those whose tours of duty are regularly rotated shall be allowed the differentials normally received; information as to the tours worked during the two weeks immediately preceding the week in which the vacation prepayments are prepared will ordinarily be sufficient to obtain a fair average. The number of differentials to be allowed a part-time employee should not exceed the number of vacation days in the week.

(3) Sickness Absence During First Seven Days
During the first seven days of sickness absence, employees will be allowed the differentials associated with the scheduled tours paid for.

(4) Change of Tour Day
A night employee transferred to a morning-evening or afternoon-evening tour and allowed a day off with pay because of the change of tour shall also be allowed the appropriate tour differential.

Section 2. "In-Charge" Differential

A differential payment of $7.50 per session will be made to an employee for each day on which he/she is assigned to be "in-charge" and works in that assignment for a full session. Whenever an employee is assigned for a period of less than a full session, payment will be made at the rate of $2.00 per hour or fraction thereof, not to exceed $7.50 per session. "In-charge" time of less than fifteen minutes will be disregarded.

Section 3. Training Differential

An employee temporarily assigned to the training of employees and who works in that assignment for three (3) hours or more of their regular tour shall be paid a differential of $15.00 for each day while so assigned.
Whenever an employee is assigned for a period of less than three hours, payment will be made at the rate of $2.00 per hour, or fraction thereof, not to exceed $15.00 per tour.

Types of training assignments for which a differential shall be paid include formal initial and/or conversion training and Company sponsored forums. In order to be eligible to receive this differential, an employee must be certified for the assignment.

Section 4. Senior Grade Clerk Differential

A Group "B" clerk temporarily assigned to assume the duties and responsibilities of a senior grade clerical job and who works in the assignment for a period of three (3) hours or more of his/her regular tour shall be paid a differential for the day equal to one-fifth (1/5th) the difference between the maximum salary for his/her title and the maximum salary for the title to which he/she is temporarily assigned.

Section 5. Administrative Representative

Employees in a title other than Administrative Representative, who are receiving training or substituting for the Administrative Representative, and who work in the assignment for three (3) or more hours of their regular tour of duty, shall be paid a differential for the day equal to one-fifth (1/5th) of the difference between the maximum salary for their title and the maximum salary for the title of Administrative Representative.

Section 6. Service Assistant Differential

Employees who are receiving training or who are temporarily assigned as or who substitute for a Service Assistant, and who work in the assignment for three (3) or more hours of their regular tour of duty, shall be paid a differential for the day equal to one-fifth (1/5th) of the corresponding Service Assistant differential as defined in Article 57, Wage Schedules, Section 4, Application of Wage Schedules.

Whenever an employee is assigned for a period of less than three (3) hours, payment will be made at $2.00 per hour or fraction thereof, not to exceed the payment the employee would receive for three (3) or more hours.

Section 7. Work on Christmas Eve - Group "A" Employees

Time worked between 7:00 P.M. on Christmas Eve and 7:00 A.M. on Christmas Day will be paid for at one and one-half times the employee's regular rate. This pay treatment is applicable to Group "A" employees and is compensation to the employee because of work performed during the above specified hours and is in addition to differentials for evening or night work. There shall be no additional payments for time worked between these hours.

Section 8. Work on New Year's Eve - Group "A" Employees

Schedule of Differential Payments

Work ending after 7:00 P.M. and at or before 10:00 P.M.	$10.00
Work ending after 10:00 P.M.	12.00
Night tour	15.00

The differential is applicable to Group "A" employees and is compensation to the employee because of work performed on New Year's Eve and is in addition to the regular payments and differentials for evening or night work. In no case is more than one of the above New Year's Eve differential amounts to be paid an employee for work on New Year's Eve.

ARTICLE 63
CARFARE

Section 1. Employees Furnishing Relief or Loaned to Other Offices or Under Instruction at Training Centers

When an employee who is assigned on a temporary basis (usually less than sixty (60) calendar days) to work at a location other than his/her regular reporting location incurs travel time in excess of normal, such excess travel time shall be paid in the same manner as work time or the employee's tour shall be shortened correspondingly. If under these conditions the employee is also required to spend additional carfare over and above that normally incurred, the employee should be reimbursed for the amount of the additional carfare.

Section 2. Employees Visiting the Medical Department or Consultant

When an employee visits the Medical Office or a local or general consultant at the direction of the Company, the employee shall be reimbursed for any carfare expense necessitated by the visit. When the visit is on an employee's own initiative or at the request of his/her dentist or private physician, that is, when the visit is not on behalf of the Company, no carfare reimbursement shall be allowed.

Section 3. Carfare in Connection with Traveling

Certain employees, largely in the district, area and general headquarters groups, are regularly or occasionally required to travel in the performance of their duties. Employees will be reimbursed for any carfare expended in such traveling which is in excess of that ordinarily expended for transportation to and from their regular place of duty.

Section 4. Call Out for Overtime

Employees called at home and asked to work overtime assignments in addition to their regularly scheduled tour of duty, will receive reimbursement according to Article 18 "Authorized Use of Personal Cars for Company Business" for excess mileage incurred or actual expense incurred by public transportation.

It is understood that the intent of this language is to reimburse employees for additional travel expenses only. The normal commute an employee is required to make according to his/her schedule of hours is not covered by this language.

ARTICLE 64
VACATIONS

Section 1. Schedule of Vacation Periods

Vacation periods with pay shall be granted in each calendar year subject to the following service factors:

(a)	Employees engaged (i.e., first reporting for duty) on or after July 1 of the current year—	No vacation
(b)	Employees who will complete six (6) months of net credited service on or before December 31 of the current year—	One (1) week
(c)	Employees who will complete twelve (12) months of net credited service on or before December 31 of the current year—	Two (2) weeks
(d)	Employees who will complete seven (7) or more years of net credited service on or before December 31 of the current year—	Three (3) weeks
(e)	Employees who will complete fifteen (15) or more years of net credited service on or before December 31 of the current year—	Four (4) weeks
(f)	Employees who will complete twenty-five (25) or more years of net credited service on or before December 31 of the current year—	Five (5) weeks*

* At least one week must be taken during the months of January, February, March, April, November or December.

Section 2. Determining Vacation Allowances

One and Two Weeks

The engagement or reengagement date from which service has been continuous shall be used in determining the vacation allowance of one or two weeks with the understanding that leaves of absence and periods of disability absence shall not affect the continuity of service. Credit shall be allowed for continuous service in other Verizon Network Services Group Companies in determining vacations for employees transferred to this Company.

The Third, Fourth and Fifth Week

The net credited service date shall be used in determining eligibility for a third, fourth and fifth week of vacation.

Employees Entitled to Vacation

Employees shall be granted vacations in accordance with the service factor specified above, subject to the following provisions:

1. No employee shall begin the first week of a vacation prior to the completion of at least six (6) months of service from the date of engagement or reengagement nor begin the second week of a vacation prior to the completion of at least 12 months of service from the date of engagement or reengagement except as the needs of the service, as determined by the Company, indicate otherwise.
2. An employee who during the calendar year returns from a continuous period of absence of more than six (6) months due to leave of absence or layoff, shall not be eligible to a vacation in that year until the employee has completed six (6) months in the performance of duty after returning from such absence. These six (6) months in the performance of duty need not be continuous, but periods of absence of eight (8) days or more shall not be credited in computing the required six (6) months. In the event this six (6) month period extends into the following year, the Company will schedule the vacation in the following year, or pay in lieu of vacation, at its option, upon completion of the six-month requirement.
3. Vacations shall not be granted to part-time employees whose part-time weekly hours are less than the equivalent of two and one-half days a week.

Section 3. Vacation Period

Vacations shall be taken during the calendar year, except as specifically provided for elsewhere in this Article, and will not be considered cumulative at the option of the employee.

Employees who are eligible for one (1) or two (2) weeks of vacation may select one (1) week, and employees who are eligible for three (3) or more weeks of vacation may select two (2) of those weeks to be taken on a day-at-a-time basis. If this is done, individual vacation days may be selected only after all selections of full weeks have been completed.

Employees eligible for one (1) or two weeks of vacation who elect one week in DAT's, may select three (3) DAT days to be used in half days. Employees eligible for three or more weeks of vacation, who elect DAT's, may select five (5) DAT days to be used in half days. Employees with one week of vacation are eligible for one (1) DAT day in half days.

Individual vacation days prior to the reserved time may then be granted to employees subject to the needs of the service as determined by the Company.

Individual vacation days may be selected and scheduled or employees must select reserve time for these days. Individual days not selected and scheduled prior to the reserve time must be taken during the reserve time.

The period during which reserve time may be scheduled shall extend through April 30th of the following year.

When an employee is unable to take a previously scheduled vacation for reasons beyond his/her control, such as accident or sickness disability, jury duty, etc., the Company, after the employee has returned to work, will reschedule the vacation within the calendar year. In the event there is not sufficient time remaining in the calendar year to reschedule such vacation, or should such absence continue to the end of the year or extend into the following year, the Company will reschedule the vacation in the following year, or pay in lieu of vacation, at its option.

Section 4. Arrangement of Vacation Schedules

In planning a vacation schedule the central office force shall be divided into certain groups. The grouping shall be determined by the Manager in accordance with his/her knowledge of local conditions and in such manner as will cause the least amount of interference to the service.

A vacation schedule will be posted in each office by October 31 of the preceding year. Vacation schedules will be prepared with special emphasis on the maximum number of holiday and summer weeks to be available for selection. Prior to the posting of the vacation schedule, the Union will be permitted to review such schedules and discuss with Management any adjustments. Adjustments to the schedules will be made consistent with force conditions and the needs of customer service as determined by the Company.

Selection priorities at the time of the vacation selection shall be in the following order:

— All Full Weeks

— Reserve Time

— Miscellaneous Days (PH, VH, DH and EWD) and Vacation Days (DATs)

Reserve Time will be limited to a maximum of fifteen (15) days. Reserve time may be scheduled through April 30th of the following year.

Volunteers for early vacation weeks in January and February will be accepted and approved by Management.

The vacation selection will begin on December 1 and shall be completed by February 1.

At the time of the vacation selection, employees may request "EA" time and miscellaneous days consecutive with vacation weeks. If granted, force conditions permitting, seniority will determine the assignment.

Section 5. Assigning Vacations

As far as practicable, vacations shall be scheduled in calendar weeks and in consecutive weeks in order to avoid unnecessary distortion of the Saturday and Sunday work assignments of other employees during the vacation season. Choice of vacation time to employees in each group shall be as follows:

Operators in each group shall be given choice of vacation on the basis of continuous service. In determining continuous service, the provisions of Section 2, "Determining Vacation Allowances" of this Article shall apply, except that the bridging of breaks in service by action of the Benefit Committee shall not change the date of continuous service for vacation choice.

Service Assistants in each group shall be given choice of vacations on the basis of the date of appointment to the grade of Service Assistant from which their service in this grade and any higher grade has been continuous.

Section 6. Scheduling of Days Off Preceding and Following Vacations

When traffic and force conditions permit, scheduled days off shall be arranged, insofar as possible, so as to be associated with the start or end of the vacation or both. Holiday schedules shall be arranged whenever possible to avoid scheduling an employee to work on a holiday that falls on the day immediately preceding or following the vacation. Where an employee elects to split his/her vacation and special scheduling of days off has been arranged in connection with one of the vacation periods, special scheduling of days, insofar as possible, for the subsequent vacation time shall be arranged only after the other employees have been accommodated in the matter of days off associated with their vacation.

Section 7. Vacation Pay

Vacation payment shall be the weekly wage rate for full-time employees and the weekly part-time rate for part-time employees. Differential payments during vacation shall be as specified under "Differentials for Time Off Duty With Pay," in Article 62, Section 1(c). Meal allowance for Dining Service employees shall be as specified under "Meal Payments" in Article 66, Section 1.

Section 8. Advancement of Vacation Pay

Pay will be advanced for vacation weeks unless otherwise requested. Requests that vacation pay be not advanced should be made by employees at least ten days before the date on which the vacation begins. Pay for the week immediately preceding vacation will not be advanced unless specifically requested by the employee. Where prepayment is requested, the amount advanced shall be limited to five days' pay and shall cover only the regular time for the week and the premium time for a holiday excused, and shall not include any other premium time, differential payments or carfare. The amount not paid in advance shall be paid on the first payday following the vacation.

Section 9. Payment in Lieu of Vacation

An employee leaving the service of the Company will receive vacation pay, as defined in this Article, in lieu of any vacation to which he/she is eligible at time of service termination under the following conditions:

(a) Layoffs as provided in Article 73, "Termination Allowance in Case of Layoff" of this agreement;
(b) Resignations, provided the employee gives at least two (2) weeks' advance notice and works the period covered by the notice;
(c) Discharges, except in cases of misconduct or serious breach of discipline as determined by the Company;
(d) Upon retirement, an employee will be eligible to receive a lump sum payment in lieu of unused vacation to which the employee is entitled at time of retirement upon giving the Company thirty (30) days written notice;

and provided further that, in cases of resignations and discharges, such separations did not occur (1) during or at the expiration of leaves of absence without pay, (2) at the expiration of a period during which the employee was receiving "Sickness Disability Benefits," or (3) where the employee has not worked during the current calendar year.

Section 10. Unused Vacation

In case of death, wages associated with any unused portion of an employee's vacation shall be paid to the employee's beneficiary or to his/her estate.

Section 11. Vacation Buy-Back

The Company may offer to buy back a full week or weeks of an employee's scheduled vacation in order to meet unanticipated business demands.

The decision by the Company to make a week or weeks available for buy-back in a particular group will be determined solely by the force and service conditions within that group.

All regular employees who are eligible for at least 1 week of vacation in the current calendar year will be eligible to sell vacation.

Once the Company decides to offer vacation buy-back, the opportunity will be extended to employees scheduled to take that week in the designated group based on seniority. Acceptance of an offer to buy-back full weeks of the scheduled vacation is voluntary; however, once vacation is bought by the Company it is not available for reselection. The employee's work schedule will reflect a normal work week and the employee will be paid for the vacation buy-back on the same basis as provided for in Section 7, above. This provision applies only to full weeks of vacation including weeks with holidays.

Questions regarding the offer or acceptance of vacation buy-back may be submitted to the grievance procedure; however, neither the provisions of this letter nor its interpretation or application shall be subject to arbitration.

Section 12. Vacation Allowance

At least 18% of the employees in each vacation administrative work group shall be permitted to schedule time off in a given week, except that 12% will apply to requests for vacation time submitted fewer than five business days in advance of the requested time off.

Where the application of the percentage figures specified above results in other than a whole number, the number yielded will be rounded up to the next whole number.

Regarding vacation availability during the traditional fall hunting season and the December holiday season, management will make a reasonable effort to consider the need for higher availability.

Those work groups whose vacation availability is currently greater than the percentages specified above, will not be required to reduce their vacation scheduling availability.

ARTICLE 65
EXCUSED WORKDAYS

Section 1. Each regular employee who has at least six (6) months of net credited service on January 1 of the current year shall be eligible for four (4) excused workdays with pay and one (1) excused workday without pay during the year.

Section 2. Employees who do not work on their paid excused workday shall be paid for the day as if for a normal or standard day worked provided they are on the active payroll of the Company on that excused workday.

Section 3. One (1) paid excused workday in each calendar year may be designated by the Company for employees in an administrative work group (as designated by the Company) or in any larger group, including the entire Company. Employees (except occasional employees) in any such group for which an excused workday is designated by the Company and who are not otherwise eligible for a paid excused workday shall be excused and paid for such designated day as set forth in Section 1, provided they are on the active payroll of the Company on the designated excused workday.

Section 4. Employees who are on vacation or absent with pay on their paid excused workday for reasons other than having observed it as an excused workday shall have their paid excused workday rescheduled if a vacation day would have been rescheduled under the same circumstances.

Section 5. If employees agree to work on their paid excused workday and the Company determines that the day cannot be rescheduled, they shall be paid as applicable in accordance with the following:

(a) Employees who agree to work before the work schedule becomes fixed shall receive one (1) day's pay as set forth in Section 2 in lieu of their excused workday and shall in addition be paid in accordance with the provisions of the collective bargaining Agreement covering work on a scheduled day of work.
(b) Employees who agree to work after the work schedule becomes fixed shall receive one (1) day's pay as set forth in Section 2 in lieu of their excused workday and shall in addition be paid in accordance with the provisions of the collective bargaining Agreement covering work on a nonscheduled day.
(c) Time worked by an employee on his/her excused workday shall be considered time worked on a regularly scheduled day of work for all purposes, except as is otherwise expressly provided herein.

Excused workdays may be scheduled through April 30th of the following year.

ARTICLE 66
MEAL PAYMENTS — BOARD AND LODGING

Section 1. Meal Payments

Employees shall be paid their actual expense for lunch when visiting the Medical Office or a local or general consultant at the direction of the Company when such visits take them out of the city or town to which they are assigned for the performance of their regular duties. It is the intent that employees shall not be put to additional expense because of such visits.

The value of meals furnished to Dining Service employees shall be allowed to them where payment is made for an excused holiday, for vacation, for an excused day because of a holiday during vacation or for sickness absence occurring during the first seven days of such absence. The meals furnished are valued at twenty-five cents a meal.

Section 2. Board and Lodging

Employees, when assigned to work requiring them to be absent from home overnight or longer, shall be allowed the actual expense incurred for board and lodging.

ARTICLE 67
WAGE TREATMENT FOR TIME NOT WORKED

Section 1. Tardy Time

When tardy time exceeds seven minutes in duration, there will be no payment except upon Management approval. Tardy time of not more than seven minutes will be paid. There is a tardy allowance of two minutes in all Traffic locations.

Section 2. Death in Family

(a) In case of death in an employee's immediate family or of a relative residing at the employee's home, Management will approve payment for absence which ordinarily should not exceed three days but which may, under special circumstances and with Management approval, be extended to cover one week. "Immediate family" is defined as spouse, domestic partner as described and identified in the "Domestic Partner Agreement," children, stepchildren, parents, stepparents, brothers, sisters, mother-in-law, father-in-law, grandparents and grandchildren.

(b) In case of death of a relative not in the immediate family nor residing in the employee's home, or person(s) who are not relatives but regularly live in the same household as the employee, time off with pay for a full scheduled workday in order to attend the funeral may be granted at the discretion of the Company. In determining the treatment to be accorded, Management will consider the relationship between the employee and the deceased, the time and place of the funeral, and the employee's hours of duty. Ordinarily the maximum time excused with pay should not exceed one day.

(c) In the case of a death of an active employee, the Company will release one Union Representative, designated by the local Union President, without pay to attend the funeral of the co-worker. Excused time without pay will not exceed one day.

Section 3. Visits to Medical Department

When an employee visits the Medical Office or a local or general consultant at the direction of the Company, the employee shall be excused for such time required for the visit as falls within his/her scheduled work period and pay shall be allowed for the excused time. It is the intent that such visits should in general be at times when the employee is scheduled to work.

Section 4. Change of Tour Day

Employees transferred from night duty shall be given one full day off before reporting for a morning-afternoon, an afternoon-evening or a morning-evening tour. When such a transfer is made the employee's scheduled days off for the week shall be arranged or rearranged so that the intervening day shall fall on a scheduled day off. No pay for this day off shall be given. However, where the employee has already had his/her two scheduled days off or where the rearrangement of the scheduled days off in the week would greatly inconvenience the employee, a day off because of the change from night duty shall be given with pay.

Section 5. Sickness Disability Allowances – First Seven Calendar Days

Payments to regular employees because of absence due to personal illness occurring during the first seven days of such absence will be made in accordance with the practice of the Traffic Department of the Company. In general, the prevailing practice contemplates that such payments will be made (1) to employees of one year but less than two years of net credited service beginning with the third consecutive scheduled workday of such absence subject to a maximum of three days' pay during the first seven calendar days of absence; and (2) to employees of two years but less than five years of net credited service beginning with the second consecutive scheduled workday of such absence subject to a maximum of four days' pay during the first seven calendar days of absence; and (3) to employees with five or more years of net credited service, beginning with the first scheduled workday of such absence, subject to a maximum of five days' pay during the first seven calendar days of such absence. In administering the above practice, scheduled workdays of absence for the purpose of determining the first day of absence and the days to be paid will include only those days which are a part of the employee's basic five-day workweek. The practice contemplates that, in general, regular employees with five or more years of net credited service will be paid for partial days of absence due to personal illness on scheduled workdays which are a part of the employee's basic five-day workweek.

Sickness disability allowances may be denied in any case where the employee fails to report his/her absence properly and as promptly as circumstances permit. Payment may be withheld in cases requiring investigation of the cause for absence, and may be denied in any such case where satisfactory proof of disability is not established by the employee within a period of two weeks from the first date of absence.

Section 5a. Absence from Duty

Effective January 1, 2013:

1. Payment for days scheduled but not worked during the period of seven consecutive calendar days or less beginning with the first day of each absence due to an employee's personal illness or off-duty accident will be capped at ten days. Part-time employees will also be capped at 10 paid days, but the number of hours part-time employees will be paid for each day will be pro-rated based on the number of hours such employees are normally scheduled to work, in the same manner that the Company prorates vacation and other paid time for part-time employees. For example, a part-time employee who always works 22.5 hours per week will receive no more than 45 hours of paid incidental absence in a calendar year.

2. All employees may take up to four (4) incidental absence days in a calendar year which shall not be charged against an employee's record for purposes of determining attendance performance on the Company's applicable absence control plan ("Exempt Days"). Incidental absence days, in excess of the four (4) Exempt Days, may be treated in accordance with the Company's applicable absence control plan. This Section XII.A.2 will not apply to an associate until such associate reaches one year of net credited service. The number of Exempt Days for such an associate will be prorated in the year he or she reaches one year of net credited service as follows: (a) an associate who reaches one year of net credited service in the first quarter of the calendar year will receive four (4) Exempt Days; (b) an associate who reaches one year of net credited service in the second quarter will receive three (3) Exempt Days; (c) an associate who reaches one year of net credited service in the third quarter will receive two (2) Exempt Days and (d) an associate who reaches one year of net credited service in the fourth quarter will receive one (1) Exempt Day. This Section XII.A.2 will have no application to tardiness.

3. Employees who use four days or fewer of paid or unpaid incidental absence in a calendar year will receive the following lump sum payment, prorated for part-time employees, which will be paid no later than the first

paycheck in March of the following year. All existing provision(s) pertaining to unpaid incidental absence, including waiting days, will continue in full force and effect.

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

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

Eligibility: Regular, Term and Temporary employees who are hired for an assignment expected to last more than one year must be on the payroll for at least 90 days during a calendar year, excluding time not on the job due to SADBP absence and paid and unpaid leave, to be eligible for a lump sum payment pursuant to Section XII.A.3. Temporary employees who are hired for an assignment expected to last one year or less are ineligible for a lump sum payout pursuant to Section XII.A.3. Employees who are discharged for cause on or before December 31 of the calendar year will not be eligible to receive a lump sum payment pursuant to Section XII.A.3.

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

C. For purposes of incentive pay under this provision, a day's pay shall be paid under this Article at one-fifth the employee's basic weekly rate, excluding differentials and overtime.

D. Paid incidental absence days will count towards the applicable annual cap. Unpaid waiting days will not count towards the applicable annual cap.

Section 6. Excused Time – Communications Workers of America

Employees shall be paid for time excused from their scheduled work hours while in attendance at conferences with the Company in connection with activities of the Union, provided that excused time while in attendance at bargaining conferences with the Company shall be paid at the employee's straight-time rate and the total payment for such excused time shall not exceed five days' pay at the straight-time rate in any calendar week. During the period of bargaining, members of the Union Bargaining Committee who are not on leave of absence will be assigned five day tours Monday through Friday with Sunday and Saturday being scheduled as "Excused" days.

The Union agrees that not more than four employees shall be excused from their scheduled work hours for attendance at any conference with Management in connection with activities of the Union.

Section 7. Union Orientation Meeting

Within seven (7) business days of his/her initial employment by the Company, a new employee will be introduced to a Representative of the Union by his/her supervisor for the purposes of permitting the Representative to provide the employee with information about the Union. The Representative and the new employee shall be released for one-half (1/2) hour of paid work time provided the time taken is during the employee's and the Representative's normal scheduled hours. The discussion between the Representative and the employee shall be conducted away from the space where Company operations or administrative work is performed.

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

The Company will advise a Representative of the Union within seven (7) business days of an employee's transfer into the work group.

Section 8. Jury Service

Employees absent during scheduled tours of the normal work week while serving as jurors will be paid their basic pay provided such employees notify the Company and furnish proof of jury service satisfactory to the Company no later than three weeks prior to such scheduled jury service. Employees scheduled for Afternoon-Evening Tours, or Night Tours will be rescheduled for Morning-

Afternoon Tours and employees scheduled for Saturday or Sunday tours will be rescheduled for Morning-Afternoon Tours, Monday through Friday, if consistent with service requirements as determined by the Company, while serving as jurors.

ARTICLE 68
"EMPLOYMENT ENVELOPE" RECORDS

Records kept by the Company and filed in an envelope known as the employee's "Employment Envelope" will be restricted to matters pertaining to the individual's employment in the Company. The "Employment Envelope" records of any employee may be inspected by him/her and, upon his/her written permission or personal approval to the Manager-Traffic or comparable staff supervisor, may be inspected by a representative of the Union.

Section 1. The Union and the Company reaffirm their commitment to maintain optimum confidentiality for employee personnel records. The parties, moreover, appreciate that the privacy of employee records would be impaired by improvident access to and/or duplication or publication of materials or information contained in employee personnel files. Consistent with these concerns, the Union agrees that it will handle all such materials with an abiding respect for the need to maintain optimum confidentially of personally identifiable information balanced against its obligation as bargaining representative to process grievances and administer this Agreement.

Section 2. When reasonably required in the judgment of a union representative to administer this agreement or to process a grievance, the Company will make available for review and/or furnish copies of all designated disclosable personnel type information.

Disclosable personnel type information includes, but is not limited to, performance evaluations or appraisals and all other records in employees' personnel files, upgrade and transfer records, employee sales records, actual salary rates and job applications. Provided, however, that the Company shall not be obligated to turn over other personnel records to the extent that it can establish that the records contain highly intimate or sensitive information, including, but not limited to, the results of aptitude tests reflecting on an employee's basic competence.

Section 3. By virtue of the duty of care established in the above language, the Union shall not be required to produce a signed release for any disclosable per-

sonnel type information requested from the Company, including, but not limited to, performance appraisals and related material, all information related to attendance and punctuality and Upgrade and Transfer applications. The Company agrees to furnish such records to the Union in unexpurgated form.

Section 4. When a request for highly intimate or sensitive personnel type information is made by the Union and the Company interposes a substantial and legitimate confidentiality claim, the Company shall furnish to the Union the maximum amount of information possible without compromising confidentiality interest.

Section 5. Review of personnel type information pursuant to Section 2 shall be at a time and place designated by the Company upon reasonable notice to the employee's immediate supervisor. Copies of personnel files or designated portions thereof or other records shall be furnished upon receipt of a written request from the union representative on a Company-provided form. For each page in excess of 20 pages copied and furnished by the Company to a union representative pursuant to such a request, the Union shall pay the Company fifteen cents ($.15) per page.

Section 6. This article shall govern the provision of personnel type information to the Union and shall prevail in the case of any conflict with the Employee Privacy Protection Plan or the Company's General Personnel Practices.

Section 7. The records described above will be provided on a timely basis (defined as within fourteen days of the request) unless the request is voluminous. Voluminous will be defined as exceeding four hundred (400) pages. With respect to a voluminous request, if the requested information cannot be provided within fourteen days, it shall be provided as soon thereafter as is reasonably possible.

ARTICLE 69
PROMOTIONS AND TRANSFERS OF UNION REPRESENTATIVES

Section 1. The Company agrees that it will not initiate or discuss with any duly certified representative a promotion or transfer which affects his/her existing status as a representative of the Union without first obtaining the consent of the CWA Vice President (District 1) or his/her designated representatives. The Company shall give the Union oral notice of the proposed promotion or transfer and if the Union orally consents, the Company may initiate the promotion or transfer immediately. The Company shall forward to the Union within one week

written acknowledgment of such oral consent. If the Union does not orally consent, the Company shall give the Union written notice of the proposed promotion or transfer and the Union shall conclusively be presumed to have consented, unless within one week after receipt of such written notification, it advises the Company in writing that it does not consent.

Section 2. For the purpose of this Article, the term "any duly certified representative" will mean employees who are on leave of absence from the Company under the provisions of Article 6 of this Agreement - "Absence for Union Duties," the President, the Vice President and the Secretary-Treasurer of each Union Local representing Traffic Department employees of the Company and Group Leaders in these Locals, whose names have been furnished by the Union to the Company in writing as duly authorized representatives of the Union.

ARTICLE 70
SENIORITY IN PROMOTIONS

In the selection of employees for promotion within an office to Administrative Representative or Service Assistant, seniority shall govern if all other qualifications are substantially equal. The same principle shall apply to clerical employees in district and equivalent staff groupings. The decision of the Company shall be controlling unless the Company is shown to have acted arbitrarily or in bad faith. Any dispute not resolved through the grievance procedure may be submitted for arbitration, as provided in Article 76 of this Agreement, but in that event, only the questions of arbitrary action or bad faith shall be subject to arbitration.

ARTICLE 71
DISCHARGES, DEMOTIONS AND SUSPENSIONS

Section 1. Any regular employee of more than six (6) months of net credited service hereafter discharged, demoted or suspended for cause may file a written claim with the Company, or the Union on behalf of such employee may file a grievance, within thirty (30) days after such action is taken asserting that he/she has been discharged, demoted or suspended without just cause, and such claim shall thereupon be reviewed in accordance with the procedure prescribed in Article 74.

Section 2. In the event it is agreed that the employee is to be reinstated the terms of such reinstatement shall be settled by agreement.

Section 3. In the event that the parties are unable to agree on the question as to whether the employee involved was discharged, demoted or suspended without just cause, the Union, upon written notice served upon the Company within thirty (30) days after the grievance procedure has been exhausted, may require that the question at issue be submitted to arbitration pursuant to the provisions of Article 76.

Section 4. If the arbitration award finds that the discharge, demotion or suspension was made without just cause the employee shall be reinstated on the following basis: (a) in case of discharge or suspension, the employee shall receive his/her regular rate of pay for time lost or such portion of his/her regular pay as is specified by the arbitration award, less any amount other than wages received from the Company at time of discharge and any amounts paid to and receivable by the employee as wages in other employment and as unemployment benefits or disability benefits under any present or future provision of law for the period since the date of such discharge; (b) in the case of demotion the employee shall be compensated for all loss of wages due to difference in basic weekly rates of pay.

Section 5. The Company agrees to notify orally either a Union Steward, Group Leader, or an officer of the Union, of the suspension, dismissal or demotion of an employee as soon as practicable following such action. It is intended that such notice be received by the Union no later than five (5) days after the suspension, dismissal or demotion.

ARTICLE 72
FORCE ADJUSTMENTS

Section 1. The Company shall decide the necessity for and shall determine the extent of all force adjustments. Force adjustments may be accomplished by transfers, part-timing, or layoffs, or combinations thereof, as hereinafter provided.

Section 2. It is recognized by the parties that regular employees may be transferred from one office to another office to meet work loads and service requirements. The Company shall determine the necessity for such transfers and shall determine whether the employees to be transferred are qualified to meet the service requirements. Volunteers for such transfers at the office from which transfers are to be made will be considered on a seniority basis among the volunteers qualified to meet the service needs at the terminating office. If a sufficient number of qualified volunteers are not available, qualified employees shall be selected

for such transfers in the inverse order of seniority. Upon the request of employees involuntarily transferred, the Company will undertake to return them to their home office as soon as force requirements and service needs permit.

Section 3.

(a) When it becomes necessary to reduce the working force at any central office the Company will take the following steps in the order named and to the extent required in that central office and in any other central office or central offices handling the same type of Traffic and located in the same building:
   (1) Discontinue the regular use of occasional Operators.
   (2) Release temporary employees.
   (3) Release "Term" employees, i.e., those engaged for temporary work in anticipation of future force reductions.
   (4) Lay off regular employees of less than one year of net credited service in the inverse order of seniority, or distribute such work as may be available for this group equitably among this entire group. When the Company anticipates an extensive layoff in this group, it will notify the Union of its intention.
   (5) Lay off regular employees of more than one year of net credited service in the inverse order of seniority, unless some other mutually satisfactory method has been agreed upon after discussion with the Union as provided in paragraph "(b)," provided, however, that until such further layoffs or other method of making force adjustments is actually placed in effect, the Company may distribute such work as may be available equitably among all remaining regular employees.

(b) If further force reduction will be required after steps 1, 2, 3, and 4 mentioned in paragraph "(a)" have been completed at the office in question, the Company will notify the CWA Vice President (District 1) at least 30 days before laying off any regular employee of more than one year of net credited service. The Company will furnish the CWA Vice President (District 1) with a list of employees who would be involved in such layoff and their net credited service. The Company and the CWA Vice President (District 1) and/or his/her delegated representatives will discuss the advisability of accomplishing the necessary force reduction by the introduction of part-timing or by a combination of layoffs and part-timing. If part-timing or a combination of layoffs and part-timing is adopted, there shall be a uniform reduction in the scheduled work time of all regular employees in the office, except where uniform reduction is not practicable. If a mutually satisfactory method involving part-timing has not been agreed upon at least two weeks

prior to the effective date of the required force reduction, the necessary reduction will be accomplished by laying off regular employees in the inverse order of their net credited service as indicated by the official records of the Company.

(c) A regular employee who has been or is about to be laid off in accordance with paragraph "(b)" preceding, will be placed on the "Preferential Hiring List" at all central offices within one hour's commuting time by public transportation from his/her home and at any other office at which he/she desires to be employed. The Company will undertake to make work available for him/her at one of these offices to the extent that this can be done by the application of steps 1, 2, 3, and 4 of paragraph "(a)." If at the time of the force reduction, work is available for him/her at one of these offices, he/she shall be transferred. If work cannot be made available for him/her at one of these offices or at some other office selected by him/her, he/she shall be given layoff treatment.

Section 4. Any employee who is transferred to another office shall be required to assume the status (regular, temporary or term) he/she would have if his/her latest engagement had been at the office to which he/she is transferred. This shall not apply, however, to employees transferred on a loan basis for a temporary period.

Section 5. Each central office at which Traffic Department employees are regularly used will maintain a "Preferential Hiring List" containing the names and seniority status of the following:

(a) Regular employees, and term employees having more than one year of net credited service, who have been or are about to be laid off within the normal commuting area of the central office.

(b) Regular employees, and term employees having more than one year of net credited service, who have been or are about to be laid off at central offices outside of the normal commuting area who have requested employment at the central office.

(c) Regular employees, and term employees having more than one year of net credited service, who are on leave of absence, for reasons other than sickness, without credit for time or without assurance by the Company of reinstatement and who have requested active duty at the central office.

(d) Regular employees, and term employees having more than one year of net credited service, whose requests for transfer to the central office from other offices have been approved by the Company.

(e) Regular employees, and term employees having more than one year of net credited service, who have been involuntarily transferred and whose requests for transfer to the central office from other offices have been approved by the Company.

Section 6. The seniority status of each individual on the list shall be based on his/her net credited service in accordance with the official records of the Company as of the date of layoff as a regular or term employee or the start of leave of absence, except that in the case of a transfer ("(d)" and "(e)" above) his/her service shall be as of the date of the transfer. The seniority of individuals having identical net credited service will be established in the seniority order of their birth dates.

Section 7. Except as provided in Section 10 of this Article when an additional regular employee is needed at the office, the job shall be offered to the senior person on the "Preferential Hiring List" at the office who is qualified or who can with reasonable training be qualified for the work available. It shall be the responsibility of the former employee to keep the Company informed of the address at which he/she can be reached. The Company shall notify him/her of the job vacancy by U.S. registered mail and if he/she does not accept the proffered job within two weeks of the date of mailing, his/her name shall be removed from the "Preferential Hiring List" at all offices where it appears, and he/she shall have no further rights as to reemployment, and the Company's obligation with respect to him/her will have been completed.

Section 8. The Company's obligation as to rehiring laid off employees shall be limited to a period of two years from the date of layoff as a regular or term employee.

Section 9. Nothing in this Article shall limit the Company, in the exercise of its discretion, in the engagement of occasional or temporary employees to meet emergencies and irregular peak load situations, and in employment for training and experience to meet future service requirements during a period when a sufficient number of regular employees, including those on the "Preferential Hiring List," are not expected to be available. The Company will offer, to the extent that it is practicable, occasional and temporary work to those qualified individuals on the "Preferential Hiring List" who are readily available. Such individuals may accept or refuse occasional and temporary work without affecting their status on the "Preferential Hiring List."

Section 10. Union officers who have been on leave of absence, and Management employees who are to be returned to the non-Management group, may be added to the regular force at any office without regard to the "Preferential Hiring List." The seniority status of such employees shall be determined by their status at the time the leave began, or the promotion occurred, plus all time spent on Union leave of absence or in a Management position.

ARTICLE 73
TERMINATION ALLOWANCE IN CASE OF LAYOFF

Section 1. A termination allowance based on an employee's basic weekly wage rate will be paid as follows in case of layoff of a regular, temporary or term employee:

(a) One week's pay for each completed year of service, or major fraction thereof, including the fifth year of service.
(b) One week's pay for each completed half year of service after the fifth year of completed service to and including the twelfth year of completed service.
(c) One week's pay for each completed one-fourth year of service after the twelfth year of completed service.

In no event shall a termination allowance exceed 104 weeks' pay.

Section 2. In addition to the termination allowance as determined under the provisions of Section 1 above, the employee will receive a payment in lieu of any vacation to which he/she may be entitled at the time of layoff.

Section 3. If an employee is rehired by the Company before the end of the period for which he/she has received a termination allowance, the excess amount paid him/her shall be considered as an advance to him/her by the Company and shall be repaid by him/her at the rate of 10% of his/her gross weekly earnings starting with the first week of reemployment.

Section 4. When an employee once receives a termination allowance and is later reemployed by the Company, the termination allowance payable to him/her in respect of subsequent layoffs shall be based upon his/her length of service since the date of his/her last reemployment, plus any amount of the prior termination allowance not retained by the employee.

Section 5. The term "service" as used in this Article is to mean "net credited service."

Section 6. The term "week's pay" as used in this Article is to mean the full or part-time weekly wage rate as defined in Article 57, Section 1, "Wage Rate on Weekly Basis" and Article 57, Section 2, "Wage Rates for Part-Time Employees."

ARTICLE 74
GRIEVANCE PROCEDURE

Effective **June 17, 2016,** the following will replace the trial grievance procedure provisions for Traffic dated August 10, 1998.

Section 1. The following provisions shall apply to the presentation and processing of all grievances by the Union.

(a) How Grievances are Presented: In presenting any grievance, the aggrieved employee(s) involved, if any, shall be identified, the action(s) complained of and the dates thereof shall be specified, the contract provisions alleged to have been violated shall be stated, if any, and the remedy requested. With the exception of grievances involving discipline, grievances involving the same facts, events, or issues shall be presented as a single grievance.

(b) When a matter involving an employee or employees has been referred by the Union to the Company for adjustment, the Company agrees that it will not discuss any phase of the grievance with the employee or employees, nor will it impart to such employee or employees any information pertaining to the matter without first affording the appropriate Union representative an opportunity to be present at a time and place mutually agreeable to the Union and the Company. In a case of this nature, the Company will advise the Union of its decisions relative to the grievance before notifying the employee or employees concerned.

(c) Time Limit for Presenting Grievances: No grievance need be considered by the Company or the Union unless presented within thirty (30) calendar days after the action or occurrence complained of first occurred.

(d) Grievance Terminated Unless Appealed: At the conclusion of the first step in the grievance procedure, the grievance shall be considered as finally disposed of unless it is appealed to the second step within the time limits specified in Section 2(b) of this Article.

(e) Limitation on Numbers of Persons Attending Grievance Meetings: The total number of authorized International and/or Union representatives to attend grievance meetings with Company representatives shall not exceed two (2) at the first step and three (3) at the second step.

(f) Method of Settling Grievances: It is agreed that neither the Company, its representatives, nor the Union, the Locals, their representatives or members will attempt by means other than the grievance procedure to bring about the settlement of any issue which is properly a subject for disposition through the grievance, mediation or arbitration procedures.
(g) By mutual agreement of the parties, grievance meetings may be conducted via video or teleconference.

Section 2. Grievance Meeting Procedure: Grievances shall be handled as expeditiously as practical and within the time limits spelled out in each step of the grievance procedure. By mutual written agreement, the time limits specified at any given step, or the time limits for taking the grievance to the next higher step may be extended with respect to a specific grievance. The first step may be waived by written agreement between the Company and the Union.

(a) First Step: The grievance shall be presented initially to the immediate supervisor or manager of the aggrieved employee(s) or to another supervisor designated by the Company. The meeting at this step shall be held concurrently with the presentation of the grievance or within fourteen (14) calendar days of the request to meet, and fourteen (14) calendar days beginning with the day of the meeting shall be allowed for settlement.
(b) Second Step: If the grievance is appealed to the second step, the Union shall submit a written statement of appeal to the Collective Bargaining Representative designated by the Company, or to his/her designated representative, within twenty-one (21) calendar days after the expiration of the time limits in the first step. The appeal letter shall identify the aggrieved employee(s) involved, if any, set forth the act or occurrence complained of, the date(s) of said act(s) or occurrence(s), the contract provisions alleged to have been violated, if any, and the remedy requested. The grievance may then be presented by the designated International or Union Representative to the Collective Bargaining Representative designated by the Company or to his/her designated representative. The meeting at this step shall be held within fourteen (14) calendar days after the Company received the written notice of appeal, and fourteen (14) calendar days beginning with the day of the meeting at this step shall be allowed for settlement. Within seven (7) calendar days after having concluded the second step by orally announcing its final position to the Union, the Company shall transmit to the Union a written statement of its final position. The case shall be considered closed unless arbitration or, if applicable, mediation proceedings are initiated in accordance with the provisions of this Agreement within thirty (30) calendar days after the Company transmits its final written statement of position to the Union.

Section 3. Nothing in this Article shall in any manner affect the right of any individual employee or group of employees to present grievances directly to the Company and to have them adjusted in accordance with the requirements of Section 9(a) of the Labor-Management Relations Act of 1947.

Section 4. All grievances involving the suspension of an employee (or employees) shall be subject to mediation in accordance with the following procedure.

(a) The parties will jointly select a panel of mediators. Either party may remove a mediator from the panel. The parties will promptly select additional mediators in order to maintain a full panel.
(b) The Union shall provide notice of its intent to proceed to mediation within thirty (30) calendar days after receipt of the Company's final position.
(c) Cases will be scheduled with the mediators on a rotating basis. If the next scheduled mediator is not reasonably available for an assignment, then the next available mediator shall be used.
(d) There shall be a maximum of four (4) mediation cases heard per day, unless the parties and the mediator agree otherwise. The allotted time for each case should not, under normal circumstances, extend beyond one and one half (1 1/2) hours. The parties will make every reasonable effort to schedule two (2) mediation days per month.
(e) Proceedings before the mediator shall be informal in nature. No record of the mediation conference shall be kept by the mediator. The rules of evidence will not apply. Witnesses will be sworn. The parties may present evidence not previously presented in the grievance procedure. However, any new evidence should be disclosed to the opposing party in advance of the hearing. The issue of each mediation will be specific as to whether there was just cause for the suspension of the grievant; and, if so, what discipline shall ultimately remain on the grievant's record.
(f) If, after the mediation, the parties have not resolved the dispute with the assistance of the mediator, then the mediator shall act as an arbitrator and issue an immediate opinion and award, which shall be final and binding.
(g) Any discussions between the parties, any testimony given, any proposed resolution by the mediator, or any other proposed settlement, shall not be precedential or referred to by either party in any other grievance, mediation or arbitration proceeding involving any employee.
(h) Any settlement resulting from the mediation or binding decision of the mediator shall not be precedential and shall not be used or cited in any proceedings involving any employee other than the grievant, unless both parties agree.

(i) The parties will jointly share the costs for the mediator's services.

Section 5. The appeal of a grievance not involving a suspension to arbitration shall be governed by Article 76, Procedure for Arbitration.

Section 6. The time periods specified in this Article may be modified only by mutual consent in writing.

ARTICLE 75
INTERPRETATION AND PROCEDURE

Section 1. In the event of a controversy with respect to the true intent and meaning of any provision of this Agreement, either party may, after notice to the other party, call a conference to be held between representatives of the Union and representatives of the Company, within seven (7) days of the date of receipt of such notice.

Section 2. If, after such a conference, there is still a controversy regarding the true intent and meaning of any provision of this Agreement, then either party may institute arbitration proceedings, as specified in Article 76, for the purpose of securing a decision on the matter or matters in controversy; provided further that, if either the representatives of the Company or the representatives of the Union fail to attend the conference called to discuss such controversy, then arbitration proceedings as specified in Article 76 may be initiated only by the party attending the conference.

Section 3. For the purposes of Article 2, "Recognition and Collective Bargaining," the Union shall inform the Company's designated representative in writing and the Company shall inform the CWA Vice President (District 1) in writing of the names of their respective authorized representatives.

For the purposes of Article 69, "Promotions and Transfers of Union Representatives," the Union shall inform the Company's designated collective bargaining representative in writing of the names of the President, the Vice President and the Secretary-Treasurer of each Union Local, the Group Leaders in these Locals and the employees on leave of absence under the provisions of Article 6 of this Agreement, "Absence for Union Duties," who are duly authorized representatives of the Union; and shall furnish prompt notification in writing of changes, additions or deletions.

For the purposes of this Article, the Union shall notify the Company's designated collective bargaining representative in writing and the Company will no-

tify the CWA Vice President (District 1) in writing of the names and titles of individuals authorized to represent them at conferences to be held pursuant to the provisions of Section 1 of this Article.

For administration purposes only, the Union shall notify each Director in writing of the names of the Union Stewards and Group Leaders in the offices in his/her district; and shall furnish prompt notification in writing of changes, additions or deletions. The Company's Director level supervisor shall notify the appropriate Union Local President(s) in writing of the names of Management employees, other than Managers-Traffic or their comparable staff equivalents, to whom first level grievances may be presented. He/she shall furnish prompt notification in writing of changes, additions and deletions.

Section 4. Wherever in this Agreement there is a provision for a notice of any kind to be served by the one party upon the other, it is mutually agreed to be sufficient, for this purpose, unless otherwise specifically stated, when the Union sends its notice to the office of the Company's designated collective bargaining representative, or when the Company sends its notice to the office of the CWA Vice President (District 1).

Section 5. It is mutually agreed that either or both parties may record in memorandum or stenographic form, the proceedings of any conference between representatives of the Union and the Company. However, in order to be binding on both parties, any records of such proceedings must be signed by representatives of both parties.

ARTICLE 76
PROCEDURE FOR ARBITRATION

Section 1. Only matters specifically made subject to arbitration in Article 8, Section 3, "Changes in the Verizon Pension Plan and the Sickness and Accident Disability Benefit Plan;" Article 10, "Verizon Network Services Transfer Plan and Intercompany Job Bank;" Article 70, "Seniority in Promotions;" Article 71, Section 3, "Discharges, Demotions and Suspensions;" and Article 75, Section 2, "Interpretation and Procedure;" shall be arbitrated.

Section 2. The procedure to be followed in instituting and conducting the arbitration of any matter subject to arbitration under the provisions of Section 1 shall be as follows, unless otherwise mutually agreed upon between the parties:

(a) The Board of Arbitration shall consist of three members, one of whom shall be a member of the Union, designated by the Union, and one individual

designated by the Company, who shall be in the employ of the Company; the third shall be an Impartial Chairman designated in the manner hereinafter described. The parties may waive the requirement of the Board of Arbitration by mutual agreement; and an Impartial Chairman, designated in the manner hereinafter described, shall decide such cases.

(b) The various steps required in connection with any such arbitration shall be taken as expeditiously as possible, but the parties agree that the following steps shall be taken within the time stated unless an extension be mutually agreed to in writing.

(1) Within five days following the serving by either party upon the other of a written demand for arbitration, each party shall, by a written designation given to the other, appoint the Arbitrator to be appointed by it. Each such written designation shall state the full name and address of the Arbitrator appointed thereby.

(2) Should either the Union or the Company fail, within the time above stated, to appoint its Arbitrator, the vacancy resulting by reason of such failure shall, upon the written request of either party be filled by an impartial individual (who shall not be an officer, director, stockholder or employee of the Company or of any Company of the Verizon Corporation, or of any Company of the former Bell System, or a member, officer, employee, representative, attorney or counsel of the Union or of any other Union or labor organization) appointed by the American Arbitration Association.

(3) At the same time that written demand for arbitration is served upon the other party, the American Arbitration Association shall be requested in writing to appoint an Impartial Chairman. The Impartial Chairman shall not be an officer, director, stockholder, or employee of the Company or of any Company of the Verizon Corporation, or of any Company of the former Bell System, nor shall he/she be a member, officer, official, employee, representative, attorney or counsel of the Union or of any other Union or labor organization.

(4) Upon the appointment of the Impartial Chairman the Board of Arbitration shall be deemed to be constituted. Within ten days following the constitution of the Board of Arbitration, hearings shall be started and carried to conclusion as expeditiously as possible. The parties shall prior to the hearings, jointly stipulate in writing such issue or issues if they can agree, and if they cannot agree the Board shall reduce such issue or issues to writing at or before the commencement of the hearings. The arbitration shall be conducted under the Voluntary Labor Arbitration Rules then obtaining of the American Arbitration Association

as to any procedural matter not specifically covered in this Agreement. In the absence of unanimous agreement by the other members of the Board of Arbitration with respect to the closing of the proceeding, the Impartial Chairman may declare the proceeding closed. Within ten days following the closing of the proceeding the Board of Arbitration shall render its decision in writing.

Section 3. The Board of Arbitration in its decision shall be bound by the provisions of this Agreement and shall not have the power to add to, subtract from, or modify any provision of this Agreement. The decision of a majority of said Board of Arbitration shall be the decision of the Board of Arbitration. Such decision shall be final, and the Union and its members and the Company agree to abide by such decision, which shall be enforceable by appropriate action or proceeding, if necessary, in a court of law or equity or otherwise.

Section 4. Each of the parties hereto shall bear the compensation and expenses of the member appointed by it or on its behalf. The compensation and expenses of the Impartial Chairman and of the American Arbitration Association, and any other expenses of the Board of Arbitration, shall be borne equally by the Union and the Company. Transcripts may, however, be waived by mutual agreement of the parties.

Section 5. In lieu of the procedures specified in Sections 2, 3 and 4 of this Article, any grievance involving the suspension of an individual employee, except those which also involve an issue of arbitrability, Contract interpretation, or work stoppage (strike) activity and those which are also the subject of an administrative charge or court action, shall be submitted to arbitration under the expedited arbitration procedure hereinafter provided within fifteen (15) calendar days after the filing of a request for arbitration. In all other grievances involving disciplinary action which are specifically subject to arbitration under Sections 2, 3 and 4 of this Article, both parties may, within fifteen (15) calendar days after the filing of the request for arbitration, elect to use the expedited arbitration procedure hereinafter provided. The election shall be in writing and, when signed by authorized representatives of the parties, shall be irrevocable. If no such election is made within the foregoing time period, the arbitration procedure in Sections 2, 3 and 4 of this Article shall be followed.

As soon as possible after this Agreement becomes final and binding, a panel of three umpires shall be selected by the parties. Each umpire shall serve until the termination of this Agreement unless his/her services are terminated earlier by written notice from either party to the other. The umpire shall be notified of

his/her termination by a joint letter from the parties. The umpire shall conclude his/her services by settling any grievance previously heard. A successor umpire shall be selected by the parties. Umpires shall be assigned cases in rotating order designated by the parties. If an umpire is not available for a hearing within ten (10) working days after receiving an assignment, the case will be passed to the next umpire. If no one can hear the case within ten (10) working days, the case will be assigned to the umpire who can hear the case on the earliest date. The procedure for expedited arbitration shall be as follows:

(a) The parties shall notify the umpire in writing on the day of agreement or date of arbitration demands in suspension cases to settle a grievance by expedited arbitration. The umpire shall notify the parties in writing of the hearing date.

(b) The parties may submit to the umpire prior to the hearing a written stipulation of all facts not in dispute.

(c) The hearing shall be informal without formal rules of evidence and without a transcript. However, the umpire shall be satisfied that the evidence submitted is of a type on which he/she can rely, that the hearing is in all respects a fair one, and that all facts necessary to a fair settlement and reasonably obtainable are brought before the umpire.

(d) Within five (5) working days after the hearing, each party may submit a brief written summary of the issues raised at the hearing and arguments supporting its position. The umpire shall give his/her settlement within five (5) working days after receiving the briefs. He/she shall provide the parties a brief written statement of the reasons supporting his/her settlement.

(e) The umpire's settlement shall apply only to the instant grievance, which shall be settled thereby. It shall not constitute a precedent for other cases or grievances and may not be cited or used as a precedent in other arbitration matters between the parties unless the settlement or a modification thereof is adopted by the written concurrence of the representatives of each party at the third step of the grievance procedure.

(f) The time limits in (a) and (d) of this Section may be extended by agreement of the parties or at the umpire's request, in either case only in emergency situations. Such extensions shall not circumvent the purpose of this procedure.

(g) In any grievance arbitrated under the provisions of this Section, the Company shall under no circumstances be liable for back pay for more than six (6) months (plus any time that the processing of the grievance or arbitration was delayed at the specific request of the Company) after the date of the disciplinary action. Delays requested by the Union in which the Company concurs shall not be included in such additional time.

(h) The umpire shall have no authority to add to, subtract from or modify any provisions of this Agreement.
(i) The decision of the umpire will settle the grievance, and the Company and the Union agree to abide by such decision. The compensation and expenses of the umpire and the general expenses of the arbitration shall be borne by the Company and the Union in equal parts. Each party shall bear the expense of its representatives and witnesses.
(j) The time limit for requesting arbitration under this provision shall be the same as in existing procedures.

ARTICLE 77
TREATMENT OF GRIEVANCES SETTLED BY THE PARTIES OR ARBITRATION AWARDS WHICH INVOLVE BACK PAY AND/OR REINSTATEMENT

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

1. In the case of a discharged employee reinstated to employment with full back pay, or regardless of the amount of back pay if the settlement or award specifies that the employee is to be "made whole" for the entire period off the payroll, the employee shall receive, less any applicable deductions: (a) full service credit under the pension plan for the period off the payroll, (b) reimbursement for the COBRA premiums the employee paid for medical, dental and/or vision coverage if the employee continued those coverage(s) under COBRA, or if the employee did not continue those coverage(s) under COBRA, reimbursement for premiums paid by the employee for medical, dental and/or vision coverage not to exceed the amount the employee would have paid as premiums for such coverage(s) had the employee elected COBRA coverage and reimbursement for out-of-pocket medical, vision and dental expenses if, under the provisions of the applicable plans, the employee would not have incurred these expenses if they had remained on the payroll. The appropriate Plan Administrator would determine which expenses would be reimbursable. Copies of bills and receipts for services provided must be submitted in order for the employee to be eligible for a reimbursement, (c) any Corporate Profit Sharing Award(s) the employee would be received but

for the termination, (d) any Ratification Bonus the employee would have received but for the termination, (e) reimbursement for telephone-related services that would have been covered by Concession Telephone Service had the employee remained on the payroll, and (f) recognition of the time off the payroll as "hours worked" for purposes of FMLA eligibility, and (g) if a reinstated employee was a participant in the Verizon Savings and Security Plan for Mid-Atlantic Associates, the Companies will deduct from any backpay awarded or agreed upon, the contributions the employee would have made based on the last election on file as of the date of the employee's termination, and the employee will receive the Companies match in his or her Savings and Security Plan account to which the employee would have been entitled proportionate to the employee's contribution.

2. A laid off employee who is reinstated as a result of a grievance settlement or arbitration award shall receive the compensation and benefits set forth in paragraph 1 irrespective of the amount of back pay the employee is to receive.
3. In the case of a discharged employee reinstated to employment with no back pay or partial back pay, pursuant to a settlement or award which does not specify that the employee is to be "made whole" for the entire period off the payroll, the employee shall receive, less any applicable deductions, the following, each of which will be prorated as specified: (a) prorated service credit under the pension plan for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, with immediate bridging of service, and (b) reimbursement for the COBRA premiums the employee paid for medical, dental and/or vision coverage if the employee continued those coverage(s) under COBRA, or if the employee did not continue those coverage(s) under COBRA, reimbursement for premiums paid by the employee for medical, dental and/or vision coverage(s) had the employee elected COBRA coverage and reimbursement for out-of-pocket medical, vision and dental expenses if, under the provisions of the applicable plans, the employee would not have incurred these expenses if they had remained on the payroll, based upon the employee's coverage at the time of the discharge, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed. (The appropriate Plan Administrator would determine which expenses would be reimbursable. Copies of bills and receipts for services provided must be submitted in order for the employee to be eligible for a reimbursement), (c) any Corporate Profit Sharing Award(s) the employee would have received but for the termination, pro-

rated according to Section 3. of the Corporate Profit Sharing Plan, so that the employee receives one-twelfth of the applicable Corporate Profit Sharing Award(s) for each full month's worth of back pay awarded, (d) any Ratification Bonus the employee would have received but for the termination, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, (e) reimbursement for telephone-related services that would have been covered by Concession Telephone Service had the employee remained on the payroll, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, (f) recognition of the time off the payroll as "hours worked" for purposes of FMLA eligibility, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, and (g) if a reinstated employee was a participant in the Verizon Savings and Security Plan for Mid-Atlantic Associates, the Companies will deduct from any backpay awarded or agreed upon, the contributions the employee would have made based on the last election on file as of the date of the employee's termination prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, and the employee will receive the Company match in his or her Savings and Security Plan account to which the employee would have been entitled proportionate to the employee's contribution.

4. Any backpay awarded or agreed upon will be reduced by the amount of money the employee received under any governmental unemployment compensation program, and the amount of money the employee received from other employment, during the period the employee was discharged or suspended.

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: ABSENCE ON A DESIGNATED SIXTH DAY

Dear Ms. Waller**:**

This is to confirm the understanding reached during bargaining regarding absence on a designated sixth day:

"If an employee is absent on a designated sixth day, the absence will be recorded and red-circled for purposes of the absence control program. This should not, however, prevent the investigation and control of repetitive occurrences of designated sixth day absences."

This policy was established in a General Traffic Supervisor's letter dated August 30, 1974.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: ADHOC COMMITTEE

Dear Ms. Waller**:**

During bargaining the Union expressed concern regarding necessaries, personnel files, absence due to abnormal/weather conditions, associate training needs, "flex" time, methods for requesting overtime, and excused work days without pay.

The Company agreed to address these issues with letters to the appropriate Managers with Traffic Bargaining Unit Employees or to the CWA Representative.

In addition, the Company agreed to the continuation of an Adhoc Committee, should the need arise, to address any dissatisfaction with the administration of the issues stated above. The committee will consist of two Company representatives and two Union representatives.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: BASIC TOURS

Dear Ms. Waller**:**

During bargaining A Union demand requested "that an agreement be reached that states that a definite percentage of Basic Tours will be available on all of the schedules in the four selection periods."

Although the Company denied the Union's request to define a percentage of Basic Tours available, the Company acknowledges that the assignment of work time schedules is an important matter that should be approached with great care because it affects employees.

Because both parties have expressed a desire to achieve a mutually agreeable solution and because the collective bargaining forum did not permit sufficient time for proper study and consideration of conflicting interests to reach a solution, the Company and the Union mutually agree that it would be beneficial to establish ongoing dialogue between the parties to formulate resolutions or proposed resolutions.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: EXCUSED WORK DAYS WITHOUT PAY

Dear Ms. Waller**:**

During bargaining the Union and the Company discussed the trading of excused work days without pay.

The Company agreed that an employee could voluntarily trade away their excused work day without pay provided the trade was made after the weekly schedule of hours was posted, and that the trade did not result in additional wage expense for the Line of Business.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: FLEX TIME

Dear Ms. Waller**:**

This will confirm the understanding reached during bargaining regarding "FLEX" time.

Criteria/Process

Effective January 1, 1999, employees who have a "last minute" situation, some unforeseen set of circumstances which would cause them to be late for the start of their tour, may:

— "flex" their start time by thirty minutes per incident

— up to ten times per year

— MUST be made up at the end of the tour (day, A/E, or evening tours) or session (split tour). When the end of the tour or session is the same as the office closing time, "flex" time will be made up no later than the end of the next scheduled tour.

— No overtime or differential payments as a result of "flex" start

— Employee's option .... decide whether to "flex" or "take a lateness"

— thirty-one minutes or more will be recorded as lateness

— still eligible for "EA" time in a day when they have a "flex" start

— will only be granted the same day - not 24 hours in advance

If dissatisfaction or grievances arise as a result of this process, the Union or the Company may terminate this letter on 30 days' notice, affording reasonable opportunity for discussion of the matter during the 30-day terminal period.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: HOURS OF OPERATION/BASIC TOURS

Dear Ms. Waller**:**

During bargaining, the Union expressed concerns about changes in hours of operation and basic tours. The Company agreed to implement the following procedure:

Prior to changes in hours of operation in an office, a representative of the Force Management Center will meet jointly with the local Union President (or his/her representative) of the affected office to review and discuss the plans.

Discussions regarding basic tours will be done by a Traffic Management representative and the local President (or his/her representative). Concerns regarding minimizing early split tours, variable lunch hours, and maximizing basic tours, if applicable, should be included in that meeting.

Information relative to all of the offices in the complex pertaining to either hours of operation or basic tours should be made available to the Union for review.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: IN-CHARGE TEMPORARY MANAGEMENT ASSIGNMENTS

Dear Ms. Waller:

This will confirm our understanding reached during collective bargaining that the duties and responsibilities for an In-Charge Temporary Management assignment will be expanded to include the following:

The Company may appoint an employee of its choice from a list of volunteers to temporarily perform managerial work. The Company retains the sole discretion as to which volunteers are selected and the duties to be assigned. The duties and responsibilities for a temporary managerial assignment will include the normal functions performed by Management with the exception of hiring and firing. Although temporary managers will be permitted to perform service quality observing they will not be responsible for issuing disciplinary action regarding such observations. Discipline shall be the sole responsibility of non-bargaining unit regular Managers. The Management Team will use its best efforts to notify the union local president, via phone call or email, of the appointment and expected duration.

In addition, temporary Managers will be authorized to perform any of the duties of an SA "In-Charge." The temporary Manager will not be authorized to administer any other type of disciplinary action unless it is related to the Company's Regional Attendance Plan Guidelines. Employees acting as temporary Managers will not have access to any confidential Employee information. The temporary Manager will be paid the "In-Charge" differential in Article 62, Sec-

tion 2. “In-Charge” in the agreement. A temporary management assignment will not exceed a period of six months.

Very truly yours,
(Original Signed By)
Kathy Fernicola

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: INCLEMENT WEATHER AGREEMENT

Dear Ms. Waller:

This letter will confirm our agreement during 2012 bargaining that if an emergency condition exists due to inclement weather and if all practical means of getting to work or getting to work on time are exhausted, then an absence or tardy by those affected employees will be recorded and red-circled for purposes of absence management.

A post-emergency discussion between the Company and the Union will take place to determine whether the treatment of the affected employees and/or offices was equitable. This discussion will take place within 48 hours of the emergency condition.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: INFORMATIONAL MEETINGS

Dear Ms. Waller**:**

This will confirm the understanding reached during bargaining regarding informational meetings.

Upon mutual agreement and at the request of either party, meetings will be held for the purpose of discussing critical issues of interest to both parties concerning Traffic, ENAC, DBAC, and NAC.

Union representation at the meeting will be limited to the CWA Representative and the Presidents of CWA Traffic locals (or their representative).

Company representation at the appropriate Management level will be determined by the Line of Business based on the subject matter for discussion.

Meeting arrangements will be coordinated by the Company Labor Relations representative.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: LETTERS OF SUSPENSION

Dear Ms. Waller**:**

This is to confirm the understanding reached during bargaining regarding letters of suspension.

It is agreed that the Company normally will substitute a disciplinary letter where an employee would otherwise be suspended for tardiness and/or absence. This letter will be tantamount to a suspension and be sufficient to constitute progressive discipline. As such, it may be arbitrated pursuant to Article 71, Discharges, Demotions and Suspensions.

Additionally, the Company, at its discretion, reserves the right to utilize an off-the-job suspension as progressive discipline.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: MANAGEMENT DOING NON-MANAGEMENT WORK

Dear Ms. Waller**:**

This will confirm the understanding reached during bargaining with the Traffi**c** bargaining unit regarding management doing non-management work:

1. It is not the Company's intention that management employees occupy themselves with work of the type or nature that is regularly assigned to employees included in the collective bargaining unit.
2. If an emergency condition exists, such as, fires, floods, etc. and if all practicable means of meeting the situation have been exhausted, management may be required to perform bargaining unit work.
3. The spirit and intent of this agreement in Operator Service Centers is not to have management perform Operator or clerical duties.
4. Where such conditions occur repetitively, a thorough investigation should be made to identify the source of the problem.
5. Practicable means include normal force adjustment procedures, and/or requests for overtime.
6. Management time for the purpose of familiarization and training will be limited and is not intended to be used in place of the above procedures. Management operating time, however, will be restricted to those hours when offices are not populated with employees.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: METHODS FOR REQUESTING OVERTIME

Dear Ms. Waller**:**

During bargaining the Union and the Company agreed to the following methods for requesting overtime.

Traffic Personnel

The procedures are as follows:

- An updated overtime volunteer seniority list of employees and their phone numbers should always be accessible to the "In-charge" person. Employees can determine when they shall be included on the overtime volunteer list.
- Requests for any overtime for the next day (incidental, half or whole days) will be solicited by seniority, from the overtime volunteer list.
- Requests for daily overtime will be solicited by seniority from those employees who are available to cover the overtime requirements.
- "Available" shall be defined as employees already on duty or on Company premises.
- Requests for daily overtime when the need is (4 hours or more) will always be solicited by seniority from the overtime volunteer list.

Seniority is defined as "engaged or re-engaged" date for Operators and is defined as "title date" for Service Assistants and Administrative Representatives.

Clerical Personnel

The procedures are as follows for future days overtime:

- In locations where clerical work is generic, seniority will prevail.
- In locations where functions are performed by separate work groups, overtime will remain within the work group in which it was generated. Employees within that group will be selected by familiarity, seniority and availability.
- If there is a need to go outside of a work group for additional overtime, em-

ployees will be selected by familiarity, seniority and availability. Seniority is defined as engaged or re-engaged date. Local procedures should be consistent with the agreement.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communication Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: "OFFICE SENIORITY"-TIE BREAKER

Dear Ms. Waller**:**

The Union and the Company discussed matters relating to choice of hours and vacation selection when two or more employees working in the same office have identical engaged dates.

The Company agreed that if such an event occurs, the employee with the earliest birth month would be considered the most senior. For employees having the same birth month, the employee with the earliest birth date would be considered most senior. For employees having the same birth date, the employee with lowest last four digits of their Social Security Numbers will be the determining factor.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

Traffic Extended Wage Schedule Agreement

Dear Ms. Waller**,**

This confirms the Agreement ("Agreement") between Verizon New Jersey Inc., Verizon Delaware Inc., Verizon Maryland Inc., Verizon Virginia Inc., Verizon West Virginia Inc., Verizon District of Columbia Inc., Verizon Services Corp., (collectively referred to as "Companies" or as one or more "Company" where appropriate) and the Communications Workers of America to amend the General Agreements as follows:

1. The Parties agree to amend the applicable General Agreements by adding sixty-month Wage Tables to each of the applicable General Agreements. These new Wage Tables shall be applicable to all employees hired into the title of Operator effective on the date of this Agreement.
2. Further, we agree that the existing thirty-six (36) month wage schedules will continue to be applicable to any current employee who is or subsequently becomes an Operator as long as the employee has continuing service in the Company commencing prior to the date of this Agreement.
3. Retail National Directory Assistance (RNDA - targeted for deployment between February and May, 1999) Traffic originating in the states of NJ, DE, MD, VA, WV and the District of Columbia will be handled by CWA represented employees for the term of this Agreement except that the Company may continue the current Traffic distribution arrangements (including RNDA Traffic originating in Delaware until the IVR is deployed - targeted for deployment in the third quarter of 1999 in Verizon - Delaware) between Verizon - Pennsylvania, Inc., and the Verizon - Delaware, Inc. Once the IVR is available in Verizon - Delaware, the RNDA Traffic originating in that jurisdiction will be directed to another CWA represented office during periods when the Delaware office cannot process the RNDA calls. The Companies will maintain the right to utilize evening, weekend or holiday office closings where appropriate by transferring RNDA Traffic as required to alternate offices.

4. Effective with and for the duration of this agreement, the Companies agree that RNDA Traffic will not be subcontracted.
5. Once RNDA Traffic is established in a particular state jurisdiction represented by an applicable bargaining unit, if for any reason the Companies have a need to permanently move RNDA work from one Bargaining Unit to another (for example, a RNDA volume that could not substantiate maintaining the work in that state jurisdiction), or if the Companies decide to eliminate the RNDA Traffic in any state jurisdiction for any reason, all Operators on the sixty (60) month schedule in that state jurisdiction (e.g., DC, DE, MD, NJ, VA, WV) will be converted to the thirty-six (36) month Operator Wage Schedule within one month following the announcement of such a decision (using Operator wage schedule in the applicable General Agreement in effect at that point in time).
6. Other than the new Wage Tables, new Operators will be covered by and entitled to all benefits and protections within the Contacts, MOUs and all District and Local Agreements (where such District and Local Agreements exist today).
7. If, by December 31, 1999, the Company does not enter the business of handling RNDA calls placed to a CWA represented Company Operator and, furthermore, if by December 31, 2000, the volume of such RNDA call does not exceed 10,000,000 calls annually in Verizon South, then the sixty (60) month Operator Wage Tables will no longer be applicable and employees in the Operator title will be moved to the applicable thirty-six month Operator Wage Tables at that time.
8. In Verizon New Jersey Inc., Verizon Services Corp., Traffic Operations, will have the ability to remotely observe Operators. This provision of the Agreement is effective three months following the deployment of RNDA Traffic in New Jersey and will continue in effect unless the Company permanently withdraws all RNDA Traffic from New Jersey. On each day when remote observing will occur, written notice of such remote observing will be distributed to each operator position (whether occupied or unoccupied) within the location in which observing is to occur prior to the remote observing occurring. Such written notice will remain in effect until observations are completed on that day and the written notices are collected. This form of written notification will apply to each operator facility in New Jersey except in those operator facilities where the applicable companies (Verizon New Jersey Inc. and Verizon Services Corp.) provide notice of remote observing by posting such notice on the electronic message board on each floor where operators work while such remote observing is being conducted. When remote observing is completed the notification will be re-

moved from the electronic message board. This language is in addition to the terms and conditions set forth in paragraphs five and six of the Verizon New Jersey Inc., Verizon Services Corp., and CWA General Agreement and Statements of True Intent and Meaning. No employee will be discharged or terminated as a result of these remote observations except for gross customer abuse, fraud or violation of the secrecy of communications.

This Agreement will be an addendum to the current General Agreements between Verizon New Jersey Inc., Verizon Delaware Inc., Verizon Maryland Inc., Verizon Virginia Inc., Verizon West Virginia Inc., Verizon District of Columbia Inc., Verizon Services Corp., and the Communications Workers of America. The Agreement cannot be canceled or altered without written concurrence of both Parties.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

See Operator-A 60-Month Weekly Wage Rate Schedule

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: TRAFFIC MONITORING COMMITTEE

Dear Ms. Waller**:**

Effective January 1, 2001, Traffic will implement paragraphs (3) and (4), (6) and the unnumbered paragraph following paragraph (6) of the Commercial Evaluative Observations provisions of this Agreement, changing "Consultant" to "Operator" and "one Consumer organization CSSC in each CWA Local" to "one Traffic office in NJ and one Traffic office in DC, MD, VA or WV."

The parties agree to create a joint Mid-Atlantic Company-Union Traffic Monitoring Committee, comprised of three representatives of the Companies, and three representatives of the Union (one from NJ, one from DE, and one from DC, MD, VA, WV).

The purpose of this Committee is to determine how to revise Paragraphs (1), (2) and (5) of the Commercial Evaluative Observations provisions of this Agreement to apply in the Traffic work environment and work operations. The Committee will take into account the substantial differences between CSSCs and GBS business offices on the one hand, and Traffic offices, on the other, including but not limited to, the competitive pressures affecting Traffic, the significantly shorter contact time in Traffic, and the lack of methods other than monitoring to measure individual or office service results.

The committee will meet at mutually agreeable times, commencing no later than 60 days after ratification of the collective bargaining agreements. A mutually agreed Monitoring Policy will be developed and implemented no later than March 1, 2001.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: EVALUATIVE OBSERVATION FEEDBACK

Dear Ms. Waller:

This letter will confirm the current practice of providing face-to-face feedback of the observation by the end of the day the observations took place.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, New Jersey 08608

RE: PAYROLL ERRORS

Dear Ms. Waller:

During bargaining the Union expressed concern regarding the timely correction of payroll errors.

In an effort to address these concerns, the parties have agreed to form a committee to hold post bargaining discussions relating to the issue of timely correction of payroll errors. These discussions shall convene within 60 days of ratification of the collective bargaining agreement between the Company and the Union. This committee will be co-chaired by the Company's representative of Labor Relations or his/her designated representative and the Union's Staff Representative, and will be comprised of two (2) additional representatives to be designated by the Union and two (2) additional representatives to be designated by the Company.

The committee will meet from time to time as mutually agreed in an attempt to develop an office survey to gather information on the types of payroll errors, the frequency of these errors and the amount of time for the errors to be corrected. The Manager of each office will check their payroll records to complete this survey.

The committee will compile and review the survey results and make recommendations to address the issue of timely correction of payroll errors and to expedite the payroll correction process. The Company agrees to consider any recommendations made by the committee, but shall not be bound by those recommendations.

Unless extended by mutual agreement, the provisions of this letter agreement will terminate within six months of ratification date.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: RELOCATION - TRAFFIC EMPLOYEES ONLY

Dear Ms. Waller**:**

In the course of bargaining, the Company and the Union have agreed that the Company will pay reasonable moving costs to employees who "are required to relocate their residence as a result of permanent involuntary transfer initiated by the Company."

The parties agree that these costs shall be limited to:

- transportation of the employee's household goods and personal effects from the old to the new household;
- one-way transportation costs at 9 cents per mile;
- reimbursement of one night's actual expenses for board and lodging, if necessary and approved;
- real estate commission up to 6% of the sale price of the old residence.

This agreement applies only to moves where the employee's new reporting place is at least 50 miles further distant from the employee's residence than was the former reporting place (as altered by the Internal Revenue Service for years after 1976).

The employee, no later than the effective date of transfer, may elect not to move, in which case the Company will reimburse the employee in accordance with Article 18, Authorized Use of Personal Cars for Company Business, for travel to and from the new reporting place for a period of 90 calendar days commencing with the effective date of the transfer. The employee will not be entitled to receive any travel time or travel expenses.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communication Workers of America
102 S. Warren Street
Trenton NJ 08608

RE: RESTRICTIONS ON PROMOTION

Dear Ms. Waller**:**

During bargaining the Union expressed concern regarding the Regional Associate Mobility Plan and the restrictions on promotions.

The Company agreed that for the Traffic bargaining unit employees, restrictions on promotions are not permitted.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: SERVICE ASSISTANT DUTIES

Dear Ms. Waller**:**

During bargaining the Union expressed concern regarding the deletion of the Service Assistant job description.

The Company stated that the duties listed in the job description contained in the contract were in fact the same as described in the Job Briefs.

The Company agreed that although not listed in the Job Briefs, Service Assistants would not be required to make recommendations regarding the promotion, demotion or dismissal of any employee nor to take disciplinary action except when substituting for Management.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: SERVICE ASSISTANT EMPLOYMENT SECURITY

Dear Ms. Waller**:**

If, during the term of this agreement, the Company finds it necessary to reduce the number of Service Assistants in an office, surplus Service Assistants will be downgraded to the Operator title in the same office, by inverse order of title date. Service Assistants who are downgraded in accordance with the foregoing provision, will be eligible for the Reassignment Pay Protection Program (RPPP) as described in Article 13, Section 1 of the collective bargaining agreement.

If the downgrading of Service Assistants to the Operator title creates a surplus in the Operator title in an office, the surplus will be relieved in accordance with the applicable provisions of the collective bargaining agreement.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: TAXI SERVICE

Dear Ms. Waller**:**

This will confirm the understanding reached during bargaining concerning taxi service.

Taxi service will be provided to an employee at 11:30 P.M., when requested, at the Irvington offices. Individuals desiring the service will be responsible for arranging the taxi service.

It is expected that there will be no radical changes in the commuting habits of individuals. For example, those who drive to work today hopefully will continue to drive to work.

The service will be provided to the employee's home within a reasonable distance. Management will determine what is a reasonable distance. Wherever possible arrangements should be made to group employees who have the same departure time and who are traveling in the same general directions.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: TITLE STAFFING

Dear Ms. Waller**:**

This will confirm the understanding reached during bargaining regarding "Title Staffing."

The Company agrees that when a Service Assistant is unavailable for an assigned tour(s) that would otherwise necessitate an Operator to be assigned as a Service Assistant to cover that tour(s), and where the Company would otherwise elect at its discretion, to backfill the Operator for more than one-half of the tour of the Operator otherwise assigned as a Service Assistant, then in that event the Company will bring in a non-scheduled Service Assistant as per the agreed upon methods for requesting overtime.

This agreement does not prevent the Company from temporarily assigning an Operator as a Service Assistant until the non-scheduled Service Assistant arrives at the work location or if the non-scheduled Service Assistant is unavailable.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: LETTER OF UNDERSTANDING REGARDING CALL SHARING AMONG LIVESOURCE CENTERS

Dear Ms. Waller:

The Companies shall implement and expand upon call routing capabilities allowing for the routine transfer and/or routing of calls between Livesource (operator services) centers within the continental United States staffed by union represented (CWA/IBEW) employees, on a next available agent basis or any other basis as determined by the Companies. There will be no limitations, geographic or otherwise, on the Companies right to transfer and route calls between and among Livesource centers. For each calendar quarter, the total call volume handled by Livesource centers in the Mid-Atlantic region (Pennsylvania, New Jersey, Delaware, Maryland, Virginia and the District of Columbia) will equal or exceed the total call volume from retail landline customers of Verizon Pennsylvania Inc., Verizon New Jersey Inc., Verizon Delaware Inc., Verizon Maryland Inc., Verizon Virginia Inc., and Verizon Washington, D.C. Inc. during the preceding calendar quarter.

The Companies will provide the Unions with the total quarterly call volume from retail landline customers of the Mid-Atlantic Companies by the end of the first month following each quarter. For informational purposes only and subject to a confidentiality agreement, the Companies will also provide the Unions with the total call volume handled in the Mid-Atlantic Region each quarter.

Very truly yours,
(Original Signed By)
Kathy E. Fernicola

I CONCUR: (Original Signed By)
Elaine R. Waller

PART 3

COMMERCIAL AND MARKETING EMPLOYEES ONLY

This Part contains all Contract provisions that apply to Commercial and Marketing employees only.

ARTICLE 100
TITLES AND WAGE GRADES

TITLE	WAGE GRADE
Cashier	SS-2
Collector	S-2
Consultant	6
Consultant – Bilingual	6
Credit Specialist	E-3
Customer Account Representative	6
Customer Business Representative	6
Customer Clerk	E-3
Customer Sales Representative	9
Customer Service Clerk	S-1
Force Administration Clerk	S-2
General Clerk	E-3
Office Clerical Assistant	E-1
Public Communications Sales Representative	8
Records Clerk	SS-1
Senior Service Analyst	S-2
Service Analyst	S-1
Service Representative	6
Staff Clerk	SS-2
Telemarketing Representative	E-3
Vault Custodian	7

ARTICLE 101
TABLE OF MINIMUM HIRING AND MAXIMUM BASIC WEEKLY WAGE RATES BY TITLE

EFFECTIVE DATE **JUNE 19, 2016**

TITLE	WAGE GRADE	MINIMUM BASIC WEEKLY WAGE RATE	MAXIMUM BASIC WEEKLY WAGE RATE	INCREASE TABLE NO.	PENSION BAND
OFFICE CLERICAL ASSISTANT	E-1	**$464.00**	**$889.50**	1	103
CREDIT SPECIALIST	E-3	**$489.50**	**$1,002.00**	2	106
CUSTOMER CLERK	E-3	**$489.50**	**$1,002.00**	2	106
GENERAL CLERK	E-3	**$489.50**	**$1,002.00**	2	106
TELEMARKING REPRESENTATIVE	E-3	**$489.50**	**$1,002.00**	2	106
RECORDS CLERKS	SS-1	**$496.50**	**$1,031.00**	3	107
CASHIER	SS-2	**$511.50**	**$1,070.50**	4	108
STAFF CLERK	SS-2	**$511.50**	**$1,070.50**	4	108
CUSTOMER SERVICE CLERK	S-1	**$514.00**	**$1,107.50**	5	109
SERVICE ANALYST	S-1	**$514.00**	**$1,107.50**	5	109
COLLECTOR	S-2	**$517.00**	**$1,135.50**	6	110
FORCE AMINISTRATION CLERK	S-2	**$517.00**	**$1,135.50**	6	110
SENIOR SERVICE ANALYST	S-2	**$517.00**	**$1,174.00**	7	110
CUSTOMER ACCOUNT REPRESENTATIVE	6	**$576.50**	**$1,274.00**	8	113
CUSTOMER BUSINESS REPRESENTATIVE	6	**$576.50**	**$1,274.00**	8	113
VAULT CUSTODIAN	7	**$601.50**	**$1,286.00**	9	114
CONSULTANT	6	**$600.00**	**$1,326.50**	10	115
CONSULTANT – BILINGUAL	6	**$600.00**	**$1,326.50**	10	115
SERVICE REPRESENTATIVE	6	**$600.00**	**$1,326.50**	10	115
PUBLIC COMMUNICATIONS SALES REPRESENTATIVE	8	**$636.00**	**$1,535.50**	11	122
CUSTOMER SALES REPRESENTATIVE	9	**$640.00**	**$1,659.50**	12	125

ARTICLE 101
TABLE OF MINIMUM HIRING AND MAXIMUM BASIC WEEKLY WAGE RATES BY TITLE

EFFECTIVE DATE **JUNE 18, 2017**

TITLE	WAGE GRADE	MINIMUM BASIC WEEKLY WAGE RATE	MAXIMUM BASIC WEEKLY WAGE RATE	INCREASE TABLE NO.	PENSION BAND
OFFICE CLERICAL ASSISTANT	E-1	**$475.50**	**$911.50**	1	103
CREDIT SPECIALIST	E-3	**$501.50**	**$1,027.00**	2	106
CUSTOMER CLERK	E-3	**$501.50**	**$1,027.00**	2	106
GENERAL CLERK	E-3	**$501.50**	**$1,027.00**	2	106
TELEMARKING REPRESENTATIVE	E-3	**$501.50**	**$1,027.00**	2	106
RECORDS CLERKS	SS-1	**$509.00**	**$1,057.00**	3	107
CASHIER	SS-2	**$524.50**	**$1,097.50**	4	108
STAFF CLERK	SS-2	**$524.50**	**$1,097.50**	4	108
CUSTOMER SERVICE CLERK	S-1	**$527.00**	**$1,135.00**	5	109
SERVICE ANALYST	S-1	**$527.00**	**$1,135.00**	5	109
COLLECTOR	S-2	**$530.00**	**$1,164.00**	6	110
FORCE AMINISTRATION CLERK	S-2	**$530.00**	**$1,164.00**	6	110
SENIOR SERVICE ANALYST	S-2	**$530.00**	**$1,203.50**	7	110
CUSTOMER ACCOUNT REPRESENTATIVE	6	**$591.00**	**$1,306.00**	8	113
CUSTOMER BUSINESS REPRESENTATIVE	6	**$591.00**	**$1,306.00**	8	113
VAULT CUSTODIAN	7	**$616.50**	**$1,318.00**	9	114
CONSULTANT	6	**$615.00**	**$1,359.50**	10	115
CONSULTANT – BILINGUAL	6	**$615.00**	**$1,359.50**	10	115
SERVICE REPRESENTATIVE	6	**$615.00**	**$1,359.50**	10	115
PUBLIC COMMUNICATIONS SALES REPRESENTATIVE	8	**$652.00**	**$1,574.00**	11	122
CUSTOMER SALES REPRESENTATIVE	9	**$656.00**	**$1,701.00**	12	125

ARTICLE 101
TABLE OF MINIMUM HIRING AND MAXIMUM BASIC WEEKLY WAGE RATES BY TITLE

EFFECTIVE DATE **JUNE 24, 2018**

TITLE	WAGE GRADE	MINIMUM BASIC WEEKLY WAGE RATE	MAXIMUM BASIC WEEKLY WAGE RATE	INCREASE TABLE NO.	PENSION BAND
OFFICE CLERICAL ASSISTANT	E-1	**$487.50**	**$934.50**	1	103
CREDIT SPECIALIST	E-3	**$514.00**	**$1,052.50**	2	106
CUSTOMER CLERK	E-3	**$514.00**	**$1,052.50**	2	106
GENERAL CLERK	E-3	**$514.00**	**$1,052.50**	2	106
TELEMARKING REPRESENTATIVE	E-3	**$514.00**	**$1,052.50**	2	106
RECORDS CLERKS	SS-1	**$521.50**	**$1,083.50**	3	107
CASHIER	SS-2	**$537.50**	**$1,125.00**	4	108
STAFF CLERK	SS-2	**$537.50**	**$1,125.00**	4	108
CUSTOMER SERVICE CLERK	S-1	**$540.00**	**$1,163.50**	5	109
SERVICE ANALYST	S-1	**$540.00**	**$1,163.50**	5	109
COLLECTOR	S-2	**$543.50**	**$1,193.00**	6	110
FORCE AMINISTRATION CLERK	S-2	**$543.50**	**$1,193.00**	6	110
SENIOR SERVICE ANALYST	S-2	**$543.50**	**$1,233.50**	7	110
CUSTOMER ACCOUNT REPRESENTATIVE	6	**$606.00**	**$1,338.50**	8	113
CUSTOMER BUSINESS REPRESENTATIVE	6	**$606.00**	**$1,338.50**	8	113
VAULT CUSTODIAN	7	**$632.00**	**$1,351.00**	9	114
CONSULTANT	6	**$630.50**	**$1,393.50**	10	115
CONSULTANT – BILINGUAL	6	**$630.50**	**$1,393.50**	10	115
SERVICE REPRESENTATIVE	6	**$630.50**	**$1,393.50**	10	115
PUBLIC COMMUNICATIONS SALES REPRESENTATIVE	8	**$668.50**	**$1,613.50**	11	122
CUSTOMER SALES REPRESENTATIVE	9	**$672.50**	**$1,743.50**	12	125

ARTICLE 101
TABLE OF MINIMUM HIRING AND MAXIMUM BASIC WEEKLY WAGE RATES BY TITLE

EFFECTIVE DATE **JUNE 23, 2019**

TITLE	WAGE GRADE	MINIMUM BASIC WEEKLY WAGE RATE	MAXIMUM BASIC WEEKLY WAGE RATE	INCREASE TABLE NO.	PENSION BAND
OFFICE CLERICAL ASSISTANT	E-1	**$499.50**	**$958.00**	1	103
CREDIT SPECIALIST	E-3	**$527.00**	**$1,079.00**	2	106
CUSTOMER CLERK	E-3	**$527.00**	**$1,079.00**	2	106
GENERAL CLERK	E-3	**$527.00**	**$1,079.00**	2	106
TELEMARKING REPRESENTATIVE	E-3	**$527.00**	**$1,079.00**	2	106
RECORDS CLERKS	SS-1	**$534.50**	**$1,110.50**	3	107
CASHIER	SS-2	**$551.00**	**$1,153.00**	4	108
STAFF CLERK	SS-2	**$551.00**	**$1,153.00**	4	108
CUSTOMER SERVICE CLERK	S-1	**$553.50**	**$1,192.50**	5	109
SERVICE ANALYST	S-1	**$553.50**	**$1,192.50**	5	109
COLLECTOR	S-2	**$557.00**	**$1,223.00**	6	110
FORCE AMINISTRATION CLERK	S-2	**$557.00**	**$1,223.00**	6	110
SENIOR SERVICE ANALYST	S-2	**$557.00**	**$1,264.50**	7	110
CUSTOMER ACCOUNT REPRESENTATIVE	6	**$621.00**	**$1,372.00**	8	113
CUSTOMER BUSINESS REPRESENTATIVE	6	**$621.00**	**$1,372.00**	8	113
VAULT CUSTODIAN	7	**$648.00**	**$1,385.00**	9	114
CONSULTANT	6	**$646.50**	**$1,428.50**	10	115
CONSULTANT – BILINGUAL	6	**$646.50**	**$1,428.50**	10	115
SERVICE REPRESENTATIVE	6	**$646.50**	**$1,428.50**	10	115
PUBLIC COMMUNICATIONS SALES REPRESENTATIVE	8	**$685.00**	**$1,654.00**	11	122
CUSTOMER SALES REPRESENTATIVE	9	**$689.50**	**$1,787.00**	12	125

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 01 **EFFECTIVE JUNE 19, 2016**

OFFICE CLERICAL ASSISTANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$464.00**	
6 Mos.	6 Mos.	**$517.00**	**$53.00**
12 Mos.	6 Mos.	**$576.50**	**$59.50**
18 Mos.	6 Mos.	**$643.00**	**$66.50**
24 Mos.	6 Mos.	**$715.50**	**$72.50**
30 Mos.	6 Mos.	**$798.50**	**$83.00**
36 Mos. (Maximum)		**$889.50**	**$91.00**
PENSION BAND		103	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 02 **EFFECTIVE JUNE 19, 2016**

CREDIT SPECIALIST, CUSTOMER CLERK,
GENERAL CLERK, TELEMARKETING REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$489.50**	
6 Mos.	6 Mos.	**$550.50**	**$61.00**
12 Mos.	6 Mos.	**$620.00**	**$69.50**
18 Mos.	6 Mos.	**$699.50**	**$79.50**
24 Mos.	6 Mos.	**$789.50**	**$90.00**
30 Mos.	6 Mos.	**$889.00**	**$99.50**
36 Mos. (Maximum)		**$1,002.00**	**$113.00**
PENSION BAND		106	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 03 **EFFECTIVE JUNE 19, 2016**

RECORDS CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$496.50**	
6 Mos.	6 Mos.	**$560.00**	**$63.50**
12 Mos.	6 Mos.	**$633.00**	**$73.00**
18 Mos.	6 Mos.	**$714.50**	**$81.50**
24 Mos.	6 Mos.	**$807.00**	**$92.50**
30 Mos.	6 Mos.	**$912.50**	**$105.50**
36 Mos. (Maximum)		**$1,031.00**	**$118.50**
PENSION BAND		107	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 04 **EFFECTIVE JUNE 19, 2016**

CASHIER, STAFF CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$511.50**	
6 Mos.	6 Mos.	**$576.50**	**$65.00**
12 Mos.	6 Mos.	**$653.00**	**$76.50**
18 Mos.	6 Mos.	**$739.50**	**$86.50**
24 Mos.	6 Mos.	**$836.50**	**$97.00**
30 Mos.	6 Mos.	**$945.50**	**$109.00**
36 Mos. (Maximum)		**$1,070.50**	**$125.00**
PENSION BAND		108	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 05 **EFFECTIVE JUNE 19, 2016**

CUSTOMER SERVICE CLERK, SERVICE ANALYST

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$514.00**	
6 Mos.	6 Mos.	**$584.00**	**$70.00**
12 Mos.	6 Mos.	**$664.00**	**$80.00**
18 Mos.	6 Mos.	**$754.50**	**$90.50**
24 Mos.	6 Mos.	**$858.00**	**$103.50**
30 Mos.	6 Mos.	**$974.00**	**$116.00**
36 Mos. (Maximum)		**$1,107.50**	**$133.50**
PENSION BAND		109	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 06 **EFFECTIVE JUNE 19, 2016**

COLLECTOR, FORCE ADMINISTRATION CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$517.00**	
6 Mos.	6 Mos.	**$590.00**	**$73.00**
12 Mos.	6 Mos.	**$672.50**	**$82.50**
18 Mos.	6 Mos.	**$768.00**	**$95.50**
24 Mos.	6 Mos.	**$875.50**	**$107.50**
30 Mos.	6 Mos.	**$997.00**	**$121.50**
36 Mos. (Maximum)		**$1,135.50**	**$138.50**
PENSION BAND		110	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 07 **EFFECTIVE JUNE 19, 2016**

SENIOR SERVICE ANALYST

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$517.00**	
6 Mos.	6 Mos.	**$590.00**	**$73.00**
12 Mos.	6 Mos.	**$672.50**	**$82.50**
18 Mos.	6 Mos.	**$768.00**	**$95.50**
24 Mos.	6 Mos.	**$874.50**	**$106.50**
30 Mos.	6 Mos.	**$997.00**	**$122.50**
36 Mos. (Maximum)		**$1,174.00**	**$177.00**
PENSION BAND		110	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 08 **EFFECTIVE JUNE 19, 2016**

CUSTOMER ACCOUNT REPRESENTATIVE, CUSTOMER BUSINESS REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$576.50**	
6 Mos.	6 Mos.	**$659.00**	**$82.50**
12 Mos.	6 Mos.	**$750.50**	**$91.50**
18 Mos.	6 Mos.	**$858.50**	**$108.00**
24 Mos.	6 Mos.	**$977.50**	**$119.00**
30 Mos.	6 Mos.	**$1,115.50**	**$138.00**
36 Mos. (Maximum)		**$1,274.00**	**$158.50**
PENSION BAND		113	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 09 **EFFECTIVE JUNE 19, 2016**

VAULT CUSTODIAN

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$601.50**	
6 Mos.	6 Mos.	**$683.50**	**$82.00**
12 Mos.	6 Mos.	**$774.50**	**$91.00**
18 Mos.	6 Mos.	**$878.50**	**$104.00**
24 Mos.	6 Mos.	**$998.50**	**$120.00**
30 Mos.	6 Mos.	**$1,133.50**	**$135.00**
36 Mos. (Maximum)		**$1,286.00**	**$152.50**
PENSION BAND		114	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 10 **EFFECTIVE JUNE 19, 2016**

CONSULTANT, CONSULTANT-BILINGUAL,
SERVICE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$600.00**	
6 Mos.	6 Mos.	**$685.00**	**$85.00**
12 Mos.	6 Mos.	**$782.00**	**$97.00**
18 Mos.	6 Mos.	**$892.50**	**$110.50**
24 Mos.	6 Mos.	**$1,016.00**	**$123.50**
30 Mos.	6 Mos.	**$1,162.00**	**$146.00**
36 Mos. (Maximum)		**$1,326.50**	**$164.50**
PENSION BAND		115	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 11 **EFFECTIVE JUNE 19, 2016**

PUBLIC COMMUNICATIONS SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$636.00**	
6 Mos.	6 Mos.	**$711.00**	**$75.00**
12 Mos.	6 Mos.	**$792.00**	**$81.00**
18 Mos.	6 Mos.	**$885.50**	**$93.50**
24 Mos.	6 Mos.	**$989.00**	**$103.50**
30 Mos.	6 Mos.	**$1,104.50**	**$115.50**
36 Mos.	6 Mos.	**$1,232.00**	**$127.50**
42 Mos.	6 Mos.	**$1,375.00**	**$143.00**
48 Mos. (Maximum)		**$1,535.50**	**$160.50**
PENSION BAND		122	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 12 **EFFECTIVE JUNE 19, 2016**

CUSTOMER SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$640.00**	
6 Mos.	6 Mos.	**$720.50**	**$80.50**
12 Mos.	6 Mos.	**$812.00**	**$91.50**
18 Mos.	6 Mos.	**$914.00**	**$102.00**
24 Mos.	6 Mos.	**$1,031.00**	**$117.00**
30 Mos.	6 Mos.	**$1,162.00**	**$131.00**
36 Mos.	6 Mos.	**$1,307.00**	**$145.00**
42 Mos.	6 Mos.	**$1,471.50**	**$164.50**
48 Mos. (Maximum)		**$1,659.50**	**$188.00**
PENSION BAND		125	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 01 **EFFECTIVE JUNE 18, 2017**

OFFICE CLERICAL ASSISTANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$475.50**	
6 Mos.	6 Mos.	**$530.00**	**$54.50**
12 Mos.	6 Mos.	**$591.00**	**$61.00**
18 Mos.	6 Mos.	**$659.00**	**$68.00**
24 Mos.	6 Mos.	**$733.50**	**$74.50**
30 Mos.	6 Mos.	**$818.50**	**$85.00**
36 Mos. (Maximum)		**$911.50**	**$93.00**
PENSION BAND		103	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 02 **EFFECTIVE JUNE 18, 2017**

CREDIT SPECIALIST, CUSTOMER CLERK,
GENERAL CLERK, TELEMARKETING REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$501.50**	
6 Mos.	6 Mos.	**$564.50**	**$63.00**
12 Mos.	6 Mos.	**$635.50**	**$71.00**
18 Mos.	6 Mos.	**$717.00**	**$81.50**
24 Mos.	6 Mos.	**$809.00**	**$92.00**
30 Mos.	6 Mos.	**$911.00**	**$102.00**
36 Mos. (Maximum)		**$1,027.00**	**$116.00**
PENSION BAND		106	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 03 **EFFECTIVE JUNE 18, 2017**

RECORDS CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$509.00**	
6 Mos.	6 Mos.	**$574.00**	**$65.00**
12 Mos.	6 Mos.	**$649.00**	**$75.00**
18 Mos.	6 Mos.	**$732.50**	**$83.50**
24 Mos.	6 Mos.	**$827.00**	**$94.50**
30 Mos.	6 Mos.	**$935.50**	**$108.50**
36 Mos. (Maximum)		**$1,057.00**	**$121.50**
PENSION BAND		107	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 04 **EFFECTIVE JUNE 18, 2017**

CASHIER, STAFF CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$524.50**	
6 Mos.	6 Mos.	**$591.00**	**$66.50**
12 Mos.	6 Mos.	**$669.50**	**$78.50**
18 Mos.	6 Mos.	**$758.00**	**$88.50**
24 Mos.	6 Mos.	**$857.50**	**$99.50**
30 Mos.	6 Mos.	**$969.00**	**$111.50**
36 Mos. (Maximum)		**$1,097.50**	**$128.50**
PENSION BAND		108	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 05 **EFFECTIVE JUNE 18, 2017**

CUSTOMER SERVICE CLERK, SERVICE ANALYST

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$527.00**	
6 Mos.	6 Mos.	**$598.50**	**$71.50**
12 Mos.	6 Mos.	**$680.50**	**$82.00**
18 Mos.	6 Mos.	**$773.50**	**$93.00**
24 Mos.	6 Mos.	**$879.50**	**$106.00**
30 Mos.	6 Mos.	**$998.50**	**$119.00**
36 Mos. (Maximum)		**$1,135.00**	**$136.50**
PENSION BAND		109	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 06 **EFFECTIVE JUNE 18, 2017**

COLLECTOR, FORCE ADMINISTRATION CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$530.00**	
6 Mos.	6 Mos.	**$605.00**	**$75.00**
12 Mos.	6 Mos.	**$689.50**	**$84.50**
18 Mos.	6 Mos.	**$787.00**	**$97.50**
24 Mos.	6 Mos.	**$897.50**	**$110.50**
30 Mos.	6 Mos.	**$1,022.00**	**$124.50**
36 Mos. (Maximum)		**$1,164.00**	**$142.00**
PENSION BAND		110	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 07 **EFFECTIVE JUNE 18, 2017**

SENIOR SERVICE ANALYST

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$530.00**	
6 Mos.	6 Mos.	**$605.00**	**$75.00**
12 Mos.	6 Mos.	**$689.50**	**$84.50**
18 Mos.	6 Mos.	**$787.00**	**$97.50**
24 Mos.	6 Mos.	**$896.50**	**$109.50**
30 Mos.	6 Mos.	**$1,022.00**	**$125.50**
36 Mos. (Maximum)		**$1,203.50**	**$181.50**
PENSION BAND		110	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 08 **EFFECTIVE JUNE 18, 2017**

CUSTOMER ACCOUNT REPRESENTATIVE, CUSTOMER BUSINESS REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$591.00**	
6 Mos.	6 Mos.	**$675.50**	**$84.50**
12 Mos.	6 Mos.	**$769.50**	**$94.00**
18 Mos.	6 Mos.	**$880.00**	**$110.50**
24 Mos.	6 Mos.	**$1,002.00**	**$122.00**
30 Mos.	6 Mos.	**$1,143.50**	**$141.50**
36 Mos. (Maximum)		**$1,306.00**	**$162.50**
PENSION BAND		113	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 09 **EFFECTIVE JUNE 18, 2017**

VAULT CUSTODIAN

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$616.50**	
6 Mos.	6 Mos.	**$700.50**	**$84.00**
12 Mos.	6 Mos.	**$794.00**	**$93.50**
18 Mos.	6 Mos.	**$900.50**	**$106.50**
24 Mos.	6 Mos.	**$1,023.50**	**$123.00**
30 Mos.	6 Mos.	**$1,162.00**	**$138.50**
36 Mos. (Maximum)		**$1,318.00**	**$156.00**
PENSION BAND		114	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 10 **EFFECTIVE JUNE 18, 2017**

CONSULTANT, CONSULTANT-BILINGUAL,
SERVICE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$615.00**	
6 Mos.	6 Mos.	**$702.00**	**$87.00**
12 Mos.	6 Mos.	**$801.50**	**$99.50**
18 Mos.	6 Mos.	**$915.00**	**$113.50**
24 Mos.	6 Mos.	**$1,041.50**	**$126.50**
30 Mos.	6 Mos.	**$1,191.00**	**$149.50**
36 Mos. (Maximum)		**$1,359.50**	**$168.50**
PENSION BAND		115	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 11 **EFFECTIVE JUNE 18, 2017**

PUBLIC COMMUNICATIONS SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$652.00**	
6 Mos.	6 Mos.	**$729.00**	**$77.00**
12 Mos.	6 Mos.	**$812.00**	**$83.00**
18 Mos.	6 Mos.	**$907.50**	**$95.50**
24 Mos.	6 Mos.	**$1,013.50**	**$106.00**
30 Mos.	6 Mos.	**$1,132.00**	**$118.50**
36 Mos.	6 Mos.	**$1,263.00**	**$131.00**
42 Mos.	6 Mos.	**$1,409.50**	**$146.50**
48 Mos. (Maximum)		**$1,574.00**	**$164.50**
PENSION BAND		122	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 12 **EFFECTIVE JUNE 18, 2017**

CUSTOMER SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$656.00**	
6 Mos.	6 Mos.	**$738.50**	**$82.50**
12 Mos.	6 Mos.	**$832.50**	**$94.00**
18 Mos.	6 Mos.	**$937.00**	**$104.50**
24 Mos.	6 Mos.	**$1,057.00**	**$120.00**
30 Mos.	6 Mos.	**$1,191.00**	**$134.00**
36 Mos.	6 Mos.	**$1,339.50**	**$148.50**
42 Mos.	6 Mos.	**$1,508.50**	**$169.00**
48 Mos. (Maximum)		**$1,701.00**	**$192.50**
PENSION BAND		125	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 01 **EFFECTIVE JUNE 24, 2018**

OFFICE CLERICAL ASSISTANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$487.50**	
6 Mos.	6 Mos.	**$543.50**	**$56.00**
12 Mos.	6 Mos.	**$606.00**	**$62.50**
18 Mos.	6 Mos.	**$675.50**	**$69.50**
24 Mos.	6 Mos.	**$752.00**	**$76.50**
30 Mos.	6 Mos.	**$839.00**	**$87.00**
36 Mos. (Maximum)		**$934.50**	**$95.50**
PENSION BAND		103	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 02 **EFFECTIVE JUNE 24, 2018**

CREDIT SPECIALIST, CUSTOMER CLERK,
GENERAL CLERK, TELEMARKETING REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$514.00**	
6 Mos.	6 Mos.	**$578.50**	**$64.50**
12 Mos.	6 Mos.	**$651.50**	**$73.00**
18 Mos.	6 Mos.	**$735.00**	**$83.50**
24 Mos.	6 Mos.	**$829.00**	**$94.00**
30 Mos.	6 Mos.	**$934.00**	**$105.00**
36 Mos. (Maximum)		**$1,052.50**	**$118.50**
PENSION BAND		106	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 03 **EFFECTIVE JUNE 24, 2018**

RECORDS CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$521.50**	
6 Mos.	6 Mos.	**$588.50**	**$67.00**
12 Mos.	6 Mos.	**$665.00**	**$76.50**
18 Mos.	6 Mos.	**$751.00**	**$86.00**
24 Mos.	6 Mos.	**$847.50**	**$96.50**
30 Mos.	6 Mos.	**$959.00**	**$111.50**
36 Mos. (Maximum)		**$1,083.50**	**$124.50**
PENSION BAND		107	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 04 **EFFECTIVE JUNE 24, 2018**

CASHIER, STAFF CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$537.50**	
6 Mos.	6 Mos.	**$606.00**	**$68.50**
12 Mos.	6 Mos.	**$686.00**	**$80.00**
18 Mos.	6 Mos.	**$777.00**	**$91.00**
24 Mos.	6 Mos.	**$879.00**	**$102.00**
30 Mos.	6 Mos.	**$993.00**	**$114.00**
36 Mos. (Maximum)		**$1,125.00**	**$132.00**
PENSION BAND		108	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 05 **EFFECTIVE JUNE 24, 2018**

CUSTOMER SERVICE CLERK, SERVICE ANALYST

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$540.00**	
6 Mos.	6 Mos.	**$613.50**	**$73.50**
12 Mos.	6 Mos.	**$697.50**	**$84.00**
18 Mos.	6 Mos.	**$793.00**	**$95.50**
24 Mos.	6 Mos.	**$901.50**	**$108.50**
30 Mos.	6 Mos.	**$1,023.50**	**$122.00**
36 Mos. (Maximum)		**$1,163.50**	**$140.00**
PENSION BAND		109	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 06 **EFFECTIVE JUNE 24, 2018**

COLLECTOR, FORCE ADMINISTRATION CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$543.50**	
6 Mos.	6 Mos.	**$620.00**	**$76.50**
12 Mos.	6 Mos.	**$706.50**	**$86.50**
18 Mos.	6 Mos.	**$806.50**	**$100.00**
24 Mos.	6 Mos.	**$920.00**	**$113.50**
30 Mos.	6 Mos.	**$1,047.50**	**$127.50**
36 Mos. (Maximum)		**$1,193.00**	**$145.50**
PENSION BAND		110	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 07 **EFFECTIVE JUNE 24, 2018**

SENIOR SERVICE ANALYST

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$543.50**	
6 Mos.	6 Mos.	**$620.00**	**$76.50**
12 Mos.	6 Mos.	**$706.50**	**$86.50**
18 Mos.	6 Mos.	**$806.50**	**$100.00**
24 Mos.	6 Mos.	**$919.00**	**$112.50**
30 Mos.	6 Mos.	**$1,047.50**	**$128.50**
36 Mos. (Maximum)		**$1,233.50**	**$186.00**
PENSION BAND		110	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 08 **EFFECTIVE JUNE 24, 2018**

CUSTOMER ACCOUNT REPRESENTATIVE, CUSTOMER BUSINESS REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$606.00**	
6 Mos.	6 Mos.	**$692.50**	**$86.50**
12 Mos.	6 Mos.	**$788.50**	**$96.00**
18 Mos.	6 Mos.	**$902.00**	**$113.50**
24 Mos.	6 Mos.	**$1,027.00**	**$125.00**
30 Mos.	6 Mos.	**$1,172.00**	**$145.00**
36 Mos. (Maximum)		**$1,338.50**	**$166.50**
PENSION BAND		113	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 09 **EFFECTIVE JUNE 24, 2018**

VAULT CUSTODIAN

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$632.00**	
6 Mos.	6 Mos.	**$718.00**	**$86.00**
12 Mos.	6 Mos.	**$814.00**	**$96.00**
18 Mos.	6 Mos.	**$923.00**	**$109.00**
24 Mos.	6 Mos.	**$1,049.00**	**$126.00**
30 Mos.	6 Mos.	**$1,191.00**	**$142.00**
36 Mos. (Maximum)		**$1,351.00**	**$160.00**
PENSION BAND		114	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 10 **EFFECTIVE JUNE 24, 2018**

CONSULTANT, CONSULTANT-BILINGUAL,
SERVICE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$630.50**	
6 Mos.	6 Mos.	**$719.50**	**$89.00**
12 Mos.	6 Mos.	**$821.50**	**$102.00**
18 Mos.	6 Mos.	**$938.00**	**$116.50**
24 Mos.	6 Mos.	**$1,067.50**	**$129.50**
30 Mos.	6 Mos.	**$1,221.00**	**$153.50**
36 Mos. (Maximum)		**$1,393.50**	**$172.50**
PENSION BAND		115	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 11 **EFFECTIVE JUNE 24, 2018**

PUBLIC COMMUNICATIONS SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$668.50**	
6 Mos.	6 Mos.	**$747.00**	**$78.50**
12 Mos.	6 Mos.	**$832.50**	**$85.50**
18 Mos.	6 Mos.	**$930.00**	**$97.50**
24 Mos.	6 Mos.	**$1,039.00**	**$109.00**
30 Mos.	6 Mos.	**$1,160.50**	**$121.50**
36 Mos.	6 Mos.	**$1,294.50**	**$134.00**
42 Mos.	6 Mos.	**$1,444.50**	**$150.00**
48 Mos. (Maximum)		**$1,613.50**	**$169.00**
PENSION BAND		122	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 12 **EFFECTIVE JUNE 24, 2018**

CUSTOMER SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$672.50**	
6 Mos.	6 Mos.	**$757.00**	**$84.50**
12 Mos.	6 Mos.	**$853.50**	**$96.50**
18 Mos.	6 Mos.	**$960.50**	**$107.00**
24 Mos.	6 Mos.	**$1,083.50**	**$123.00**
30 Mos.	6 Mos.	**$1,221.00**	**$137.50**
36 Mos.	6 Mos.	**$1,373.00**	**$152.00**
42 Mos.	6 Mos.	**$1,546.00**	**$173.00**
48 Mos. (Maximum)		**$1,743.50**	**$197.50**
PENSION BAND		125	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 01 **EFFECTIVE JUNE 23, 2019**

OFFICE CLERICAL ASSISTANT

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$499.50**	
6 Mos.	6 Mos.	**$557.00**	**$57.50**
12 Mos.	6 Mos.	**$621.00**	**$64.00**
18 Mos.	6 Mos.	**$692.50**	**$71.50**
24 Mos.	6 Mos.	**$771.00**	**$78.50**
30 Mos.	6 Mos.	**$860.00**	**$89.00**
36 Mos. (Maximum)		**$958.00**	**$98.00**
PENSION BAND		103	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 02 **EFFECTIVE JUNE 23, 2019**

CREDIT SPECIALIST, CUSTOMER CLERK,
GENERAL CLERK, TELEMARKETING REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$527.00**	
6 Mos.	6 Mos.	**$593.00**	**$66.00**
12 Mos.	6 Mos.	**$668.00**	**$75.00**
18 Mos.	6 Mos.	**$753.50**	**$85.50**
24 Mos.	6 Mos.	**$849.50**	**$96.00**
30 Mos.	6 Mos.	**$957.50**	**$108.00**
36 Mos. (Maximum)		**$1,079.00**	**$121.50**
PENSION BAND		106	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 03 **EFFECTIVE JUNE 23, 2019**

RECORDS CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$534.50**	
6 Mos.	6 Mos.	**$603.00**	**$68.50**
12 Mos.	6 Mos.	**$681.50**	**$78.50**
18 Mos.	6 Mos.	**$770.00**	**$88.50**
24 Mos.	6 Mos.	**$868.50**	**$98.50**
30 Mos.	6 Mos.	**$983.00**	**$114.50**
36 Mos. (Maximum)		**$1,110.50**	**$127.50**
PENSION BAND		107	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 04 **EFFECTIVE JUNE 23, 2019**

CASHIER, STAFF CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$551.00**	
6 Mos.	6 Mos.	**$621.00**	**$70.00**
12 Mos.	6 Mos.	**$703.00**	**$82.00**
18 Mos.	6 Mos.	**$796.50**	**$93.50**
24 Mos.	6 Mos.	**$901.00**	**$104.50**
30 Mos.	6 Mos.	**$1,018.00**	**$117.00**
36 Mos. (Maximum)		**$1,153.00**	**$135.00**
PENSION BAND		108	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 05 **EFFECTIVE JUNE 23, 2019**

CUSTOMER SERVICE CLERK, SERVICE ANALYST

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$553.50**	
6 Mos.	6 Mos.	**$629.00**	**$75.50**
12 Mos.	6 Mos.	**$715.00**	**$86.00**
18 Mos.	6 Mos.	**$813.00**	**$98.00**
24 Mos.	6 Mos.	**$924.00**	**$111.00**
30 Mos.	6 Mos.	**$1,049.00**	**$125.00**
36 Mos. (Maximum)		**$1,192.50**	**$143.50**
PENSION BAND		109	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 06 **EFFECTIVE JUNE 23, 2019**

COLLECTOR, FORCE ADMINISTRATION CLERK

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$557.00**	
6 Mos.	6 Mos.	**$635.50**	**$78.50**
12 Mos.	6 Mos.	**$724.00**	**$88.50**
18 Mos.	6 Mos.	**$826.50**	**$102.50**
24 Mos.	6 Mos.	**$943.00**	**$116.50**
30 Mos.	6 Mos.	**$1,073.50**	**$130.50**
36 Mos. (Maximum)		**$1,223.00**	**$149.50**
PENSION BAND		110	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 07 **EFFECTIVE JUNE 23, 2019**

SENIOR SERVICE ANALYST

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$557.00**	
6 Mos.	6 Mos.	**$635.50**	**$78.50**
12 Mos.	6 Mos.	**$724.00**	**$88.50**
18 Mos.	6 Mos.	**$826.50**	**$102.50**
24 Mos.	6 Mos.	**$942.00**	**$115.50**
30 Mos.	6 Mos.	**$1,073.50**	**$131.50**
36 Mos. (Maximum)		**$1,264.50**	**$191.00**
PENSION BAND		110	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 08 **EFFECTIVE JUNE 23, 2019**

CUSTOMER ACCOUNT REPRESENTATIVE, CUSTOMER BUSINESS REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$621.00**	
6 Mos.	6 Mos.	**$710.00**	**$89.00**
12 Mos.	6 Mos.	**$808.00**	**$98.00**
18 Mos.	6 Mos.	**$924.50**	**$116.50**
24 Mos.	6 Mos.	**$1,052.50**	**$128.00**
30 Mos.	6 Mos.	**$1,201.50**	**$149.00**
36 Mos. (Maximum)		**$1,372.00**	**$170.50**
PENSION BAND		113	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 09 **EFFECTIVE JUNE 23, 2019**

VAULT CUSTODIAN

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$648.00**	
6 Mos.	6 Mos.	**$736.00**	**$88.00**
12 Mos.	6 Mos.	**$834.50**	**$98.50**
18 Mos.	6 Mos.	**$946.00**	**$111.50**
24 Mos.	6 Mos.	**$1,075.00**	**$129.00**
30 Mos.	6 Mos.	**$1,221.00**	**$146.00**
36 Mos. (Maximum)		**$1,385.00**	**$164.00**
PENSION BAND		114	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 10 **EFFECTIVE JUNE 23, 2019**

CONSULTANT, CONSULTANT-BILINGUAL,
SERVICE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$646.50**	
6 Mos.	6 Mos.	**$737.50**	**$91.00**
12 Mos.	6 Mos.	**$842.00**	**$104.50**
18 Mos.	6 Mos.	**$961.50**	**$119.50**
24 Mos.	6 Mos.	**$1,094.00**	**$132.50**
30 Mos.	6 Mos.	**$1,251.50**	**$157.50**
36 Mos. (Maximum)		**$1,428.50**	**$177.00**
PENSION BAND		115	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 11 **EFFECTIVE JUNE 23, 2019**

PUBLIC COMMUNICATIONS SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$685.00**	
6 Mos.	6 Mos.	**$765.50**	**$80.50**
12 Mos.	6 Mos.	**$853.50**	**$88.00**
18 Mos.	6 Mos.	**$953.50**	**$100.00**
24 Mos.	6 Mos.	**$1,065.00**	**$111.50**
30 Mos.	6 Mos.	**$1,189.50**	**$124.50**
36 Mos.	6 Mos.	**$1,327.00**	**$137.50**
42 Mos.	6 Mos.	**$1,480.50**	**$153.50**
48 Mos. (Maximum)		**$1,654.00**	**$173.50**
PENSION BAND		122	

NJ CWA COMMERCIAL - MARKETING

WAGE TABLE: 12 **EFFECTIVE JUNE 23, 2019**

CUSTOMER SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	WAGE RATE	INCREASE AMOUNT
Start	6 Mos.	**$689.50**	
6 Mos.	6 Mos.	**$776.00**	**$86.50**
12 Mos.	6 Mos.	**$875.00**	**$99.00**
18 Mos.	6 Mos.	**$984.50**	**$109.50**
24 Mos.	6 Mos.	**$1,110.50**	**$126.00**
30 Mos.	6 Mos.	**$1,251.50**	**$141.00**
36 Mos.	6 Mos.	**$1,407.50**	**$156.00**
42 Mos.	6 Mos.	**$1,584.50**	**$177.00**
48 Mos. (Maximum)		**$1,787.00**	**$202.50**
PENSION BAND		125	

ARTICLE 103
WAGE ADJUSTMENTS

Initial Wage Increase

Effective **June 19, 2016, all steps of the** basic wage schedules shall be increased by **3.00%.**

First General Wage Adjustment

Effective **June 18, 2017, all steps of the** basic wage schedules shall be increased by **2.50%.**

Second General Wage Adjustment

Effective **June 24, 2018, all steps of the** basic wage schedules shall be increased by **2.50%.**

Third General Wage Adjustment

Effective June 23, 2019, all steps of the basic wage schedules shall be increased by 2.50%.

Cost-of-Living (COLA)

1. Effective August 1, 2010, an adjustment will be made in basic weekly rates in each wage schedule in the amount of: (i) one-half of the increase above three and three quarters percent (3.75%) in the "CPI-W" (1982-84 = 100) for May 2010 over May 2009, applied to (ii) the scheduled rates in effect in each wage schedule on July 31, 2010, (iii) rounded to the nearest 50 cents.
2. In no event shall a decrease in the CPI-W result in a reduction of any basic weekly wage rate.
3. In the event the Bureau of Labor Statistics does not issue the appropriate Consumer Price Indexes on or before the dates referred to in Paragraph 1, the cost-of-living adjustment required by such appropriate indexes shall be effective at the beginning of the first payroll week after receipt of the indexes.
4. No adjustment, retroactive or otherwise, shall be made as the result of any revision which may later be made in the first published figures for the CPI-W for May 2009 and May 2010**.**

5. The cost-of-living adjustment is dependent upon the availability of the CPI-W in its present form and calculated on the same basis as the CPI-W for May 2008. In the event the Bureau of Labor Statistics changes the form or the basis of calculating the CPI-W, the Company and the Union agree to request the Bureau to make available, for the life of this agreement, a CPI-W in its present form and calculate it on the same basis as the CPI-W for May 2008, which was 212.788 (1982-84 = 100).

The Company will continue the Cost-of-Living provisions set forth in Section II of the 2008 MOU during the term of this **2016** MOU. Notwithstanding the continuation of these provisions, there will be no Cost-of-Living adjustments during the term of this **2016** MOU.

ARTICLE 104
MONTHLY PENSION BENEFIT FOR FULL-TIME EMPLOYEES

September 15, 2016		September 15, 2017	
Pension Band	Monthly Amt.	Pension Band	Monthly Amt.
103	$42.41	103	$42.83
106	$47.40	106	$47.87
107	$49.03	107	$49.52
108	$50.65	108	$51.16
109	$52.36	109	$52.88
110	$53.97	110	$54.51
113	$58.92	113	$59.51
114	$60.61	114	$61.22
115	$62.24	115	$62.86
119	$68.85	119	$69.54
122	$73.79	122	$74.53
125	$78.74	125	$79.53

September 15, 2018	
Pension Band	Monthly Amt.
103	$43.26
106	$48.35
107	$50.02
108	$51.67
109	$53.41
110	$55.06
113	$60.11
114	$61.83
115	$63.49
119	$70.24
122	$75.28
125	$80.33

ARTICLE 105
BASIC WEEKLY WAGE RATE

Employees are carried on the payrolls at a basic weekly wage rate which is the amount paid for a basic workweek, as defined in Article 116, "Regular Hours of Duty," and which is exclusive of differentials, commissions, overtime payments, and other premiums.

ARTICLE 106
BASIC WEEKLY HIRING RATES

The minimum basic weekly hiring rates applicable to the titles covered by this Agreement are set forth in the "Table of Minimum Hiring and Maximum Basic Weekly Wage Rates by Title," Article 101. Employees may be hired into any titles at rates in excess of the minimum hiring rate at the Company's discretion. If an employee is hired into a title at a pay rate in excess of the minimum hiring rate for reasons other than job related experience and/or job related training, any employee in that title in the city into which the employee is hired who is at a lower rate of pay will be raised to the rate of the individual hired.

In the case of existing part-time employees, the Company may establish the basic weekly starting wage rate for full-work in accordance with the experience and qualifications of the employee.

ARTICLE 107
MAXIMUM BASIC WEEKLY WAGE RATES

The maximum basic weekly wage rates applicable to the titles covered by this Agreement are set forth in the "Table of Minimum Hiring and Maximum Basic Weekly Wage Rates by Title," Article 101.

ARTICLE 108
WAGE PROGRESSION

The wage progression from basic weekly hiring rate to maximum basic weekly wage rate is controlled by the employee's basic weekly wage rate. The amounts of increase and the intervals between increases are set forth in the "Wage Increase Tables," Article 102.

The interval for the first increase following engagement, reengagement, or transfer into the bargaining unit is measured from the Sunday nearest the date the employee reports to work.

In case the final increase to maximum basic weekly wage rate is less than that provided by the increase amount shown in the increase table, such increase shall be granted in a proportionately shorter interval. In computing the proportionately shorter interval, a fraction of a week may result. In such a case, the next lower week shall be used if the fraction is less than one-half. If the fraction is one-half or more, the next higher week shall be used.

When an employee is absent for any reason except for leaves of absence for military service where credit for time for wage purposes is provided by law, for a continuous period of more than thirty (30) days, the interval from his/her last regular increase until the employee's next regular increase following return to duty is extended one (1) month for each thirty-day period or major portion thereof beyond the first thirty (30) days of absence.

In determining eligibility for the first increase only, under this Agreement, time elapsed prior to the effective date of this Agreement and since an employee's last increase shall be credited.

The progression provided for in the increase tables contemplates acceptable and satisfactory performance of the normal and regular phases of job assignments. When, in the judgment of the Company, an employee's performance does not justify normal progression, increases may be deferred beyond the stated intervals for periods not to exceed six (6) months. Progression increases within any given wage grade may be deferred not more than two (2) times for any employee. At the conclusion of each deferred period, the employee shall be granted the postponed increases.

ARTICLE 109
MAXIMUM TIME IN PROGRESSION

The Company agrees that no employee shall remain below the maximum basic weekly wage rate for his/her title beyond the period specified below. For the purpose of determining time spent in progression, time in any title for which wage rates are shown in this Agreement shall be included. Time at a lower maximum rate and periods during which wage increases were deferred in accordance with Article 108, "Wage Progression" and Article 110, "Effective Date of Wage Increases," shall be excluded.

Nothing herein shall affect the provisions of Article 108, "Wage Progression" and Article 110, "Effective Date of Wage Increases."

WAGE GRADE	MAXIMUM TIME IN PROGRESSION (MONTHS)
E-1	36
E-3	36
SS-1	36
SS-2	36
S-1	36
S-2	36
6	36
7	36
8	36
9	36

ARTICLE 110
EFFECTIVE DATE OF WAGE INCREASES

Section 1. Increase Date

Increases in rates of pay for all employees are effective the Sunday nearest the date of the required Monthly Interval for Wage Increases as set forth in the Wage Increase Tables with the following exceptions:

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

(b) Changes in rates of pay resulting from promotions, changes in title or grade shall be made effective the Sunday nearest the date of the change in status.

Section 2. Change in Rate of Pay During a Period of Absence

An employee's rate of pay shall not be changed during a period of absence exceeding seven (7) calendar days or during a period of absence which at any time during its duration involves payment under the "Sickness and Accident Disability Benefit Plan." Vacation is not considered as absent time and a change in rate of pay which comes due during a vacation period shall not be deferred.

ARTICLE 111
CHANGES IN GRADES

An employee transferred to a title having a higher maximum basic weekly wage rate will have his/her wage treatment determined solely in accordance with the procedures set forth in the Promotion Pay Plan dated August 9, 1992. Similarly, an employee transferred to a title having a lower maximum basic weekly wage rate and who is not subject to the provision of Article 13, will have his/her wage treatment determined solely in accordance with the Promotion Pay Plan. Any changes to or deviations from the procedures set forth in the Promotion Pay Plan must be mutually agreed to by the Company and the Union.

ARTICLE 112
TEMPORARY ASSIGNMENTS

An employee may be temporarily assigned to a job of a higher or lower wage grade than the employee's job classification at the discretion of the Company. An employee who is temporarily assigned to a job of a higher classification for two (2) or more hours of his/her regular tour of duty or any part of an overtime period shall be paid a differential for the day equal to one-fifth (1/5th) of the difference between the maximum salary for his/her title and the maximum salary for the title to which he/she is temporarily assigned.

Such temporary assignments in a job of a higher wage grade or lower wage grade shall not exceed a period of 180 days. However, the time limitation on temporary assignments to a lower wage grade shall not apply to placements made under the Medically Restricted Plan.

ARTICLE 113
TRAINING ASSIGNMENTS

The Company, may, from time to time as it deems necessary, offer employees the opportunity to volunteer for temporary assignments involving the training of other employees. In filling specific training assignments, the Company may select the employee(s) of its choice from among the list of volunteers determined by the Company, in its discretion, to be qualified to perform the specific training assignment. The Company agrees that, subject to the needs of the business, it will assign each volunteer determined by the Company to be qualified at least one training assignment in a calendar year, if the number of assignments during the calendar year warrants it.

An employee temporarily assigned to the training of employees and who works in that assignment for two (2) or more hours of his/her regular tour of duty shall be paid a differential of $20.00 for each day while so assigned.

Whenever an employee is assigned for a period of less than two (2) hours, payment will be made at the rate of $3.00 per hour or fraction thereof not to exceed $20.00 per tour.

Formal initial and continuation training and the appraisal and development of people will continue to be performed by Management. All other training can be performed by either management or employees pursuant to this Article at the Company's option.

ARTICLE 114
TEMPORARY MANAGEMENT ASSIGNMENTS

The Company may, if it deems necessary, appoint an employee of its choice from among a list of volunteers to temporarily perform supervisory work, including supervising of other employees, excluding employee discipline, development and appraisal. If the number of assignments during the calendar year warrants it, each volunteer on the approved list shall be given an assignment at least once in each calendar year. The Company retains the sole discretion as to the order in which approved volunteers are selected and the duties to be assigned, which may vary depending upon employee qualifications. The Company shall not be required to select a person it deems to be unqualified for a particular assignment simply to meet this described annual assignment. It is also understood that no service observations of any type, either using remote facilities or at desk side, shall be assigned to persons performing the duties contemplated under Article 114. Such duties are considered part of employee development and shall be undertaken by management. Employees may be assigned under Article 113 to sit with employees for the purpose of coaching them in the performance of their job duties, for which they have been previously trained. No documentation of any kind, however, shall be prepared by persons assigned under these contract articles that relate to the performance of another employee.

On any day during which an employee, pursuant to a Temporary Management Assignment, is assigned and works in that assignment, that employee shall receive $15.00 per diem including any period of overtime**.** In no case shall an individual employee be so assigned for more than one (1) year for any one period of assignment. It is understood that while performing in this assignment, the employee may be required to perform his/her regular job duties. In the event, however, the employee's work group is working mandatory overtime, they shall also work the mandatory overtime if they would otherwise be required to do so.

Management shall continue to perform formal initiation and continuation training and employee appraisal and development.

Temporary Management Assignments shall not constitute transfers outside the bargaining unit under Article 3, "Agency Shop," Section 2, and Article 125, "Promotions and Transfers of Union Representatives."

ARTICLE 115
WORKING CONDITIONS — GENERAL

Working hours and daily schedules of employees will be arranged to fit the needs of the service. Employees will be required to work overtime and during nonscheduled periods when the necessities of the service demand such work. No provision of this Agreement shall constitute a guarantee as to the minimum or maximum number of hours of work per week which may be required on the part of any employee.

ARTICLE 116
REGULAR HOURS OF DUTY

Section 1. Basic Workweek

The basic workweek consists of a total of five (5) tours of duty totaling thirty-five (35) hours within a seven-day period from Sunday to the following Saturday, inclusive. Employees entering the bargaining unit on or after January 1, 1992 will be scheduled to work a basic workweek of five (5) full tours of duty which may be scheduled non-consecutively. For the title of Credit Specialist, the basic workweek consists of a total of five (5) tours of duty totaling thirty-seven and a half (37.5) hours within a seven day period from Sunday to the following Saturday, inclusive.

Section 2. Tours of Duty

A full day's work or full tour of duty consists of seven (7) hours. For the title of Credit Specialist, a full day's work or full tour of duty consists of 7 and one-half hours (7½). Full tours of duty are divided into two (2) periods, not necessarily of the same length, and separated by not more than one (1) hour. No lunch period should end less than two hours from the completion of a normal tour. The starting time for employees in the bargaining unit as of September 1, 1971, may be adjusted for periods of not more than one (1) hour to meet service requirements under unusual conditions.

For employees engaged, reengaged or transferred into titles covered by this Agreement between September 1, 1971 and September 1, 1974, full tours of

duty may be scheduled to meet requirements except that no full tour may be scheduled to begin before 8:00 A.M. or to end after 12:00 Midnight.

For employees engaged, reengaged or transferred into titles covered by the Agreement after September 1, 1974, no full tours of duty may be scheduled to begin before 7:00 A.M. or to end after 12:00 Midnight.

Employees shall be notified of their scheduled hours of work not later than 12:00 Noon on Friday preceding the week in which such tours are scheduled. Work tours will be established by the Company for all employees. Employees will select tours on the basis of net credited service.

Section 3. Relief Periods

Employees assigned the number of hours constituting a full tour of duty and employees assigned a part-time tour of seven or more hours shall be given one fifteen-minute relief period regularly in each of the two periods of the tour; employees assigned part-time tours of at least five hours but less than seven hours shall be given one fifteen-minute relief per day.

An additional fifteen-minute relief will be given whenever an employee works overtime for a continuous period of two or more hours immediately before or immediately after his/her scheduled work time. In no case will this additional relief be assigned for the first or last fifteen minutes of the employee's work period.

ARTICLE 117
OVERTIME

Section 1. Compensation for Overtime Work

Except as provided below, time worked in any day in excess of seven (7) hours shall be paid for at the employee's basic hourly rate for the eighth hour and thereafter at one and one-half (1-1/2) times the employee's basic hourly rate.

Time worked in any week in excess of five full tours of work, when such work is on a sixth day, shall be paid at one and one-half (1-1/2) times the basic hourly rate. The term "time worked," as used in this paragraph, shall not include vacation time, time off requested by the employee, or non-paid time off for Union business.

Time worked in any week in excess of forty (40) hours and all time worked on Sunday shall be paid for at one and one-half (1-1/2) times the employee's basic hourly rate.

Compensation for overtime work on a designated holiday shall be in accordance with Article 119, "Holiday Treatment."

Time worked in any week in excess of forty-nine (49) hours shall be paid for at twice the straight-time rate.

All time worked on Sunday amounting to four (4) hours or more, but not in excess of eight (8) hours, shall be included in the 40-hour week.

There shall be no duplication of payments for excess time worked under the foregoing provisions of this Article.

Overtime will be computed in units of one-tenth (1/10th) hour (6 minutes). Fractional parts of units, after the initial unit, shall be counted as full units, but any total period of less than a full unit shall not be counted.

Section 2. Computation of Overtime Payments

Employees are carried on the payrolls at a basic weekly wage rate, which amount is exclusive of payments for overtime work. The basic weekly wage rate is the amount paid for a 35-hour workweek. Hourly rates are determined by dividing the basic weekly rate by thirty-five (35). Overtime payments shall be based on the hourly rate derived from the basic workweek.

ARTICLE 118
DIFFERENTIALS

Section 1. Tour Differential

A tour differential of ten percent (10%) of one-fifth of the basic weekly wage rate shall be paid to employees for each assigned full or part tour within which two (2) or more consecutive hours of work are performed on any day of the week, either before 9:00 A.M. or after 5:00 P.M.

Section 2. Special City Allowance

An employee whose assigned reporting location on a particular day is within the Jersey City, Newark, or Bayonne Exchange Areas will be paid a Special City Allowance of $2.00 for each day he/she works after reporting at such assigned reporting locations.

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

An employee must work more than 50% of a regular full-time daily tour, after reporting to a qualified location, to receive a full daily allowance for that day. An employee who reports to work at a qualified location but who works 50% or less of a regular full-time daily tour will be paid one-half of a full daily allowance.

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

Assigned reporting locations within the following designated boundaries qualify, subject to the above provisions, for the Special City Allowance: All reporting locations within the Exchange Area boundaries of Jersey City, Newark, and Bayonne.

Section 3. Force Administration

A Force Administration Clerk assigned to monitor the Enhanced Team (ET) System and who works in that assignment for two (2) or more hours of his/her regular tour of duty shall be paid a differential of $15.00 for each day while assigned.

ARTICLE 119
HOLIDAY TREATMENT

Section 1. Designated Holidays

The following days have been designated as holidays:

New Year's Day	Columbus Day
President's Day	Veterans' Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day
Labor Day	Personal Holiday*

When any of these holidays falls on a Sunday, the following Monday shall be observed as a holiday instead.

When any of these holidays falls on a Saturday, the preceding Friday shall be observed as the holiday instead.

Section 2. Holiday Treatment for Part-Time Employees

Part-time employees, who are on the active payroll of the Company as of December 31, 1980, who are assigned to work less than the equivalent of two and one-half days in the holiday week shall be paid one-half day's wages for an excused holiday. Part-time employees assigned the equivalent of two and one-half days or more in the week shall be paid one full day's wages for an excused holiday.

Part-time employees engaged or reengaged effective January 1, 1981 or after shall be governed by the provisions of Article 7.

* Employees upon completion of six (6) months of continuous service will be eligible for a Personal Holiday.

Section 3. Holiday Treatment of Employees Not on Vacation

An employee who works on a designated holiday shall be paid, in addition to the amount he/she would receive if he/she did not work on that day, at one and one-half (1-1/2) times his/her basic hourly wage rate for all time worked not in excess of seven (7) hours, and at two and one-half (2-1/2) times his/her basic hourly wage rate for time worked in excess of seven (7) hours on that day, or an employee who works a full tour on a designated holiday may elect in lieu of a holiday allowance, to receive another day to be scheduled after the date the holiday occurs through April 30 of the following year, in accordance with normal vacation selection procedure. Any such day not taken by April 30 of the following year, will be paid in lieu of the day.

An employee who does not work on a designated holiday and who is paid for any other time in the basic workweek which includes the holiday shall receive a holiday allowance equivalent to one (1) day's pay for the holiday.

Holidays observed Monday through Friday will be included in all basic weekly work schedules. Excused holiday time on such days shall be considered as time worked in determining payment for time worked in excess of forty (40) hours in any week.

Section 4. Holiday Treatment of Employees on Vacation

If a designated holiday falls within an employee's vacation period, time off with pay, equal to the number of hours for which the employee would have been entitled to receive pay for the holiday, will be scheduled at a time determined by the Company. Such time off may be scheduled immediately preceding or following the vacation period depending upon the decision of Management as to the effect upon work requirements.

ARTICLE 120
VACATIONS

Section 1. Schedule of Vacation Periods

Vacation periods with pay shall be granted in each calendar year subject to the following service factors:

(a) Employees engaged (i.e., first reporting for duty) on or after July 1 of the current year—	No vacation
(b) Employees who will complete six (6) months of net credited service on or before December 31 of the current year—	One (1) week

(c)	Employees who will complete twelve (12) months of net credited service on or before December 31 of the current year—	Two (2) weeks
(d)	Employees who will complete seven (7) or more years of net credited service on or before December 31 of the current year—	Three (3) weeks
(e)	Employees who will complete fifteen (15) or more years of net credited service on or before December 31 of the current year—	Four (4) weeks
(f)	Employees who will complete twenty-five (25) or more years of net credited service on or before December 31 of the current year—	Five (5) weeks*

Section 2. Vacation Periods

Management shall recognize employees' preferences for vacation periods within each title within each office on a net credited service basis provided such adherence does not result in either understaffing or overstaffing of the office or any functional group from the standpoint of experience or force flexibility. Where an employee is entitled to three (3) or more weeks of vacation, up to three (3) weeks may be scheduled consecutively during the four (4) desirable vacation months, June through September on a seniority basis. A fourth week shall be scheduled during these months only after all junior employees involved have scheduled their choice of vacations.

Vacations shall be taken during the calendar year, except as specifically provided for elsewhere in this Article, and will not be considered cumulative at the option of the employee.

Employees who are eligible for one (1) week of vacation may elect for it to be taken on a day-at-a-time basis. Employees who are eligible for two (2) weeks of vacation may select both weeks on a day-at-a-time basis, and employees who are eligible for three (3) or more weeks of vacation may select two (2), and employees who are eligible for four (4) or more weeks of vacation may select three (3), of those weeks to be taken on a day-at-a-time basis.

* At least one week must be taken during the months of January, February, March, April, November or December.

Employees who are eligible for day-at-a-time vacation may take a maximum of five (5) day-at-a-time vacations in one-half day increments in a given calendar year. Individual vacation days and one-half day vacation days may be selected only after all selection of full weeks has been completed.

Individual vacation days may be selected and scheduled or employees must select reserve time for these days subject to the needs of the service as determined by the Company. Individual days selected but not taken prior to the reserve time must be taken during the reserve time.

The period during which reserve time may be scheduled shall extend through April 30th of the following year.

When an employee is unable to take a previously scheduled vacation for reasons beyond his/her control, such as accident, sickness disability, jury duty, etc., the Company, after the employee has returned to work, will reschedule the vacation within the calendar year. In the event there is not sufficient time remaining in the calendar year to reschedule such vacation, or should such absence continue to the end of the year or extend into the following year, the Company will reschedule the vacation in the following year, or pay in lieu of vacation, at its option.

Except as limited in this Article vacations will not be restricted to a particular season of the year, but may be granted at any time when, as determined by the Company, force conditions permit.

Section 3. Determining Vacation Periods

One and Two Weeks

The engagement or reengagement date from which service has been continuous shall be used in determining the vacation allowance of one (1) or two (2) weeks, with the understanding that leaves of absence and periods of disability absence shall not affect the continuity of service. Credit shall be allowed for continuous service in other Verizon Network Services Group Companies in determining vacations for employees transferred to this Company.

The Third, Fourth and Fifth Weeks

For the purpose of determining eligibility for a third, fourth or fifth week of vacation, net credited service is measured from the date established for benefit purposes under the "Verizon Pension Plan."

Section 4. Employees Entitled to Vacation

Employees shall be granted vacations in accordance with the service factors specified above, subject to the following provisions:

(a) No employee shall begin the first week of a vacation prior to the completion of at least six (6) months of service from the date of engagement or reengagement nor begin the second week of a vacation prior to the completion of at least twelve (12) months of service from the date of engagement or reengagement except as the needs of the service, as determined by the Company, indicate otherwise.

(b) An employee who during the calendar year returns from a continuous period of absence of more than six (6) months due to leave of absence or layoff, shall not be eligible to a vacation in that year until the employee has completed six (6) months in the performance of duty after returning from such absence. These six (6) months in the performance of duty need not be continuous, but periods of absence of eight (8) days or more shall not be credited in computing the required six (6) months. In the event this six-month period extends into the following year, the Company will schedule the vacation in the following year, or pay in lieu of vacation, at its option, upon completion of the six-month requirement.

Section 5. Vacation Pay

Employees paid on a time basis shall receive for each week of vacation an amount equal to the employee's weekly wage rate.

Prepayments of vacation pay will be made to employees within the week preceding vacation.

Section 6. Payment in Lieu of Vacation

An employee leaving the service of the Company will receive vacation pay, as defined in this Article, in lieu of any vacation to which he/she is eligible at time of service termination under the following conditions:

(a) Layoffs as provided in Article 128, "Force Adjustments and Termination Allowances," of this Agreement;
(b) Resignations, provided the employee gives at least two (2) weeks' advance notice and works the period covered by the notice;
(c) Discharges, except in cases of misconduct or serious breach of discipline as determined by the Company;

and provided further that, in cases of resignations and discharges, such separations did not occur (1) during or at the expiration of leaves of absence without pay, (2) at the expiration of a period during which the employee was receiving "Sickness Disability Benefits," or (3) where the employee has not worked during the current calendar year.

Section 7. Unused Vacation

In case of death, wages associated with any unused portion of an employee's vacation shall be paid to the employee's beneficiary or to his/her estate.

Section 8. Lump Sum Vacation at Retirement

Upon retirement, an employee will be eligible to receive a lump sum payment in lieu of unused vacation to which the employee is entitled at time of retirement upon giving the Company thirty (30) days written notice.

Section 9. Vacation Buy-Back

The Company may offer to buy back a full week or weeks of an employee's scheduled vacation in order to meet unanticipated business demands.

The decision by the Company to make a week or weeks available for buy-back in a particular group will be determined solely by the force and service conditions within that group.

All regular employees who are eligible for at least 1 week of vacation in the current calendar year will be eligible to sell vacation.

Once the Company decides to offer vacation buy-back, the opportunity will be extended to employees scheduled to take that week in the designated group based on seniority. Acceptance of an offer to buy-back full weeks of the scheduled vacation is voluntary; however, once vacation is bought by the Company it is not available for reselection. The employee's work schedule will reflect a normal work week and the employee will be paid for the vacation buy-back on the same basis as provided for in Section 5, above. This provision applies only to full weeks of vacation including weeks with holidays.

Questions regarding the offer or acceptance of vacation buy-back may be submitted to the grievance procedure; however, neither the provisions of this letter nor its interpretation or application shall be subject to arbitration.

Section 10. Vacation Allowances

At least 18% of the employees in each vacation administrative work group shall be permitted to schedule time off in a given week, except that 12% will apply to requests for vacation time submitted fewer than five business days in advance of the requested time off.

Where the application of the percentage figures specified above results in other than a whole number, the number yielded will be rounded up to the next whole number.

Regarding vacation availability during traditional fall hunting season and the December holiday season, management will make a reasonable effort to consider the need for higher availability.

Those work groups whose vacation availability is currently greater than the percentages specified above, will not be required to reduce their vacation scheduling availability.

ARTICLE 121
EXCUSED WORKDAYS

Section 1. Each regular employee who has at least six (6) months of net credited service on January 1 of the current year shall be eligible for four (4) excused workdays with pay and one (1) excused workday without pay during the year.

Section 2. Employees who do not work on their paid excused workday shall be paid for the day as if for a normal or standard day worked excluding any wage incentive or productivity payments provided they are on the active payroll of the Company on that excused workday.

Section 3. One (1) paid excused workday in each calendar year may be designated by the Company for employees in an administrative work group (as designated by the Company) or in any larger group, including the entire Company. Employees (except occasional employees) in any such group for which an excused workday is designated by the Company and who are not otherwise eligible for a paid excused workday shall be excused and paid for such designated day as set forth in Section 1, provided they are on the active payroll of the Company on the designated excused workday.

Section 4. Employees who are on vacation or absent with pay on their paid excused workday for reasons other than having observed it as an excused workday shall have their paid excused workday rescheduled if a vacation day would have been rescheduled under the same circumstances.

Section 5. If employees agree to work on their paid excused workday and the Company determines that the day cannot be rescheduled, they shall be paid as applicable in accordance with the following:

(a) Employees who agree to work before the work schedule becomes fixed shall receive one (1) day's pay as set forth in Section 2 in lieu of their excused workday and shall in addition be paid in accordance with the provisions of the collective bargaining Agreement covering work on a scheduled day of work.

(b) Employees who agree to work after the work schedule becomes fixed shall receive one (1) day's pay as set forth in Section 2 in lieu of their excused workday and shall in addition be paid in accordance with the provisions of the collective bargaining Agreement covering work on a nonscheduled day.

(c) Time worked by an employee on his/her excused workday shall be considered time worked on a regularly scheduled day of work for all purposes, except as is otherwise expressly provided herein.

Excused workdays may be scheduled through April 30th of the following year.

ARTICLE 122
TRAVEL TIME AND EXPENSES

Reimbursement of employees for travel time and expenses incurred on behalf of the Company is governed by the principle that an employee shall neither gain nor lose through temporary assignments to other than his/her regular reporting location or through work assignments or changes in such assignments brought about by the varying requirements of furnishing service to the public.

When an employee who is assigned on a temporary basis (usually less than sixty (60) calendar days) to work at a location other than his/her regular reporting location incurs travel time in excess of normal, such excess travel time shall be paid in the same manner as work time or the employee's tour shall be shortened correspondingly. If under these conditions the employee is also required to spend additional carfare over and above that normally incurred, the employee should be reimbursed for the amount of the additional carfare.

When an employee visits the Medical Office or a Local or General Consultant at the direction of the Company, the employee shall be reimbursed for any carfare expense necessitated by the visit. When the visit is on an employee's own initiative or at the request of his/her private physician, that is, when the visit is not on behalf of the Company, no carfare reimbursement shall be allowed.

An employee shall be paid his/her actual expense for lunch when visiting the Medical Office or a Local or General Consultant at the direction of the Company when such visit takes him/her outside of the municipality in which his/her regular reporting center is located. It is the intent that employees shall not be put to extra expense because of such visits.

ARTICLE 123
DEATH IN FAMILY

Section 1. In case of death in an employee's immediate family or of a relative residing at the employee's home, Management will approve payment for absence which ordinarily should not exceed four days but which may, under special circumstances and with Management approval, be extended to cover one week. "Immediate family" is defined as children, stepchildren, parents, stepparents, brothers, sisters, mother-in-law, father-in-law, grandparents, grandchildren, spouse and domestic partner as described and identified in the "Domestic Partner Agreement" or one other person identified in the employee's personnel file and residing at the employee's home.

Section 2. In case of death of a relative not in the immediate family nor residing in the employee's home, time off with pay for all or part of a scheduled workday in order to attend the funeral may be granted at the discretion of the Company. In determining the treatment to be accorded, Management will consider the relationship between the employee and the deceased, the time and place of the funeral, and the employee's hours of duty. Ordinarily the maximum time excused with pay should not exceed one day.

ARTICLE 124
PERSONAL SICKNESS ALLOWANCES — FIRST SEVEN CALENDAR DAYS

Payment for days scheduled in a basic workweek but not worked due to personal illness will be paid at the straight-time rate on the following basis:

Less than two (2) years — Pay after second scheduled workday of service
Two (2) years of service — Pay from and including the first and over scheduled workday

No more than five (5) days will be paid for sickness absence in any calendar week. Payments shall be limited to scheduled workdays. Further, payments made pursuant to the provisions of this Article shall not be paid beyond the seventh calendar day of absence.

For just cause, such payments to the individual may be suspended or discontinued.

ARTICLE 124A
ABSENCE FROM DUTY

Effective January 1, 2013:

1. Payment for days scheduled but not worked during the period of seven consecutive calendar days or less beginning with the first day of each absence due to an employee's personal illness or off-duty accident will be capped at ten days. Part-time employees will also be capped at 10 paid days, but the number of hours part-time employees will be paid for each day will be pro-rated based on the number of hours such employees are normally scheduled to work, in the same manner that the Company prorates vacation and other paid time for part-time employees. For example, a part-time employee who always works 22.5 hours per week will receive no more than 45 hours of paid incidental absence in a calendar year.

2. All employees may take up to four (4) incidental absence days in a calendar year which shall not be charged against an employee's record for purposes of determining attendance performance on the Company's applicable absence control plan ("Exempt Days"). Incidental absence days, in excess of the four (4) Exempt Days, may be treated in accordance with the Company's applicable absence control plan. This Section XII.A.2 will not apply to an associate until such associate reaches one year of net credited service. The number of Exempt Days for such an associate will be prorated in the year he or she reaches one year of net credited service as follows: (a) an associate who reaches one year of net credited service in the first quarter of the calendar year will receive four (4) Exempt Days; (b) an associate who reaches one year of net credited service in the second quarter will receive three (3) Exempt Days; (c) an associate who reaches one year of net credited service in the third quarter will receive two (2) Exempt Days and (d) an associate who reaches one year of net credited service in the fourth quarter will receive one (1) Exempt Day. This Section XII.A.2 will have no application to tardiness.

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

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

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

Eligibility: Regular, Term and Temporary employees who are hired for an assignment expected to last more than one year must be on the payroll for at least 90 days during a calendar year, excluding time not on the job due to SADBP absence and paid and unpaid leave, to be eligible for a lump sum payment pursuant to Section XII.A.3. Temporary employees who are hired for an assignment expected to last one year or less are ineligible for a lump sum payout pursuant to Section XII.A.3. Employees who are discharged for cause on or before December 31 of the calendar year will not be eligible to receive a lump sum payment pursuant to Section XII.A.3.

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

C. For purposes of incentive pay under this provision, a day's pay shall be paid under this Article at one-fifth the employee's basic weekly rate, excluding differentials and overtime.

D. Paid incidental absence days will count towards the applicable annual cap. Unpaid waiting days will not count towards the applicable annual cap.

ARTICLE 125
PROMOTIONS AND TRANSFERS OF UNION REPRESENTATIVES

Section 1. The Company agrees to give the Union written notice at least seven (7) days in advance of any promotion affecting an employee's status as a Union Representative, and it is understood that the consent of the Union is not required.

Section 2. Except in the case of promotions, the Company agrees that it will not transfer or loan for more than ten (10) working days an employee if the transfer or loan affects the employee's status as a Union Representative (except for Alternates at work locations where less than five bargaining unit employees report), without first obtaining the consent of the Union. The Company shall give the Union written notice of such proposed transfer or loan, and the Union shall conclusively be presumed to have consented unless the Union advises the Company in writing, within two (2) weeks after such notification, that it does not consent.

ARTICLE 126
SENIORITY IN PROMOTIONS

Section 1. In the selection of employees for promotions to non-Management positions within the bargaining unit, seniority shall be controlling where all other qualifications, including ability, knowledge of the job to be filled, attendance record, dependability, and availability for the assignment, are substantially equal. "Seniority" as used in this Article shall mean net credited service.

Section 2. Any dispute regarding the application of Section 1 of this Article which is not resolved through the grievance procedure may be submitted to arbitration pursuant to the provisions of Article 131, "Procedure for Arbitration," but, in that event, the decision of the Company shall be controlling unless the Company is shown to have acted arbitrarily or in bad faith.

ARTICLE 127
DISCHARGES, DEMOTIONS AND SUSPENSIONS

Section 1. In the event of a discharge, demotion or suspension, the Company agrees to notify the President of the particular Local involved, in writing, within fifteen (15) working days following such action.

Section 2. In the event that any regular employee of more than nine (9) months of net credited service is discharged, demoted or suspended, a written claim may be filed either by the employee or the Union within thirty (30) days after such action is taken alleging that such employee has been discharged, demoted or suspended without just cause. Such claim shall be reviewed in accordance with the procedure set forth in Article 129, "Grievance Procedure."

Section 3. In the event it is agreed that the employee is to be reinstated, the terms of such reinstatement shall be settled by agreement.

Section 4. In the event that the parties are unable to agree on the question as to whether the employee involved was discharged, demoted or suspended without just cause, the Union, upon written notice served upon the Company within thirty (30) days after the grievance procedure has been exhausted, may require that the question at issue be submitted to arbitration pursuant to the provisions of Article 131, "Procedure for Arbitration."

Section 5. If the arbitration award finds that the discharge, demotion or suspension was made without just cause, the employee shall be reinstated on the following basis:

(a) In case of discharge or suspension, the employee shall receive his/her regular rate of pay for time lost or such portion of his/her regular pay as is specified by the arbitration award, less any amount other than wages received from the Company at time of discharge or suspension and any amounts paid to or receivable by the employee as wages in other employment and as unemployment benefits or disability benefits under any present or future provision of law for the period since the date of such discharge or suspension.

(b) In the case of demotion, the employee shall be compensated for all loss of wages due to difference in basic weekly rates of pay.

ARTICLE 128
FORCE ADJUSTMENTS AND TERMINATION ALLOWANCES

Section 1. Should the Company find it necessary to lay off employees, the procedure set forth in this Article will apply. This procedure shall be applied separately in the Commercial Department and in the Marketing Department. The Company will decide the necessity for and will determine the extent of any required adjustments of force. "Seniority" as used herein shall mean net credited service.

Section 2. When force adjustments are required, the following steps will be taken to the extent necessary and in the order stated:

(a) Temporary, term and occasional employees will be laid off first.

(b) Regular employees having less than one (1) year of seniority will be laid off in each Area except that the force reporting to the Sales Directors shall be considered a separate group and the force reporting to the Directors-Directory shall be considered a separate group. Such layoffs will be in the inverse order of seniority and all such employees will be laid off before further steps are taken with respect to longer service employees.

(c) If further layoffs are necessary in any of the groups described in (b) above, regular employees in such groups in the individual occupational classification in which the layoff is necessary, having one (1) or more years of seniority, shall be laid off in the inverse order of seniority.

(d) Where force needs require the filling of any vacancies created by a layoff, the Company will fill such vacancies by selecting for transfer lower seniority employees who are qualified, who may readily be released from their existing positions, and whose transfer does not involve unreasonable geographical moves. The wage treatment of employees involved in such transfers will be in accordance with the provisions of Article 111, "Changes in Grades," of this Agreement except as modified in Article 13, "Reassignment Pay Protection Program (RPPP)."

Section 3. The Company will give each employee who is laid off either two (2) weeks' advance notice or, in lieu of such notice, two (2) weeks' pay at the employee's basic weekly rate. If two (2) weeks' pay is given in lieu of notice, this payment shall be in addition to any termination allowance to which the employee may be entitled under Section 4 of this Article.

Section 4. Any regular employee who is laid off under the provisions of this Article shall receive a termination allowance computed on the employee's basic weekly wage rate as follows:

Completed Years of Net Credited Service	Allowance
1- 5 years inclusive	One (1) week's pay for each completed year.
6-14 years inclusive	Five (5) weeks' pay plus two (2) weeks' pay for each complete year after the fifth year.

15 years or more	Twenty-three (23) weeks' pay plus three (3) weeks' pay for each completed year after the fourteenth year.

In no event shall a termination allowance exceed fifty-two (52) weeks' pay.

In addition to a termination allowance computed as provided above, an employee who is laid off will receive a payment in lieu of any vacation to which he/she may be entitled at the time of layoff. If an employee who has been laid off and who has received payment in lieu of a vacation is rehired in the same calendar year, he/she shall not be entitled to a vacation with pay in that calendar year.

If an employee who is laid off and has received a termination allowance is rehired and if the number of weeks upon which the termination allowance was computed is greater than the number of weeks since the date of the layoff, the amount of the allowance applicable to the excess number of weeks shall be regarded as an advance to the employee, and the employee shall repay such amount to the Company through weekly payroll deductions at the rate of at least 10% of his/her basic weekly wage.

If an employee is once laid off and receives a termination allowance and is later rehired, there shall be deducted from any termination allowance payable to him/her, in the event of any subsequent layoff, the amount of the previous termination allowance which has been received and retained by the employee.

Section 5. In rehiring in any job classification in any of the groups described in Section 2 (b) above, the Company will offer reemployment to those former employees of such groups who have been laid off in that job classification in the inverse order in which said employees were laid off. There shall be no obligation to offer reemployment to any employee who has been laid off more than one (1) year. It shall be the responsibility of laid-off employees to inform the Company of changes in addresses.

The offer of reemployment shall be sufficient if made by registered letter addressed to the laid-off employee at his/her latest address as shown by the records of the Company. Any such laid-off employee must respond and be available for reemployment within fourteen (14) days after the date of the offer; otherwise the laid-off employee shall be deemed to have refused reemployment and the Company's obligation under this Section is satisfied.

Any laid-off employee offered reemployment must be able to meet the requirements of the available job at the time such offer is made and must take and pass a physical examination.

ARTICLE 129
GRIEVANCE PROCEDURE

Effective August 6, 2000, the following will replace the trial grievance procedure provisions for Commercial and Marketing dated August 10, 1998.

Section 1. The following provisions shall apply to the presentation and processing of all grievances by the Union.

(a) How Grievances are Presented: In presenting any grievance, the aggrieved employee(s) involved, if any, shall be identified, the action(s) complained of and the dates thereof shall be specified, the contract provisions alleged to have been violated shall be stated, if any, and the remedy requested. With the exception of grievances involving discipline, grievances involving the same facts, events, or issues shall be presented as a single grievance

(b) When a matter involving an employee or employees has been referred by the Union to the Company for adjustment, the Company agrees that it will not discuss any phase of the grievance with the employee or employees, nor will it impart to such employee or employees any information pertaining to the matter without first affording the appropriate Union representative an opportunity to be present at a time and place mutually agreeable to the Union and the Company. In a case of this nature, the Company will advise the Union of its decisions relative to the grievance before notifying the employee or employees concerned.

(c) Time Limit for Presenting Grievances: No grievance need be considered by the Company or the Union unless presented within thirty (30) calendar days after the action or occurrence complained of first occurred.

(d) Limitation on Numbers of Persons Attending Grievance Meetings: The total number of authorized International and/or Union representatives to attend grievance meetings with Company representatives shall not exceed two (2) at the first step and three (3) at the second and, if applicable, the third step.

(e) Method of Settling Grievances: It is agreed that neither the Company, its representatives, nor the Union, the Locals, their representatives or members will attempt by means other than the grievance procedure to bring about the settlement of any issue which is properly a subject for disposition through the grievance, mediation or arbitration procedures.

(f) By mutual agreement of the parties, grievance meetings may be conducted via video or teleconference.

Section 2. Grievance Meeting Procedure: Grievances shall be handled as expeditiously as practical and within the time limits spelled out in each step of the grievance procedure. By mutual written agreement, the time limits specified at any given step, or the time limits for taking the grievance to the next higher step may be extended with respect to a specific grievance. The first step may be waived by written agreement between the Company and the Union.

(a) All grievances other than those arising under or involving the interpretation or application of provisions of the Company's Regional Associate Mobility Plan or of its Regional Attendance Plan, shall be governed by the three (3) step grievance procedure outlined below:

(1) First Step: Any grievance presented by the Union shall first be submitted to the employee's immediate supervisor, the Manager, or the comparable staff supervisor of the employee(s) concerned within thirty (30) days from the date the alleged improper action first occurred. Conferences shall be held promptly between the Union and Company representatives in an effort to reach a satisfactory adjustment of the grievance. Fourteen (14) days from the date that the grievance is filed shall be allowed for adjustment of the grievance at this level, and the case shall be considered closed at the end of that time unless the Union takes an appeal as provided in Section 2(a)(2).

(2) Second Step: If the grievance is not satisfactorily adjusted under the provisions of Section 2(a)(1), the Union may submit it to the Company's Director level supervisor assigned within the organization in which the alleged improper action occurred. Such grievances shall be submitted within fourteen (14) days after discussions have concluded under Section 2(a)(1). Conferences at this level shall be held promptly between the Union and Company representatives in a further effort to reach a satisfactory adjustment of the grievance. Fourteen (14) days from the filing of the grievance shall be allowed for adjustment of the grievance at this level, and the case shall be considered closed at the end of that time unless the Union takes an appeal as provided in Section 2(a)(3).

(3) Third Step: If the grievance is not satisfactorily adjusted under the provisions of Sections 2(a)(1) and 2(a)(2), the Union, within twenty-one (21) days after discussions have been concluded under Section 2(a)(2), may submit the grievance by written notice to the collective bargaining representative designated by the Company, which notice shall set forth the Union's position with respect to such grievance. Conferences at this level shall be held promptly between the Union and Company repre-

sentatives in a further effort to reach a satisfactory adjustment of the grievance. Twenty-one (21) days after the receipt of such notice shall be allowed for adjustment of the grievance at this level. If a satisfactory adjustment is not reached, the Company, within twenty-one (21) days after discussions have concluded at this level shall inform the Union, in writing, of its final position. The case shall be considered closed unless arbitration or, if applicable, mediation proceedings are initiated under the provisions of this Agreement within thirty (30) days after the Company transmits its final written statement of position to the Union.

(b) All grievances arising under or involving the interpretation or application of provisions of the Company's Regional Associate Mobility Plan or of its Regional Attendance Plan, shall be governed by the two (2) step grievance procedure outlined below.

(1) First Step: Any grievance presented by the Union shall first be submitted to the employee's immediate supervisor, the Manager, or the comparable staff supervisor of the employee(s) concerned within thirty (30) days from the date the alleged improper action first occurred. Conferences shall be held promptly between the Union and Company representatives in an effort to reach a satisfactory adjustment of the grievance. Fourteen (14) days from the date that the grievance is filed shall be allowed for adjustment of the grievance at this level, and the case shall be considered closed at the end of that time unless the Union takes an appeal as provided in Section 2(b)(2).

(2) Second Step: If the grievance is not satisfactorily adjusted under the provisions of Sections 2(b)(1), the Union, within twenty-one (21) days after discussions have been concluded under Section 2(b)(1), may submit the grievance by written notice to the collective bargaining representative designated by the Company, which notice shall set forth the Union's position with respect to such grievance. Conferences at this level shall be held promptly between the Union and Company representatives in a further effort to reach a satisfactory adjustment of the grievance. Twenty-one (21) days after the receipt of such notice shall be allowed for adjustment of the grievance at this level. If a satisfactory adjustment is not reached, the Company, within twenty-one (21) days after discussions have concluded at this level shall inform the Union, in writing, of its final position. The case shall be considered closed unless arbitration or, if applicable, mediation proceedings are initiated under the provisions of this Agreement within thirty (30) days after the Company transmits its final written statement of position to the Union.

Section 3. Nothing in this Article shall in any manner affect the right of any individual employee or group of employees to present grievances directly to the Company and to have them adjusted in accordance with the requirements of Section 9(a) of the Labor-Management Relations Act of 1947.

Section 4. All cases involving the suspension of an employee (or employees) shall be subject to mediation in accordance with the following procedure.

(a) The parties will jointly select a panel of mediators. Either party may remove a mediator from the panel. The parties will promptly select additional mediators in order to maintain a full panel.

(b) The Union shall provide notice of its intent to proceed to mediation within thirty (30) calendar days after receipt of the Company's final position.

(c) Cases will be scheduled with the mediators on a rotating basis. If the next scheduled mediator is not reasonably available for an assignment, then the next available mediator shall be used.

(d) There shall be a maximum of four (4) mediation cases heard per day, unless the parties and the mediator agree otherwise. The allotted time for each case should not, under normal circumstances, extend beyond one and one half (1 1/2) hours. The parties will make every reasonable effort to schedule two (2) mediation days per month.

(e) Proceedings before the mediator shall be informal in nature. No record of the mediation conference shall be kept by the mediator. The rules of evidence will not apply. Witnesses will be sworn. The parties may present evidence not previously presented in the grievance procedure. However, any new evidence should be disclosed to the opposing party in advance of the hearing. The issue of each mediation will be specific as to whether there was just cause for the suspension of the grievant; and, if so, what discipline shall ultimately remain on the grievant's record.

(f) If, after the mediation, the parties have not resolved the dispute with the assistance of the mediator, then the mediator shall act as an arbitrator and issue an immediate opinion and award, which shall be final and binding.

(g) Any discussions between the parties, any testimony given, any proposed resolution by the mediator, or any other proposed settlement, shall not be precedential or referred to by either party in any other grievance, mediation or arbitration proceeding involving any employee.

(h) Any settlement resulting from the mediation or binding decision of the mediator shall not be precedential and shall not be used or cited in any proceedings involving any employee other than the grievant, unless both parties agree.

(i) The parties will jointly share the costs for the mediator's services.

Section 5. The appeal of a grievance not involving a suspension to arbitration shall be governed by Article 131, Procedure for Arbitration.

Section 6. The time periods specified in this Article may be modified only by mutual consent in writing.

ARTICLE 130
INTERPRETATION AND PERFORMANCE

Section 1. In the event of a disagreement with respect to the true intent and meaning or the application in a particular instance of any provision of this Agreement, either party may, after notice to the other party, call a conference to be held between the duly authorized collective bargaining representatives of the parties within seven (7) days of the date of receipt of such notice.

Section 2. If, after such a conference, there is still a disagreement regarding the true intent and meaning or the application in a particular instance of any provision of this Agreement, then either party may, within thirty (30) days after the conference provided for in Section 1, institute arbitration proceedings for the purpose of securing a decision on the matter or matters in controversy; provided further that if either the representatives of the Company or the representatives of the Union fail to attend the conference called to discuss such controversy then arbitration proceedings may be initiated only by the party attending the conference.

Section 3. The parties agree to advise each other whenever possible of the names of individuals and their titles, which individuals will be authorized to represent them at conferences to be held pursuant to the provisions of Section 1 of this Article or any other Article of this Agreement, or for the purpose of discussing any matter of mutual interest to both parties.

Section 4. Whenever in this Agreement there is a provision for a notice of any kind to be served by the one party upon the other, it is mutually agreed to be sufficient, for this purpose, when the Union sends its notice to the office of the Company's collective bargaining representative, or when the Company sends its notice to the office of the Union.

Section 5. It is mutually agreed that either or both parties may record in memorandum or stenographic form the proceedings of any conference between representatives of the Union and the Company. However, in order to be binding on both parties, any records of such proceedings must be signed by representatives of both parties.

Section 6. The procedure for arbitration is set forth in Article 131, "Procedure for Arbitration."

ARTICLE 131
PROCEDURE FOR ARBITRATION

Section 1. Procedure

The parties to this Agreement shall have the right to submit more than one grievance to a single Board of Arbitration provided they present common questions of fact and involve the same issues of Contract interpretation.

No demand for arbitration of any matter shall be made more than 150 days after the matter was first presented to the Company for adjustment, but if there is a relevant shorter time limitation provided in this Agreement, such shorter limit shall apply. This 150-day period may be modified only by mutual consent in writing. The procedure to be followed in instituting and conducting the arbitration of any matter subject to arbitration shall be as follows, unless otherwise mutually agreed upon between the parties:

(a) The Board of Arbitration shall consist of three (3) members, one of whom shall be a member of the Union, designated by the Union, and one individual designated by the Company, who shall be in the employ of the Company; the third shall be an Impartial Chairman designated in the manner hereinafter described. The parties may waive the requirement of the Board of Arbitration by mutual agreement; and an Impartial Chairman, designated in the manner hereinafter described, shall decide such cases.

(b) The various steps required in connection with any such arbitration shall be taken as expeditiously as possible, but the parties agree that the following steps shall be taken within the time stated unless an extension be mutually agreed to in writing.

    (1) Within five (5) days following the serving by either party upon the other of a written demand for arbitration, each party shall, by a written designation given to the other, appoint the Arbitrator to be appointed by it. Each such written designation shall state the full name and address of the Arbitrator appointed thereby.

(2) Should either the Union or the Company fail, within the time above stated, to appoint its Arbitrator, the vacancy resulting by reason of such failure shall, upon the written request of either party, be filled by an impartial individual (who shall not be an officer, director, or employee of the Company or of any Company of the Verizon Corporation, or of any Company of the former Bell System, or a member, officer, employee, representative, attorney, or counsel of the Union or of any other union or labor organization) appointed by the American Arbitration Association.

(3) At the same time that written demand for arbitration is served upon the other party, the American Arbitration Association shall be requested in writing to appoint an Impartial Chairman. The Impartial Chairman shall not be an officer, director, or employee of the Company or of any Company of the Verizon Corporation, or of any Company of the former Bell System, nor shall he/she be a member, officer, official, employee, representative, attorney, or counsel of the Union or of any other union or labor organization.

(4) Upon the appointment of the Impartial Chairman the Board of Arbitration shall be deemed to be constituted. Within ten (10) days following the constitution of the Board of Arbitration, hearings shall be started and carried to conclusion as expeditiously as possible. The parties shall, prior to the hearings, jointly stipulate in writing such issue or issues if they can agree, and if they cannot agree the Board shall reduce such issue or issues to writing at or before the commencement of the hearings. The arbitration shall be conducted under the Voluntary Labor Arbitration Rules then obtaining of the American Arbitration Association as to any procedural matter not specifically covered in this Agreement. In the absence of unanimous agreement by the other members of the Board of Arbitration with respect to the closing of the proceeding, the Impartial Chairman may declare the proceeding closed. Within ten (10) days following the closing of the proceeding, the Board of Arbitration shall render its decision in writing.

(c) The provisions of subparagraph (b) notwithstanding, the parties may mutually agree on a method of selecting the Impartial Arbitrator which does not involve the American Arbitration Association, or they may agree directly between themselves as to the identity of the Impartial Arbitrator.

The Board of Arbitration in its decision shall be bound by the provisions of this Agreement and shall not have the power to add to, subtract from, or modify any provision of this Agreement.

Section 2. Decision

The decision of a majority of said Board of Arbitration shall be the decision of the Board of Arbitration. Such decision shall be final, and the Union and its members and the Company agree to abide by such decision, which shall be enforceable by appropriate action or proceeding, if necessary, in a court of law or equity or otherwise.

Section 3. Expense

Each of the parties hereto shall bear the compensation and expenses of the member appointed by it or on its behalf. The compensation and expenses of the Impartial Chairman and of the American Arbitration Association, and any other expenses of the Board of Arbitration, shall be borne equally by the Union and the Company.

Section 4. Expedited Arbitration

In lieu of the procedures specified in Sections 1, 2 and 3 of this Article any grievance involving the suspension of an individual employee, except those which also involve an issue of arbitrability, Contract interpretation, or work stoppage (strike) activity and those which are also the subject of an administrative charge or court action, shall be submitted to arbitration under the expedited arbitration procedure hereinafter provided within fifteen (15) calendar days after the filing of a request for arbitration. In all other grievances involving disciplinary action which are specifically subject to arbitration under Sections 1, 2 and 3 of this Article, both parties may, within fifteen (15) calendar days after the filing of the request for arbitration, elect to use the expedited arbitration procedure hereinafter provided. The election shall be in writing and, when signed by authorized representatives of the parties, shall be irrevocable. If no such election is made within the foregoing time period, the arbitration procedure in Sections 1, 2 and 3 of this Article shall be followed.

As soon as possible after this Agreement becomes final and binding, a panel of three (3) umpires shall be selected by the parties. Each umpire shall serve until the termination of this Agreement unless his/her services are terminated earlier by written notice from either party to the other. The umpire shall be notified of his/her termination by a joint letter from the parties. The umpire shall conclude his/her services by settling any grievance previously heard. A successor umpire shall be selected by the parties. Umpires shall be assigned cases in rotating order designated by the parties. If an umpire is not available for a hearing within ten (10) working days after receiving an assignment, the case will be passed to the next umpire. If no one can hear the case within ten (10) working days, the case will be assigned to the umpire who can hear the case on the earliest date.

The procedure for expedited arbitration shall be as follows:

(a) The parties shall notify the umpire in writing on the day of agreement or date of arbitration demands in suspension cases to settle a grievance by expedited arbitration. The umpire shall notify the parties in writing of the hearing date.

(b) The parties may submit to the umpire prior to the hearing a written stipulation of all facts not in dispute.

(c) The hearing shall be informal without formal rules of evidence and without a transcript. However, the umpire shall be satisfied that the evidence submitted is of a type on which he/she can rely, that the hearing is in all respects a fair one, and that all facts necessary to a fair settlement and reasonably obtainable are brought before the umpire.

(d) Within five (5) working days after the hearing, each party may submit a brief written summary of the issues raised at the hearing and arguments supporting its position. The umpire shall give his/her settlement within five (5) working days after receiving the briefs. He/she shall provide the parties a brief written statement of the reasons supporting his/her settlement.

(e) The umpire's settlement shall apply only to the instant grievance, which shall be settled thereby. It shall not constitute a precedent for other cases or grievances and may not be cited or used as a precedent in other arbitration matters between the parties unless the settlement or a modification thereof is adopted by the written concurrence of the representatives of each party at the third step of the grievance procedure.

(f) The time limits in (a) and (d) of this Section may be extended by Agreement of the parties or at the umpire's request, in either case only in emergency situations. Such extensions shall not circumvent the purpose of this procedure.

(g) In any grievance arbitrated under the provisions of this Section, the Company shall under no circumstances be liable for back pay for more than six (6) months (plus any time that the processing of the grievance or arbitration was delayed at the specific request of the Company) after the date of the disciplinary action. Delays requested by the Union in which the Company concurs shall not be included in such additional time.

(h) The umpire shall have no authority to add to, subtract from or modify any provisions of this Agreement.

(i) The decision of the umpire will settle the grievance, and the Company and the Union agree to abide by such decision. The compensation and expenses

of the umpire and the general expenses of the arbitration shall be borne by the Company and the Union in equal parts. Each party shall bear the expense of its representatives and witnesses.

(j) The time limit for requesting arbitration under this provision shall be the same as in existing procedures.

ARTICLE 132
TREATMENT OF GRIEVANCES SETTLED BY THE PARTIES OR ARBITRATION AWARDS WHICH INVOLVE BACK PAY AND/OR REINSTATEMENT

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

1. In the case of a discharged employee reinstated to employment with full back pay, or regardless of the amount of back pay if the settlement or award specifies that the employee is to be "made whole" for the entire period off the payroll, the employee shall receive, less any applicable deductions: (a) full service credit under the pension plan for the period off the payroll, (b) reimbursement for the COBRA premiums the employee paid for medical, dental and/or vision coverage if the employee continued those coverage(s) under COBRA, or if the employee did not continue those coverage(s) under COBRA, reimbursement for premiums paid by the employee for medical, dental and/or vision coverage not to exceed the amount the employee would have paid as premiums for such coverage(s) had the employee elected COBRA coverage and reimbursement for out-of-pocket medical, vision and dental expenses if, under the provisions of the applicable plans, the employee would not have incurred these expenses if they had remained on the payroll. The appropriate Plan Administrator would determine which expenses would be reimbursable. Copies of bills and receipts for services provided must be submitted in order for the employee to be eligible for a reimbursement, (c) any Corporate Profit Sharing Award(s) the employee would be received but for the termination, (d) any Ratification Bonus the employee would have received but for the termination, (e) reimbursement for telephone-related services that would have been covered by Concession Telephone Service had the employee remained on the payroll, and (f) recognition of the time off the payroll as "hours worked" for purposes of FMLA eligibility, and (g) if a re-

instated employee was a participant in the Verizon Savings and Security Plan for Mid-Atlantic Associates, the Companies will deduct from any backpay awarded or agreed upon, the contributions the employee would have made based on the last election on file as of the date of the employee's termination, and the employee will receive the Companies match in his or her Savings and Security Plan account to which the employee would have been entitled proportionate to the employee's contribution.

2. A laid off employee who is reinstated as a result of a grievance settlement or arbitration award shall receive the compensation and benefits set forth in paragraph 1 irrespective of the amount of back pay the employee is to receive.

3. In the case of a discharged employee reinstated to employment with no back pay or partial back pay, pursuant to a settlement or award which does not specify that the employee is to be "made whole" for the entire period off the payroll, the employee shall receive, less any applicable deductions, the following, each of which will be prorated as specified: (a) prorated service credit under the pension plan for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, with immediate bridging of service, and (b) reimbursement for the COBRA premiums the employee paid for medical, dental and/or vision coverage if the employee continued those coverage(s) under COBRA, or if the employee did not continue those coverage(s) under COBRA, reimbursement for premiums paid by the employee for medical, dental and/or vision coverage(s) had the employee elected COBRA coverage and reimbursement for out-of-pocket medical, vision and dental expenses if, under the provisions of the applicable plans, the employee would not have incurred these expenses if they had remained on the payroll, based upon the employee's coverage at the time of the discharge, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed. (The appropriate Plan Administrator would determine which expenses would be reimbursable. Copies of bills and receipts for services provided must be submitted in order for the employee to be eligible for a reimbursement), (c) any Corporate Profit Sharing Award(s) the employee would have received but for the termination, prorated according to Section 3. of the Corporate Profit Sharing Plan, so that the employee receives one-twelfth of the applicable Corporate Profit Sharing Award(s) for each full month's worth of back pay awarded, (d) any Ratification Bonus the employee would have received but for the termination, pro-

rated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, (e) reimbursement for telephone-related services that would have been covered by Concession Telephone Service had the employee remained on the payroll, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, (f) recognition of the time off the payroll as "hours worked" for purposes of FMLA eligibility, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, and (g) if a reinstated employee was a participant in the Verizon Savings and Security Plan for Mid-Atlantic Associates, the Companies will deduct from any backpay awarded or agreed upon, the contributions the employee would have made based on the last election on file as of the date of the employee's termination prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, and the employee will receive the Company match in his or her Savings and Security Plan account to which the employee would have been entitled proportionate to the employee's contribution.

4. Any backpay awarded or agreed upon will be reduced by the amount of money the employee received under any governmental unemployment compensation program, and the amount of money the employee received from other employment, during the period the employee was discharged or suspended.

ARTICLE 133
UNION ACCESS TO PERSONNEL RECORDS MAINTAINED BY THE COMPANY

Section 1. The Union and the Company reaffirm their commitment to maintain optimum confidentiality for employee personnel records. The parties, moreover, appreciate that the privacy of employee records would be impaired by improvident access to and/or duplication or publication of materials or information contained in employee personnel files. Consistent with these concerns, the Union agrees that it will handle all such materials with an abiding respect for the need to maintain optimum confidentially of personally identifiable information balanced against its obligation as bargaining representative to process grievances and administer this Agreement.

Section 2. When reasonably required in the judgment of a union representative to administer this agreement or to process a grievance, the Company will make available for review and/or furnish copies of all designated disclosable personnel type information.

Disclosable personnel type information includes, but is not limited to, performance evaluations or appraisals and all other records in employees' personnel files, upgrade and transfer records, employee sales records, actual salary rates and job applications. Provided, however, that the Company shall not be obligated to turn over other personnel records to the extent that it can establish that the records contain highly intimate or sensitive information, including, but not limited to, the results of aptitude tests reflecting on an employee's basic competence.

Section 3. By virtue of the duty of care established in the above language, the Union shall not be required to produce a signed release for any disclosable personnel type information requested from the Company, including, but not limited to, performance appraisals and related material, all information related to attendance and punctuality and Upgrade and Transfer applications. The Company agrees to furnish such records to the Union in unexpurgated form.

Section 4. When a request for highly intimate or sensitive personnel type information is made by the Union and the Company interposes a substantial and legitimate confidentiality claim, the Company shall furnish to the Union the maximum amount of information possible without compromising confidentiality interest.

Section 5. Review of personnel type information pursuant to Section 2 shall be at a time and place designated by the Company upon reasonable notice to the employee's immediate supervisor. Copies of personnel files or designated portions thereof or other records shall be furnished upon receipt of a written request from the union representative on a Company-provided form. For each page in excess of 20 pages copied and furnished by the Company to a union representative pursuant to such a request, the Union shall pay the Company fifteen cents ($.15) per page.

Section 6. This article shall govern the provision of personnel type information to the Union and shall prevail in the case of any conflict with the Employee Privacy Protection Plan or the Company's General Personnel Practices.

Section 7. The records described above will be provided on a timely basis (defined as within fourteen days of the request) unless the request is voluminous. Voluminous will be defined as exceeding four hundred (400) pages. With respect to a voluminous request, if the requested information cannot be provided within fourteen days, it shall be provided as soon thereafter as is reasonably possible.

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: CLOSED TIME

Dear Ms. Waller**:**

This will confirm our agreement with respect to providing off-line time to Consultants in all lines of business. This agreement will be effective March 1, 2001, and remain in effect for the life of the **2016** collective bargaining agreement.

Effective March 1, 2001, on Tuesdays through Saturdays, excluding the first business day after a holiday, the Company will provide 15 minutes of closed time per day per scheduled Consultant. Effective July 1, 2001, on Tuesdays through Saturdays, excluding the first business day after a holiday, the Company will provide an additional 15 minutes of closed time per day per scheduled Consultant. Closed time does not constitute a break, but rather is provided to the Consultant for purposes of performing productive work dealing with customer related issues. It does not, however, include training time. If a Consultant is offline for the entire day, either because the Consultant is on medical restriction or for any other reason, the Consultant may not receive closed time that day. If an emergency condition as defined in the applicable collective bargaining agreement exists on any given day, the supervisor shall notify the Union steward that closed time is not available that day.

Any question arising in connection with this letter is specifically excluded from the arbitration provisions of the collective bargaining agreement.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

CONSULTANT AGREEMENT
June 17, 2016

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

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

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

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

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: CUSTOMER PREMISES TRAINING

Dear Ms. Waller**:**

This will confirm our understanding of July 25, 1995, regarding customer premise training for business customers and written proposal preparation by management salespersons. Effective March 1, 1996, the Company will begin to transfer from management to Customer Sales Representatives all post-sale training of business customers conducted on customer premises. The pace of this transfer will be determined by management, but shall be completed no later than June 1, 1996. Customer premise training shall not be deemed a Temporary Management Assignment when performed by Customer Sales Representatives on or after March 1, 1996. The Customer Sales Representative is the only bargaining unit title that can perform customer premise training.

Effective March 1, 1996, management salespersons may prepare the written proposals and/or recommendations for sales they are submitting to customers or this proposal preparation may be assigned to a Customer Sales Representative at the sole discretion of the management salesperson. The management salesperson may prepare all or any part of a sales proposal or recommendation.

At no time shall proposal preparation by a Customer Sales Representative be deemed a Temporary Management Assignment.

The Company agrees that no Customer Sales Representative will be laid off or downgraded as the direct result of the transfer of this work.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: DISCONNECT WORK

Dear Ms. Waller**:**

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

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: DSL DEMAND SALES

Dear Ms. Waller:

This will confirm our agreement as follows:

1. The Company's Residence Sales and Service Organization (Consumer) will, by the end of the current contract, train its Consultants to handle customer incoming calls for Verizon-On-Line DSL requests in D.C., DE, MD, NJ, PA, VA, WV ("Mid-Atlantic Region"). At least 50 Consultants in PA/DE, 50 Consultants/CSRs in NJ, and 100 Consultants in the combined D.C., MD, VA, and WV will be trained before June 1, 2001.
2. The Company's General Business Sales Organization (GBS) will, before June 1, 2001, train a total of at least 10 bargaining unit Consultants in the Mid-Atlantic Region to handle customer incoming calls for Verizon-On-Line DSL requests.
3. GBS and Consumer Consultants will become the primary channel for incoming sales demand calls to business offices in the Mid-Atlantic Region requesting Verizon-On-Line DSL service for the types of customers handled by GBS and Consumer, except that complex Verizon-On-Line DSL calls will continue to be handled by the Company's High Speed Solution Center until the Company is satisfied that the technology is in place in business offices for GBS and Consumer Consultants to handle such complex calls, and until they are trained to do so. The Company expects this technology to be developed and such training to be completed by June 1, 2001, and will use its best efforts to meet this target. [For New Jersey Commercial-Marketing only:] This Consultant Verizon-On-Line DSL work may also be assigned to the Customer Sales Representative title.
4. Further, nothing herein shall limit the Company from assigning non-demand DSL sales work of any kind to any sales channel such as, for example, telemarketers or Internet based ordering.

5. Except for the specific commitments set forth above, nothing in this letter of agreement shall be construed to affect any existing rights or obligations under the collective bargaining agreement.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: EVALUATIVE OBSERVATIONS

Dear Ms. Waller**:**

This letter will confirm our agreement to modify evaluative observation practices for certain Consultants in all lines of business for the life of the **2016** collective bargaining agreement, and to conduct a trial moratorium on evaluative observations for certain Consultants.

Effective January 1, 2001, the modifications to evaluative observation practices for Consultants in all lines of business are as follows:

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

1b. For example, if as a result of an annual evaluation rating of "Needs Improvement" under the Associate Appraisal Plan in performance only a Consultant does not receive advance notice of evaluative observations and that Consultant thereafter receives a mid-year evaluation rating of "Meets Requirement" under the Associate Appraisal Plan in performance only, the Consultant will receive advance notice of evaluative observations following the "Meets Requirements" mid-year rating.

1c. Existing practices in Pennsylvania and Delaware with respect to the quarterly evaluation of Consultants will remain in effect for the term of the successor collective bargaining agreements/MOUs.

2. The Company will utilize results from diagnostic observations and other criteria such as CCI results to measure the performance of each office and compare the office's performance and results during the trial with those

before the trial. This will occur during the first six months of the trial. Before a decision is made on whether or not to continue the trials, the results will be discussed with the Union. After the notification requirement contained in paragraph one (1a.) above has been in use for a six (6) month period, the Company and the Union will determine whether to continue it for an additional period of time.

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

The Company further agrees to conduct a trial moratorium on evaluative observations in one Consumer organization CSSC in each CWA Local for a three (3) month period during the term of the new contract. Consultants will be eligible to participate in this trial if they are rated "Exceeds Requirements" or "Meets All Requirements" on their most recent evaluation under the Associate Appraisal Plan. If the Company determines that overall office performance as it relates to

sales, customer satisfaction or customer quality declines as a result of this trial, the Company and the Union will meet to review the information and to make a determination to continue the contact freedom trial.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: EXCUSED WORKDAY

Dear Ms. Waller**:**

During collective bargaining, you asked that employees be permitted to schedule three paid Excused Workdays in segments. The Company hereby agrees to this with the following understanding.

1. The employee can schedule the paid excused workdays in either of the following ways:
   A. A full day
   B. Two half days (3-1/2 hours)
2. The employee shall not be required to utilize the above day, where, at management's unqualified discretion, miscellaneous personal time of less than a half day, can be given and would be more appropriate. The granting of miscellaneous time shall constitute no precedent as to an interpretation of the agreement.
3. Requests for time off will be considered based on the needs of the service and, as such, require no advance notice.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: EXPANDING THE HOURS OF OPERATION (24X7)

Dear Ms. Waller**:**

The Union and Company have discussed the issue of expanding the hours of operation to twenty-four hours a day, seven days a week in the Consumer Line of Business. Accordingly, the parties have agreed to the following:

The Company has designated Madison as the first Consumer location for 24X7 in New Jersey. All Consumer locations can be scheduled as a 24X7 location. If the Company decides to expand 24X7 in any other location other than Madison, the Union will be notified in writing of the deployment.

The Company agrees to permit regular full time consultants to transfer into available full time positions in the Madison 24X7 Center. In order to allow sufficient time for training of new hires, all volunteers would be required to request the transfer to the 24X7 Center, four (4) months in advance of the implementation date.

Split tours may be offered on a volunteer basis.

The Company agrees to make a conscious effort to continue providing a minimum of forty eight (48) hours notice for all mandatory overtime. Shorter notice may be required in emergency conditions or to meet service needs.

The Company agrees to permit volunteer transferred consultants from the Consumer Line of Business to retreat to their former positions during the first six (6) months after their transfer to the 24X7 Center. After the initial six (6) months, the transfer request would have to be made through IMP.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: FLEX TIME

Dear Ms. Waller**:**

This will confirm the understanding reached during bargaining regarding "FLEX" time.

Criteria/Process
Effective January 1, 2001, employees who have a "last minute" situation, some unforeseen set of circumstances which would cause them to be late for the start of their tour, may "flex" their start time by thirty minutes per incident, up to a maximum of five (5) times per year. An election to use "flex" time option shall be subject to the following conditions:

— Any work time missed as a result of the employee's late start must be made up by the end of the employee's next scheduled five tours at the Company's option.

— No overtime or differential payments shall be made as a result of a "flex" start or of making up work time missed as a result of the "flex" start.

— The employee may at his/her option decide whether to "flex" or "take a lateness."

— The option to take "flex" time shall not be available in cases involving a lateness of thirty-one minutes or more, which will be subject to the terms of the Company's Regional Attendance Plan.

— "Flex" time will only be granted the same day basis - not in advance.

An employee must have completed initial training to be eligible to elect the 'flex" time option.

If dissatisfaction or grievances arise as a result of this process, the Union or the Company may terminate this letter on 30 days notice, affording reasonable opportunity for discussion of the matter during the 30-day terminal period.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Connnunications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: INCLEMENT WEATHER POLICY

Dear Ms. Waller**:**

Attached is the Inclement Weather Policy that was renewed during 1998 bargaining.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

Attachment

INCLEMENT WEATHER POLICY

The Company recognizes the need to establish a uniform policy for operations during periods of inclement weather. Accordingly, it is established that:

1. When no decision has been made concerning early closing and an employee calls to report that he/she cannot make it into the office, the following guidelines should be applied:

a. If the employee requests miscellaneous excused time (PW, XW, PH, V, etc.) such requests may be granted, based on the allowable number of employees that may be excused under the prevailing conditions as determined by management. Such employees should be informed that, should an abbreviated workday be declared later, the miscellaneous excused time requested will stand without adjustment.

b. If the employee is eligible for, but does not request, miscellaneous excused time, the employee may be offered such time in accordance with the allowable number of excused employees (as per a. above).

c. Employees who are not eligible for miscellaneous excused time or who refused to take such time, if eligible, shall be informed that they will not be paid for the day and that no adjustments will be made should an abbreviated workday be later declared (as per a. above). Further, the employee shall be considered absent and the absence will be recorded but "red circled." No action will be taken under the normal administration of the Attendance Improvement Program; however, the absence will count and repeated instances of "red circled" absence will be handled under the REGIONAL ASSOCIATE ATTENDANCE PLAN (RAP) as a separate issue.

2. When a decision is made to close an office prior to the normal start time, all employees should be paid as management designated emergency closing, permitted. including those who might have called earlier and been granted miscellaneous excused time.

3. When an office opens for business, employees arriving after their scheduled start time will not be paid for the time not worked. Such lateness will be recorded but "red circled." The tardiness will count but no action will be taken under the normal administration of the Attendance Improvement Program. Repeated instances of "red circled" tardies will be treated under the REGIONAL ASSOCIATE ATTENDANCE PLAN (RAP) as a separate issue.

4. When an early closing is announced and an employee requests to leave prior to an announced force reduction/closing hour, all time thereafter will not

be paid. Each office will allow up to two such occurrences which shall count toward the final number that will be excused. If the employee is among those that would be required to stay then he/she must obtain a suitable volunteer.

5. When based on local conditions and at the discretion of the Director or his/her designee an early force reduction is declared, a reduced force of no greater than 25% in each title will be retained to conduct the business of the office. Such number will be determined annually from the number of personnel listed on the vacation schedule(s) during the initial vacation selection process.

6. When force is reduced, management shall select the person(s) required to stay, first from available volunteers. then from a rotating list arranged by seniority from the office of all personnel in each title. Order writers and order typists shall be considered two groups. Once a person has volunteered, been assigned to stay, or has obtained a suitable volunteer to work in his/her place, such person will not again be assigned until all other employees in his/her title have been thus assigned. Voluntary swaps shall count as single credit for the originally designated employee only.

7. Employees who are excused early on a day when a force reduction is declared shall be paid seven hours pay at the straight time rate. Early starts, shortened lunch hours, etc. will not count as overtime unless the employee remains and works the full tour in addition to such extra time. Should the office shut down completely before the normal closing time, then such additional time shall count for the purposes of determining overtime. Employees shall be informed of the details regarding overtime treatment during the introduction of the Inclement Weather Policy of which each employee shall be given a copy. Thereafter, there shall be no obligation for management to inform employees of their overtime options on a continuing basis except for new employees or transfers into the office.

8. There shall be no compensatory time off for employees required to work on a day when force is reduced and other employees are excused and paid, nor shall any normally scheduled hours worked count as overtime, except as set forth in 7. above.

9. Employees on temporary assignments to a location where an early force reduction is declared shall be paid for their normal additional travel time allotment and shall not be compensated for delays that are beyond the control of the Company, such as weather, traffic, accidents, etc. Should such employee(s) have been on the list to remain in their normal reporting office as part of the reduced force specified in 6., then he/she will remain eligible for assignment during the next weather emergency.

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: LETTERS OF SUSPENSION

Dear Ms. Waller:

It is agreed that the Company normally will substitute a disciplinary letter where an employee would be suspended for tardiness and or absence. This letter will be tantamount to a suspension and be sufficient to constitute progressive discipline. As such, it may be processed through the grievance procedure and arbitration procedure as set forth in Articles 129 and 131 of the Agreement.

The Company may in its discretion substitute a letter of suspension where an employee would be suspended for job performance. This letter will be tantamount to a suspension and be sufficient to constitute progressive discipline. As such it may be processed through the grievance procedure and arbitration procedure as set forth in Articles 129 and 131 of the Agreement.

The Company reserves the right to suspend employees for tardiness, absence or job performance where the Company deems such action to be appropriate.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: MANDATORY OVERTIME

Dear Ms. Waller**:**

During collective bargaining, the Company and the Union discussed employees working overtime. The parties agree as follows:

For all employees, there will be no mandatory overtime with less than 24 hours notice before the start of the tour in which the overtime is to be worked, to the affected employee, except for the following situations:

1. To complete calls/or clear calls in queue at the end of a tour.
2. To meet service needs or in emergency conditions, as determined by the Company. An emergency is defined as an event of national importance, fire, explosion, or other catastrophe, severe weather conditions, major equipment failures, or an act of God. In either case the Company will contact the Presidents of Local 1000 to explain these requirements to work mandatory overtime.
3. An employee will not be required to work more than a total of seven and one-half (7.5) hours overtime in any payroll week except in case of emergency (as defined in the preceding paragraph), long term service difficulties or employee consent to such overtime. For purposes of computing the 7.5 hour limits, both voluntary and mandatory overtime will count toward those limits. Upon request, the Union will assist in securing volunteers to work overtime.
4. The Company will give reasonable consideration to an employee's timely request to be excused.

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

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: NET CREDITED SERVICE-TIE BREAKER

Dear Ms. Waller**:**

The Union and the Company discussed matters relating to seniority when two or more employees have identical net credited service dates.

The Company agreed that if such an event occurs, the employee with the earliest birth month would be considered the most senior. For employees having the same birth month, the employee with the earliest birth date would be considered most senior. For employees having the same birth date, the employee with the lowest last four digits of his or her Social Security Number would be considered most senior.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: NEW EMPLOYMENT INFORMATION

Dear Ms. Waller**:**

This will confirm our understanding reached during collective bargaining.

Effective the first Sunday following the date of ratification, when a new employee arrives in an office, management will introduce the employee to the predesignated Union Steward (or alternate). Arrangements will then be made to provide for 30 minutes of joint time, paid for by the Company, during which the Union will conduct an orientation interview.

For its part, the Union agrees to undertake among its activities, the completion of printed media associated with joint campaigns, such as U. S. Savings Bond Drives and the like.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

NJ SALES PRORATE COMMITMENT

June 17, 2016

This letter is to advise the Union of the Company's intention to pro-rate the sales revenues for associates in the Consumer and General Business LOB through **August 3, 2009**, for the following reasons:

1. Temporary Assignments in accordance with Article 112, and Article 114, employees who are training other employees in accordance with Article 113 and employees who are assigned to follow-up on customer commitments for the office (i.e., TRFU Angel)
2. Associates who are training other associates in accordance with Article 113
3. Associates who are assigned as New Employee Development (NED) coaches
4. Associates who are assigned to follow-up on customer commitments for the office (i.e., Plant and Accounting Desk in NJ)
5. Absence from work due to a court appearance on behalf of the Company
6. Absence for Union Business in accordance with Article 6
7. FMLA-certified absence
8. Vacation in accordance with Article 120
9. Approved Disability Absence
10. Absence when subpoenaed to appear in court
11. Absence due to Jury Duty
12. Absence due to Death in Family in accordance with Article 123
13. Absence due to Military Duty
14. Absence due to Election Service
15. Loaned to other departments
16. Absence while involved with formal, job related training
17. Absence while on a job visit
18. Any necessary Joint Conference Time
19. Student takeovers
20. TBO activities
21. Winners' Circle
22. President's Club

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

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

Sincerely,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: RELOCATION - COMMERCIAL AND MARKETING EMPLOYEES ONLY

Dear Ms. Waller**:**

In the course of bargaining, the Company and the Union have agreed that the Company will pay reasonable moving costs to employees who "are required to relocate their residence as a result of permanent involuntary transfer initiated by the Company."

The parties agree that these costs shall be limited to:

— transportation of the employee's household goods and personal effects from the old to the new household;

— one-way transportation costs at 9 cents per mile;

— reimbursement of one night's actual expenses for board and lodging, if necessary and approved;

— real estate commission up to 6% of the sale price of the old residence.

This agreement applies only to moves where the employee's new reporting place is at least 35 miles further distant from the employee's residence than was the former reporting place (as altered by the Internal Revenue Service for years after 1976).

The employee, no later than the effective date of transfer, may elect not to move, in which case the Company will reimburse the employee in accordance with Article 18, Authorized Use of Personal Cars for Company Business, for travel to and from the new reporting place for a period of 90 calendar days commencing with the effective date of the transfer. The employee will not be entitled to receive any travel time or travel expenses.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: REMOTE OBSERVING

Dear Ms. Waller:

During bargaining the parties agreed that during the period of the current contract in the Consumer and Small Business Lines of Business the current average annual number of remote observations conducted of each Service Representative shall be reduced from 36 to 30 under the following general guidelines:

A. Employees with less than one year in title will be exempt from any limits.

B. Employees who maintain an "ER" rating for three continuous months shall have no more than twenty (20) observations conducted on them.

C. Employees who maintain the rating of "MR" for three consecutive months shall have no more than thirty (30) observations conducted on them.

D. Employees who maintain a "IN/DN/NR" rating for two consecutive months shall have no more than forty (40) observations conducted on them.

The Company reserves the right to exceed the guidelines at its discretion in the event of service problems, audits, special programs and the like. It is agreed, however, that such additional observations shall not be included in the employee's appraisal base and shall be used for diagnostic purposes only.
Finally, the time spent by the non-management employees on this project will be paid as joint time with the understanding that all related activities shall be completed during normal business hours.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller, CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: SCHEDULED SATURDAY WORK

Dear Ms. Waller:

This will confirm the understanding reached during bargaining regarding scheduling of Saturday work.

When an employee is requested to work on Saturday and the assignment is not cancelled prior to 8:00 p.m. of the preceding day, the employee shall be allowed to work at least a half tour.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: SERVICE REPRESENTATIVES/CONSULTANTS-
DOWNGRADES, TRANSFERS, PROMOTIONS

Dear Ms. Waller**:**

This will confirm that for the life of the **2016** collective bargaining agreement, Consultants/Service Representatives who are not meeting their sales objectives will be allowed to apply for non-sales related positions (positions without sales objectives or requiring sales skills) provided that they meet all other appraisal standards and other applicable qualifications except for sales objectives.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: TARDINESS DURING INITIAL TRAINING

Dear Ms. Waller**:**

This will confirm our understanding reached during collective bargaining for Consultants in the Consumer CSSC's.

When an employee's initial training is held in a location other than their reporting location, instances of tardiness will be considered only a single occurrence until those instances cumulatively total ten (10) minutes. Thereafter, each instance of tardiness will be considered a separate occasion.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: TIME IN TITLE FOR SERVICE REPRESENTATIVE AND CONSULTANT

Dear Ms. Waller**:**

This will confirm our understanding reached during collective bargaining that effective January 1, 2001, the time in title requirement under RAMP for the Service Representative and Consultant titles shall be reduced from 36 months to 30 months.

The above change should not be read to suggest that the Companies and Union have negotiated any provision of RAMP or that the Union accepts RAMP, either in whole or in part. This letter is simply a commitment by the Companies regarding how they will administer a single RAMP requirement for the life of the **2016** collective bargaining agreements.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America
102 S. Warren Street
Trenton, NJ 08608

RE: UPSCOPE LIMITATIONS

Dear Ms. Waller**:**

The "UPSCOPE" agreement, dated June 9th, 1987, including Settlement Agreement, Attachment A, Products & Services, Wage Schedules and Job Duties of the Service Representative shall continue in effect.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: VACATION

Dear Ms. Waller**:**

This will confirm the understanding reached during collective bargaining with the Commercial and Marketing bargaining units regarding the following.

Selection priorities at the time of vacation selection shall be in the following order:

1 - All Full Weeks Vacation

2 - Reserve Time

3 - Vacation Holidays

4 - Days-at-a-Time

5 - Excused Workdays

6 - Personal Holidays

7 - Designated Holidays

It is also agreed that vacation scheduling shall be completed by December 31st. It is further understood and agreed that employees will cooperate in the timely processing of the vacation schedule in order to meet the projected completion date.

Requests for individual days off will be considered based on the needs of the service as determined by management and, as such, require no advance notice.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

June 17, 2016

Ms. Elaine R. Waller**,** CWA Representative
Communications Workers of America, AFL-CIO
102 S. Warren Street
Trenton, NJ 08608

RE: VACATION ALLOCATION PROCEDURES

Dear Ms. Waller**:**

During collective bargaining, the Union asked that the officers of the CWA Locals be exempt from the office vacation allocation procedures. Accordingly, it is agreed that the President of each local will not be required to pre-select vacations or be included in the allocation of vacations in their reporting locations. In addition, the Vice President, Secretary and Treasurer of each local will select vacation in accordance with Article 120 of the Contract. However, their selection will not serve to reduce the allocation of vacation available during the weeks and/or days selected.

Very truly yours,
(Original Signed By)
Rose Viqueira

I CONCUR: (Original Signed By)
Elaine R. Waller

SIGNATURES

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

COMMUNICATIONS WORKERS OF AMERICA
(Original Signed By)
Richard A. Dann, Staff Representative
CWA District 1

(Original Signed By)
Elizabeth Cornwall, President
CWA Local 1000

VERIZON NEW JERSEY INC. AND VERIZON SERVICES CORP.
REGIONAL COMMON ISSUES BARGAINING REPRESENTATIVE

(Original Signed By)
Joseph B. Gimilaro, Executive Director - Labor Relations

Effective **June 17, 2016**

The following sets forth the understanding between the Company and the Union with respect to matters dealing with:

1. ALL EMPLOYEES — Union Representation

   At any meeting between a representative of the Company and an employee in which discipline (including warnings which are to be recorded in the personnel file, suspension, demotion or discharge for cause) is to be announced, a Union representative may be present if the employee so requests.

2. ALL EMPLOYEES — Strike Absence Credit

   Employees on the payroll who have had service credit deducted for strike absences will have such service restored for future fringe and benefit purposes but not for wage progression purposes.

3. ALL EMPLOYEES — Payday in Thanksgiving Day Week

   Effective and during Thanksgiving Day weeks occurring during this Agreement, paychecks for weekly paid employees will be distributed to all employees in the bargaining unit on Wednesday of Thanksgiving Day week. It is mutually understood that such paychecks may be for the basic workweek only, similar to a vacation advance paycheck, and the appropriate payroll adjustments, if required, will be made in the following week's paycheck.

4. ALL EMPLOYEES — Video Display Terminals
   The Company and the Union agree that the introduction and expansion of the use of video display terminals (VDTs) has brought about changes in the work place. It is a joint goal to maximize the advantages of VDTs and minimize any potential disadvantages their use may present to employees.
   To that end, the Company and the union agree that the existing Safety Committee shall meet as needed to discuss the ergonomics associated with VDTs and any other related issue both deem appropriate.

5. ALL EMPLOYEES — Service Quality Observing
   It is the policy of the Company to conduct Service Quality Observations in full compliance with Federal and State Laws. Service Quality Observing includes Service Observing and Supervisory Observing.

Service Observing measures the overall speed, accuracy and efficiency of our telecommunications network and work forces. It is not used for evaluating individual employee performance.
Supervisory Observing involves observations of employee contacts with customers or service-related contacts with other employees. It is used in determining individual employee performance and as an aid to training and development.
Supervisory observations are limited to the handling of customer contacts and contacts between employees involved in the provision of customer service. Employees who may be observed will be made aware of such fact on a quarterly basis and of the general frequency of such observations.
For purposes of Supervisory and Service Observing, the Company may electronically record contacts with customers and service-related contacts with other employees.
The Company shall not use electronically recorded calls for any reason except as specifically identified in this agreement. The electronic recording of calls will be used for Service Observing (which measures the overall speed, accuracy and efficiency of our telecommunications network and workforces) and Supervisory Observing (which includes Evaluative Observing for determining the quality of individual employee performance and Diagnostic Observing used for individual training and development).
The Company will provide the Union with thirty (30) days notice before implementing electronically recorded Supervisory (Evaluative and Diagnostic) observations in any office.
No employee will be disciplined as a result of Service Observing or Diagnostic Observing except for gross customer misconduct (abusive, discourteous behavior towards the customer or dumping/hanging up on the customer) or violations of the Verizon Code of Conduct (sales integrity, slamming, violations of secrecy of communications, falsification of records, failure to perform regulatory requirements or conducting non-business related activities with a customer on line). Failure to attempt to sell a feature, or to bridge, is not considered gross customer misconduct or a violation of the Verizon Code of Conduct. When calls are electronically recorded, such discipline may only be imposed provided the Company endeavors to provide face-to-face feedback on Service and Diagnostic observations by the close of the day on which the observation was taken but in no event later than the close of the next business day on which both the associate and the supervisor who conducted the observa-

tion are on the job and are working at a common work location for their tours. ("Conducted the observation" refers to the supervisor who either conducted a live observation or listened to an electronically recorded call.)

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

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

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

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

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

The terms of the Service Quality Observing Letters and Articles, Service Quality and Supervisory Observing Article and all other agreements, practices and arbitration awards relating to the observation and evaluation of employee performance will remain in effect and apply to recorded calls, except as modified by the terms of this Article XXIII - Electronic

Recording of Calls Agreement or other provisions of the 2012 MOU, and except that the Pennsylvania "Telsam" Award in arbitration case 1822-84, dated February 20, 1986 is no longer in effect. In addition, the Evaluative Observations Agreement, as revised in 2012 (attached as Schedule A), shall apply to recorded evaluative observations of Consultants.

6. ALL EMPLOYEES - Short Notice Excused Work Days (SNEWDs) Effective, January 17, 2016, and continuing for the calendar years **2016, 2017**, **2018** and **2019,** notwithstanding the applicable Excused Work Day provisions in the local collective bargaining agreements, requests to supervision for up to three (3) paid Excused Work Days and one (1) unpaid Excused Work Day will be granted on short notice to employees eligible for paid and unpaid Excused Work Days under the following conditions:
   1. The employee must request time off on short notice prior to the start of a scheduled tour or half-tour, but no more than twenty-four (24) hours prior to the start of the scheduled tour or half-tour.
   2. The Company will grant all Excused Work Days on the basis of the earliest request(s) to supervision provided that the Company may deny any and all requests in work groups of five (5) or more which would result in less than eighty percent (80%) of the scheduled force being available for duty. In a work group of four (4), the Company may deny any and all requests which would result in only one or two scheduled employees being available for duty. In a work group of three (3), the Company may deny any and all requests which would result in only one (1) employee being available for duty. This paragraph does not apply to a work group of one (1) or two (2) employees.
   3. The work group shall be the same as the group designated for purposes of vacation selection.
   4. Short Notice Excused Work Days may be taken in one-half (1/2) day increments; however, no more than one full day may be requested at any one time.
   5. In each work group, the Company may designate up to four (4) work days in any month as unavailable for Short Notice Excused Work Days. Such designations will be made in accord with work schedule posting requirements.
   6. The Company will have the right to deny any and all requests during any severe service disruption that may be caused, for example, by a natural disaster or other calamity (e.g., fires, explosions, civil disturbances, wars, acts of terrorism, major utility and transportation disruptions).

Disputes regarding the application of the terms and conditions of Short Notice Excused Work Days may be submitted to the grievance procedure; however, neither these provisions nor their interpretation and application shall be subject to arbitration.

7. ALL EMPLOYEES — Safety
   Safety is a concern to the Company and the Union. The Company and the Union mutually recognize the need for a work environment in which safe operations can be achieved in accomplishing all phases of work, and the need to promote better understanding and acceptance of the principles of safety on the part of all employees to provide for their own safety and that of their fellow employees, customers and the general public.
   To achieve the above principles, the Company and the Union agree to continue an Advisory Committee on Safety Principles at the Company headquarters level. The Committee shall consist of not more than three (3) representatives each from the Company and the Union (to be appointed by the Company and the International Union respectively). This Committee shall meet twice a year upon mutual agreement at the request of either party.

8. ALL EMPLOYEES — Pre-Admission Medical Tests
   Employees directed by their physician to visit a hospital or other medical facility on an out-patient basis in order to have a pre-admission medical test(s) (in connection with either in-patient or out-patient surgery) administered in lieu of similar services rendered on an in-patient basis, will be excused and will be paid for the necessary absent time on the same basis as for absence due to sickness. A copy of the physician's written directive for such tests must be presented to the employee's supervisor prior to the day of the tests. Such time off will not be counted under the absence or attendance control program

9. TRAFFIC ONLY — Job Pressures
   During negotiations, the Company and the Union have continued to discuss job pressures a matter which is of concern to employees.
   We have agreed that organizational and technological innovations are necessary and desirable; that every employee has the ability to contribute to the development of such innovations; and that work should achieve personal needs of self-respect and fulfillment as well as service and financial objectives.
   As an indication of our mutual determination to achieve specific goals of improvement, the Company has committed that observations in the Traffic offices commonly known as "diagnostic monitoring" will not be per-

formed from remote locations. Diagnostic supervision functions (including monitoring) will be performed at the position where the individual being observed is working. Diagnostic supervision will occur when Management determines it is necessary for training or instructional purposes.

Other observations in connection with Quality and Quantity of work will continue to be performed on a statistical sampling basis as set forth in current operating practices under the Employee Development Plan as well as for service management. The Company will be mindful of the Union's concerns regarding the taking of such observations during times when the equipment is slow or out of order.

10. TRAFFIC ONLY — Posting of Scheduled Hours Involving Sixth Tours of Duty

Subject to the qualifications of the employees involved and the needs of the service as determined by the Company, the following procedures shall be effective with respect to the posting of scheduled hours involving the assignment of sixth tours of duty. It is understood that these procedures do not apply to additional tours of duty assigned after the original schedules of hours for any given week are posted.

(a) The Company will first assign such sixth tours to those individuals who are qualified for and who have indicated a desire or preference for such assignments whenever they are available. (Top Seniority Down - No Rotation)

(b) If, following the assignments specified in a. above, there is still a need for sixth tours, the Company will assign such tours to those individuals who are qualified for and who have indicated a desire or preference for such assignments occasionally. (Top Seniority Down - No Rotation)

(c) If, following the assignments specified in a. and b. above, there is still a need for sixth tours, the Company will then assign the remaining sixth tours of duty to those individuals who have indicated that they prefer not to work a sixth tour of duty if other individuals who desire such assignments are available. (Bottom Seniority Up - No Rotation)

In the event the needs of service change after the schedule has been posted, the Company will on 24 hours notice, offer to change an employee's scheduled "sixth" tour or half tour of duty back to an "E" day prior to granting miscellaneous days, vacation days, or excused days without pay. The offer/s will be made based on hours scheduled, seniority, and voluntary acceptance. (Top Seniority Down)

The provisions outlined above shall in no way be interpreted to limit, restrict, or amend any of the provisions of the Agreement between the Communications Workers of America and Verizon New Jersey Inc.

11. TRAFFIC ONLY - The Status of Titles of Employees Affected by the Conversion of an Office
    Any employee in an office scheduled for conversion to any other type of operation who has one year or more of continuous service at the time of the conversion as Temporary Service Assistant or Temporary Administrative Representative will be allowed, subject to the needs of the service as determined by the Company, to retain such title in the office to which he/she is transferred provided that:
    The office to which he/she is transferred is within one hour travel time by public or private transportation from his/her home.
    The Company determines that there is need for such title in the office to which the employee is transferred, or that need for such title will exist after employees in such office holding the same temporary title, who have less than one year of continuous service in such title, are returned to the title held prior to their temporary appointment.
    The Company and Union agree that the intent of this Letter covers solely individual central office conversion.
    The status of titles of employees affected by any conversion involving two (2) or more offices will be negotiated by Company and Union representatives.
12. TRAFFIC ONLY — Seniority in Matters Relating to Choice of Hours
    The Company agrees that seniority shall be taken into account in matters relating to choice of hours insofar as the needs of the service and the ability of the employees permit.
    New employees will be assigned "student" tours for about three weeks following initial training. These tours will not be scheduled over and above the required line, but it is intended that they will generally be less desirable ones.
13. TRAFFIC ONLY — "M" Day Assignments
    The Company acknowledges that the assignments of time off to reduce force surplus is a matter which should always be approached with great care because it recognizes that there is some employee dissatisfaction with such assignments. However, from time to time, force surplus in certain holiday weeks does occur and, therefore, it becomes necessary to reduce work time assignments accordingly.

Subject to the needs of the service as determined by the Company, the following administrative procedures, in the order listed are effective with respect to the assignment of "M" days (3rd excused day in the week).

(a) When preparing time assignments if surplus conditions prevail, four days of work will be assigned to those employees who are scheduled "E" on the holiday, starting in inverse order of seniority and continuing in rotation on subsequent holiday weeks. Should surplus still prevail a list of employees who are next in order for "M" day assignments will be posted in the office one week in advance. This list may be subject to change.

(b) Employees who are scheduled to work on the holiday will not be scheduled an "M" day in that week.

(c) It is not the intent of any of these proposals to disrupt other existing holiday rotation procedures or any other local central office procedures applying to assignments on holidays or weekends. It is also not intended to disturb Sunday rotation or any local central office procedures designed to provide periodic weekends off.

14. TRAFFIC ONLY — Basis for Selection of Night Tours

Subject to the qualifications of the employees involved and the needs of the service, as determined by the Company, and subject to all restrictions imposed by law, the selection and assignment of night tours will be made in accordance with the following principles:

Qualified employees who desire night tours may select such tours on a seniority basis.

If, in any office the required number of night tours are not selected by qualified members of the force, the remainder required will be assigned to qualified regular, term and temporary employees in the inverse order of seniority, except that such assignment need not necessarily be made in the case of a temporary employee who is not expected to remain on the payroll for the full period of the new selection of hours.

15. TRAFFIC ONLY — Operator Performance

Individual operator performance for appraisal purposes will be based on the operator's performance in achieving the appropriate level and balance of customer satisfaction, revenue generation (where appropriate), cost performance and dependability.

The Company agrees that it will not discipline any experienced operator solely on the basis of that operator's average work time (AWT) per call performance.

Note: Regarding Letters of Agreement 9, 10, and 12, it is the Company's intent to observe the spirit of these understandings to the best of its

ability, but if dissatisfaction develops on the part of either the Union or the Company, or if grievances arise there from, either the Union or the Company may terminate any of these Letters on 30 days' notice, affording reasonable opportunity for discussion of the matter during this 30-day terminal period.

16. TRAFFIC ONLY - Abbreviated Christmas Eve Workday
All Group "A" Central Office employees are to be assigned one-half tour compensatory time off between the day after Thanksgiving and April 30th of the following year.
The Company will determine when the time off will be assigned in accordance with the needs of the service.

17. COMMERCIAL AND MARKETING ONLY — Designated Holiday
When a holiday falls on a Saturday, there is no intent to restrict the designation of that holiday to any specific day or days of a week.

18. COMMERCIAL AND MARKETING ONLY — Grade 6 Service Representative's Responsibilities
The Grade 6 Service Representative will negotiate, sell and otherwise handle customer contacts, short of PBX's, to the extent of his/her training at the time of the particular contact and consistent with good judgment.
It is not the nature of the specific service involved which determines the propriety of its handling by the Service Representative. The bulk of customer contacts, by training and practice, are routinely completed by him/her. Individual judgment based on his/her training, ability and experience must be made by the Service Representative in some cases as to whether he/she should refer it to the Marketing Department. For example, a Service Representative receiving a request for installation of a PBX cannot fully visualize the customer's needs from the telephone contact. Both good judgment and training require referral of such a contact. On the other hand, the Service Representative can and will negotiate certain orders on PBX accounts, but might refer to the Marketing Department certain particular requests from smaller business customers.
Such judgments will continue to be reviewed by the Company in the light of all of the circumstances of the particular contact, including the training, ability and experience of the Service Representative.
The Marketing Department will continue to handle referrals of demand work as well as scheduled visits to business customers.

19. COMMERCIAL AND MARKETING ONLY — Business Accounts Assigned to the Sales Forces

    The following paragraphs provide the general highlights of the non-Management Customer Sales Representative and the Management Account Executive jobs:

    In those cases assigned to them, including those accounts in excess of 80 lines, Data, and WATS, Customer Sales Representatives will continue to handle all non-principal system selling, and servicing activities including those related to principal system sales, which shall include, but not be limited to, usage prospecting, station reviews, preparation of proposals and/or recommendations, leave behinds, and total implementation of the sale. Where the Company determines that a principal system analysis and recommendation is desirable, selling activity in conjunction with same will be handled and/or directed by an Account Executive.

    The Account Executive is responsible for major and complex selling activities such as recommending principal systems and network configurations as solutions to telecommunications and/or office management problems. To accomplish this, the Account Executive establishes an overall market sales plan for the account with specific objectives and is responsible and accountable for making the ultimate decision as to what will be recommended in principal sales situations. He/she is responsible for the supervision and direction of pre-sale functions and post-sale implementation activity associated with sales of a system nature. The Account Executive's performance will be evaluated in light of the increase or decrease in annual billing and change in market share of the accounts to which he/she is assigned.

20. COMMERCIAL AND MARKETING ONLY — Past Practices

    It is not the intent of Section 1 of Article 21 to negate past practice in areas not specifically covered by the Agreement.

21. COMMERCIAL AND MARKETING ONLY — Last Workday Before Christmas Day

    If the Company declares the last workday before Christmas an abbreviated workday, any employee who is required to work beyond 1:00 P.M. on this day shall be entitled to the number of hours of time off with pay equal to the number of hours worked on the day in question beyond 1:00 P.M. on a day designated by the Company either during the following week or any week during the first quarter of the following year.

22. COMMERCIAL AND MARKETING ONLY — Equalization of Overtime
The Company agrees, to the extent practicable in the best interest of the business, to see that overtime work is equalized among all of the employees within each title, within each "Management unit." "Management unit" shall mean the immediate administrative supervisor in the case of employees in the Marketing and Directory Departments and the second level manager, i.e., Business Office Manager, Public Telephone Manager, etc., for employees in the Commercial Department.

23. COMMERCIAL AND MARKETING ONLY — Work Shoe Allowance
Employees in the titles of Vault Custodian will, at all times during working hours, wear steel-toed safety shoes of a type approved by the Company. During each year, the Company will reimburse employees in an amount up to $115.00 for the purchase of the required shoes, if needed. Costs for the repair or replacement of said shoes during the year will be at the employee's expense.

24. COMMERCIAL AND MARKETING ONLY - Fire Drill
The Company will conduct two (2) fire drills per year in each area where Commercial and Marketing employees are located.

AGREEMENTS INCORPORATED BY REFERENCE

The following letters of agreement which are attached to the May 29, 2016 Memorandum of Understanding "MOU" are incorporated by reference into this Agreement as provided in the MOU.

- **Additional Center Jobs Agreement (Attachment #3)**
- **Memorandum of Agreement (Attachment #4)**
- **Letter of Agreement on RAMP (Attachment #11)**

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Absence		
First Seven Calendar Days Sickness Absence	166	291
Differential Payment	153	-
For Union Business in the Build for Overtime and Annual FMLA Eligibility Requirement - Letter	41	41
From Duty	167	292
On a Designated Sixth Day - Letter	189	-
Pre-Admission Medical Tests	349	349
Rate of Pay During and Following a Period of	142	277
Strike Absence Credit	345	345
Union Duties	7	7
Vacation Eligibility Following a Period of (See Also Pay Treatment)	160	287
Accident Disability (See Disability)		
Adhoc Committee - Letter	190	-
Advertising and Classifying Job Vacancies - Letter	42	42
Advisory Committee on Health Care- See Health		
Care Oversight Committee Letter		
Advisory Council on Family Care	**62**	**62**
Agency Shop	5	5
Agreement (Contract)		
Amendments - Procedure	39	39
Duration	39	39
Arbitration		
Changes in the Verizon Pension Plan and the		
Sickness and Accident Disability Benefit Plans	11	11
Discharge, Demotion and Suspension	172	294
Expedited Procedure	184	305
Interpretation and Application of Agreement	181	302
Limitations of the Board	184	304

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Matters Subject to	182	294
Notification for	180	306
Procedure	181	303
Time Limits	178	298
Treatment of Grievance Settled by the Parties or Arbitration Awards Which Involve Back Pay and/or Reinstatement	186	307
Automobile, Use of Personal	36	36
Basic Hourly Wage Rate - Determination of	140	280
Basic Weekly Wage Rate	133	275
Defined		
Minimum/Maximum Rate Tables	85	221
Basic Tours - Letter	191	-
Basic Workweek - Defined	144	280
Bilingual Skills, Differential for Use of	36	36
Bulletin Boards, Union	6	6
Business Accounts Assigned to the Sales Force	-	354
Call-In Pay	146	-
Calls		
Sharing of	**217**	**70**
Carfare	157	290
Changes in the Verizon Pension Plan and the Sickness and Accident Disability Benefit Plan	11	11
Checkoff Authorization and Cancellation	5	5
Christmas Day, Last Workday Before	-	354
Christmas Eve	156,353	-
Classification and Treatment or Part-Time Employees	9	9
Classification of Employees		
- Group “A”, Group “B”, and Group “C”	140	-
Classification of Tours	145	-

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Closed Time-Letter	-	312
Collective Bargaining, Recognition and	3	3
Common Interest Forum Letter	63,**83**	63,**83**
Company - Defined	2	2
Consultant Agreement - Letter	-	313
Contracting Initiatives Committee - Letter	43	43
Corporate Profit Sharing-CPS	**54**	**54**
Cost-of-Living (COLA)	138	272
Customer Premises Training - Letter	-	314
Death in Family	165	291
Demotion		
Change in Rate	-	278
Discussion Regarding Grievance and Arbitration Procedures	172	294
Notification to Union	173	294
Union Representation	345	345
Designated Holidays	148	283
Differentials		
Bilingual Skills, for Use Of	36	36
Force Administration	-	283
Group “B” Clerk Assigned to Senior Grade Clerical Job	154	
“In-Charge”	155	279
New Year’s Eve - Group “A”	157	-
Service Assistant	156	-
Special City Allowance	143	282
Temporary Assignment	154	278
Temporary Management Assignment	-	279
Tour	153	282
Training	155	278

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Disability		
Change in the Sickness and Accident Disability Benefit Plan and Arbitration of Change	11	11
First Seven Calendar Days Sickness Absence	166	291
Differential Payment	153	-
Rate of Pay During and Following a Period of	142	277
Vacation Eligibility Following a Period of	160	287
Discharge		
Discussion Regarding Grievance and Arbitration Procedures	172	294
Notification to Union	173	294
Payment in Lieu of Vacation	162	287
Union Representation	345	345
Disconnect Work - Letter	-	315
Discrimination	4	4
DSL Demand Sales - Letter	-	316
Duration of Agreement	39	39
Effective Date of Wage Increases	137	272
Emergency Work		
Call in for	146	-
Modification of Hours Because of	147	-
Employee Career Resource Center	31	31
Employment Envelope Records	170	
Employment Information, New - Letter	-	332
Employment Security Training	27	27
Enhanced Security Plan	22	22
Evaluative Observations - Letter	-	318
Excused Time for Union Duties	7,169	7
Examination – Functional Capacity	66	66
Excused Work Days Without Pay - Letter	192	-

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Excused Workday - Letter	-	321
Excused Workdays	163	289
Expanding the Hours of Operation (24x7) - Letter	-	322
Fire Drill	355	355
Flex Time - Letter	193	323
Force Adjustment (Also See Layoff)		
Enhanced Income Security Plan	22	22
Income Security Plan	20	20
Intercompany Job Bank Program	14	14
Moving Expenses	27	27
Reassignment Pay Protection	26	26
Special Enhanced Security Plan	23	23
Technological Displacement	26	26
Technology Change Committee	18	18
Formal Separation - Defined, Regarding Agency Shop	5	5
Four Day Work Week Trail - Letter	45	45
Full-Time Employee - Defined	3	3
Functional Capacity Examination	66	66
General Wage Adjustments	137	272
Gradual Return to Work from Care of Newborn Child Leave - Letter	47	47
Grievance Procedure	178	298
Mediation	180	300
Treatment of Grievance Settled by the Parties or Arbitration Awards Which Involve Back Pay and/or Reinstatement	186	307
Health Care Oversight Committee (HCOC)	33	33
Hiring/Start Rates	85	220
Holidays		
Cancellation of Holiday Work	**-**	**82**

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Differential Payment	155	-
During Vacation Periods	151	284
Holiday Tour for Night Employees	149	-
List of	148	283
Part-Time Employee, Treatment Applicable to	9,149	283
Pay Treatment		
Holiday Not Worked	150	284
Holiday Worked	149	284
Personal Holiday	148	283
Saturday Holiday, Designation of	149	283
Scheduling Employees for Duty	149	-
Sunday Holiday, Designation/Observance of	149	283
Hourly Wage Rate, Basic - Determination of	140	280
Hours of Operation/Basic Tours - Letter	191	-
Hours of Work		
Adjustment of Starting Time	-	281
Arranged to Fit Needs of Service	144	280
Definitions		
Basic Workweek	144	280
“DS” (Designated Sixth) Day	146	-
Holiday Hours	149	-
“M” Day (Third Excused Day in Week)	351	-
Session	144	-
Sunday Work for Night Employees	147	-
Tour	144	280
Workday	-	280
Group “A” Employees	145	-
Classification of Tours	145	-
Hours of Duty of Transferred Employees	146	-
Interval Between Tours	145	-

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Lunch Periods	145	-
Group “B” Employees	147	-
Group “C” Employees	147	-
Four Day Work Week Trail - Letter	45	45
Modification of Hours	147	-
Relief Periods	146	281
(See Also Overtime and Work Time Schedules)		
“In-Charge” Differential	155	279
In-Charge Temporary Management Assignments - Letter	196	-
Inclement Weather Agreement/Policy - Letter(s)	198	326
Income Security Plan	20	20
Independent Medical Examination	66	66
Information Meetings - Letter	199	-
Inter-Company Transfers - Letter	49	49
Interpretation and Application of Agreement	181	302
Interval Between Tours	145	-
Job Bank Program, Intercompany	18,182	18
Job Pressures	349	-
Job Titles and Job Classifications, New	12	12
Job Titles in the Bargaining Unit	85	220
Job Vacancies, Advertising and Classifying - Letter	42	42
Jury Service	169	-
Layoff		
Advance Notice and/or Payment in Lieu of	-	295
Alternative Procedures	173	-
Company’s Right	173	295
Leave of Absence		
For Union Duties	7	7
Rate of Pay During and Following	142	277

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Vacation Eligibility Following	159	287
Letters of Suspension - Letter	200	328
Loan of Union Representative	-	294
Lunch Periods	145	281
Management Doing Non-Management Work - Letter	201	-
Mandatory Overtime - Letter	-	329
Maximum Basic Weekly Wage Rates	85-88	220-223
Maximum Time in Progression	-	276
"M" Day (Third Excused Day in Week) Assignments	351	-
Mediation Procedure	180	301
Medical Visit		
Carfare	157	290
Meals	164	290
Pay Treatment	166	-
Pre-Admission Medical Tests	349	349
Methods of Requesting Overtime - Letter	202	-
Minimum Starting/Hiring Rates	85	221
Modification of Hours of Duty	147	-
Monitoring Committee, Traffic - Letter	208	-
Moving Expenses	27	27
Mutual Responsibility and Respect	4	4
NJ Sales Prorate Commitment - Letter	-	333
Net Credited Service - Defined	3	3
Net Credited Service - Tie Breaker - Letter	-	331
New Employment Information - Letter	-	332
New Job Titles and Job Classifications	12	12
New Year's Eve Differentials (Group "A")	157	-
Night Tours - Basis for Selection	352	-
Nondiscrimination Policy	4	4
No-Strike Clause	179	299

Subject	Page	
	Traffic	Commercial & Marketing
Notification - Company-Union		
Absence for Union Duties	7	7
Discharge, Demotion and Suspension	172	294
For Administrative Purposes-Names of Union Stewards and Group Leaders and of Management Employees	182	-
Grievance Procedure	178	298
Interpretation and Application of Agreement	181	302
Layoff	20,173	20,295
New Job Titles, Job Classifications and Wage Rates	12	12
Promotion, Transfer and/or Loan of Union Representative	171	294
Observing, Remote - Letter		336
Observing, Service Quality	345	345
Observation Feedback, Evaluative - Letter	209	-
Observations, Evaluative Letter	-	318
Occasional Employee		
Defined	3	3
Layoff Procedure	173	295
Sunday Work for Night Employees	148	-
Office Scheduled for Conversion to Another Type of Operation-Transfer of Employees	351	-
“Office Seniority” - Tie Breaker - Letter	204	-
Operator		
Performance	352	-
Wage Treatment	85	-
Overtime		
Computation of	151	281
Determining Overtime Periods (See Time Counted in Computing Time Worked)	152	-

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Differential Payment	153	-
Equalization of	-	355
Mandatory - Letter	-	329
Payment (See Pay Treatment and Premium Time)		
Relief Period During	146	281
Requirement to Work	144	280
Part-Time Employees		
Basic Weekly Starting Rate for Full-Time Service	140	275
Classification and Treatment of	9	9
Defined	3	3
Determination of Weekly Rate	9,140	9,275
Holiday Treatment	149	284
Vacation Eligibility	10,159	10
Past Practices	-	354
Payday in Thanksgiving Day Week	345	345
Payroll Deduction Authorization - Form	40	40
Payroll Errors - Letter	210	-
Pay Treatment		
For Time Worked		
Assigned or Called in on Scheduled Day Off	146	-
Call in for Emergency Work	146	-
Christmas Eve - Group “A”	156	-
Computation of	151	281
“DS” (Designated Sixth) Day	152	-
Group “A” Employees	151	-
Group “B” Employees	152	-
Holiday	149	283
In Excess of		
49 Hours Per Week	152	281
Full Tour or Basic Workweek	144	280

Subject	Page	
	Traffic	Commercial & Marketing
New Year's Eve - Group "A"	157	-
No Duplication of Payments for Excess Time Worked	-	281
Paid Excused Workday	163	289
Scheduled Sixth Day	152	-
Sixth or Seventh Day - Group "A"	151	-
Sunday	147	281
Tour Differential	153	282
For Time Not Worked		
Absence from Duty	167	292
Career Resource Center, Employee - Participation	27	27
Change of Tour Day	166	-
Death in Family	165	291
Excused Time for Union Duties	7,169	7
Excused Workday	163	289
First Seven Calendar Days Sickness Absence	167	291
Jury Service	169	-
Holiday	149	284
Tardy Time	165	-
Vacation	162	287
Visit to Medical Department or Consultant	166,349	349
Pension Benefits	**64**	**64**
Plan	64	64
Change and Arbitration of Change	11	11
Monthly Pension Benefit for Full-Time Employees	**139**	**274**
Pension Bands	139	274
Personnel Records	170	309
Posting Work Time Schedules	145,350	-
Pre-Admission Medical Tests	349	349
Preferential Hiring List - Layoffs	175	-

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Premium Time		
Christmas Eve - Group “A”	156	-
Computation of	151	281
“DS” (Designated Sixth) Day	152	-
Determining Overtime Periods	152	-
Group “A” Employees	153	-
Group “B” Employees	153	-
Holiday	149	283
In Excess of		
49 Hours Per Week	152	281
Full Tour or Basic Workweek	144	280
No Duplication of Payments		281
Scheduled Sixth Day	152	-
Sixth or Seventh Day - Group “A”	151	-
Sunday	147	281
Tour Differential Payments	153	282
Promotion		
Increase Treatment	143	278
Of Union Representative	171	294
Operator to Service Assistant	172	-
Pay Plan	143	277
Seniority in	172	294
Reassignment Pay Protection Program	25	25
Recognition and Collective Bargaining	13	13
Recording of Proceedings of Conferences	182	284
Rehiring - Following Layoffs	176	297
Relief Periods	146	281
Relocation - Letter	211	335
Remote Observing - Letter	-	336
Resignation - Payment in Lieu of Vacation	162	287

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Restrictions on Promotions - Letter	212	-
Retirement-Payment in Lieu of Unused Vacation at Time	162	288
Safety	349	349
Sales, NJ, Prorate Commitment - Letter	-	333
Same-Sex Domestic Partnerships, Change in Eligibility	**81**	**81**
Saturday Holiday, Designation of	148	283
Saturday Work, Scheduled - Letter	-	337
Scheduling of Work Time (See Work Time Schedules)		
Seniority		
Defined	173	296
Separation		
Formal Separation - Defined, Regarding Agency Shop	5	5
Layoff	20,173	20,295
Other Than Layoff	172	294
Service Assistant		
Wage Treatment	85-88	-
Service Assistant Duties - Letter	213	-
Service Assistant Employment Security - Letter	214	-
Service Bridging - Letter	50	50
Service, Net Credited	3	3
Service Quality Observing	345	345
Service Representative/Consultants - Downgrades, Transfers, Promotions - Letter	-	338
Service Representative's Responsibilities	-	353
Session - Defined	144	-
Short Notice Excused Work Days (SNEWDs)	348	348
Sickness Disability (See Disability)		

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Sixth Tours of Duty - Posting of Scheduled Hours		
Involving	350	-
Special City Allowance	143	282
Special Enhanced Security Plan	23	23
Start/Hiring Rates	85	220
Strike		
Absence Credit	345	345
No-Strike Clause	178	298
Sunday		
Determination of Number of Consecutive Sundays of Work (Scheduled or Called In)	147	-
Holiday, Designation/Observance of	148	283
Hours-Defined	147	-
Pay Treatment	147	-
Scheduling Employees for Duty	147	-
Voluntary Substitutions	148	-
Suspension		
Discussion Regarding Grievance and Arbitration Procedures	172	294
Notification to Union	172	294
Union Representation	345	345
Table of Start/Minimum Hiring and Maximum Basic Weekly Wage Rates by Title	85-88	220-223
Tardiness During Initial Training - Letter	-	339
Tardy Time	165	-
Taxi Service - Letter	215	-
Technological Displacement	26	26
Technology Change Committee	18	18
Temporary Assignment		
As a Result of Layoff	173	-

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Carfare	157	290
Pay Treatment		
Employees Loaned	142	-
Higher Grade or Training	143	278
Management	-	279
Termination Allowance		
Layoff	177	296
Technological Displacement	26	26
Thanksgiving Day Week, Payday in	345	345
Time in Title for Service Representatives and Consultant - Letter	-	340
Time Limits (See Also Arbitration)		
Changes in the Verizon Pension Plan and the Sickness and Accident Disability Benefit Plans	11	11
Discharge/Demotion/Suspension	172	294
Demand for Arbitration	172	294
Notification to Union	172	294
Written Claim That Action Was Without Just Cause	172	294
Enhanced Income Security Plan	22	22
Excused Absence or Leave of Absence for Union Duties	7	7
Grievance Procedure	178	298
Income Security Plan	20	20
Intercompany Job Bank	18,182	18
Interpretation and Application of Agreement	181	302
Layoff		
Advanced Notice of	173	295
Rehiring Following	176	297
New Job Titles, Job Classifications	12	12
Posting of Scheduled Hours	145,350	-

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Promotion, Transfer and/or Loan of Union Representative	171	294
Technological Change, Notification to Union	18	18
Time Not Worked (See Pay Treatment)		
Title Staffing - Letter	216	-
Titles and Wage Grades	85-88	220-223
Tour		
Basic - Letter	195	-
Change of Tour Day - Pay Treatment	157	-
Classification of	144	-
Defined	144	280
Differential	153	282
Holiday Tour for Night Employees	149	-
Interval Between Tours	145	-
Modification of Hours	147	-
Sunday Work	147	-
Traffic Extended Wage Schedule – Letter	205	-
Traffic Monitoring Committee – Letter	208	-
Training on Company Time	27	27
Training Advisory Board	30	30
Training Advisory Board Executive Council	**27**	**27**
Training Assignment		
Carfare	157	290
Differential Payment	155	278
Training, Employment Security	27	27
Training or Tuition Costs	30	30
Transfer		
As a Result of Layoff	173	295
Employee Furnishing Relief or Loaned		
Carfare	157	290

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Pay Treatment	142	-
Plan and Intercompany Job Bank	14,182	14
Employees in an Office Scheduled for Conversion to Another Type of Operation	351	-
Hour of Duty	146	-
Of Union Representative	171	294
Temporary		
Carfare/Travel Time	146	290
Differential Payment or Pay Treatment	154	278
Vacation Eligibility	159	285
Travel Expense		
Board and/or Lodging	164	290
Carfare	157	290
Meals	164	290
Temporary Transfer	157	290
Use of Personal Car	36	36
Visit to Medical Department or Consultant	157	290
Travel Time – Temporary Assignment	157	290
Treatment of Grievances Settled by Parties or Arbitration Awards Which Involve Back Pay and/or Reinstatement	186	307
Tuition Assistance Plan	**37**	**37**
Union Bulletin Boards	6	6
Union Business, Leave of Absence for	7	7
Union - Defined	2	2
Union Dues	5,6,40	5,6,40
Union Duties		
Excused Absence or Leave of Absence for	7	7
Number of Employees Excused for Conferences With Management	169	-

Subject	Page	
	Traffic	Commercial & Marketing
Pay Treatment	8,169	8
Union Orientation Meeting	169	332
Union Recognition as Bargaining Representatives	3	3
Union Representation		
Grievance Meetings	178	298
Health Care Oversight Committee	33	33
Safety Principles, Advisory Committee on	349	349
Technology Change Committee	18	18
Training Advisory Board	30	30
Training Advisory Board Executive Council	27	27
Union Representative, Promotion, Transfer and/or Loan of Union Rights	171	294
Absence for Union Duties, No Limitations as to Reason for	7	7
Bulletin Boards on Company Premises	6	6
Consent for Promotion, Transfer and/or Loan of Union Representative	171	294
Inspection of "Employment Envelope" Records with Employee's Approval	170	-
Negotiation With Respect to Layoff or Part Timing of Regular Employees	174	-
Proposed Changes in Verizon Pension Plan & Sickness & Accident Disability Benefit Plan	11	11
Opportunity to be Present at Specific Grievance Discussions	178,345	298,345
Union Security	5	5
Unused Vacation		
At Time of Retirement	162	288
In Case of/Upon Death	162	288
Upscope Limitations - Letter	-	341

Subject	Page	
	Traffic	Commercial & Marketing
Use of Bilingual Skills, Differential for	36	36
Use of Personal Car	36	36
Vacation		
Advancement of Pay	162	-
Allocation Procedures - Letter	-	343
Allowance	163	288
Buy-Back	163	288
Change in Rate of Pay During	142	278
Day-at-a-Time Vacation Days	160	285
Entitlement	158	284
Following Absence	159	286
Holiday During		
In-Lieu of Payment	162	287
Letter	-	342
Paid Excused Workday During	164	289
Schedule of	158	284
Scheduling/Rescheduling	159	285
Tour Differential Payment	155	-
Unused		
At Time of Retirement	162	288
In Case of/Upon Death	162	288
Vacancies, Job, Advertising and Classifying - Letter		
"VADI" - Letter	52	52
Verizon Network Services Transfer Plan and Intercompany Job Bank	14	14
Video Display Terminals	345	345
Visits to the Medical Office or Consultant (See Medical Visit)		
Wage Adjustments, General	**137**	**272**
Wage Grades	85-88	220-223

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Wage Rates and Wage Changes		
Application of Wage Schedules	140	-
Clerical Employees	141	-
Employees Loaned	142	-
Operator	141	-
Service Assistant	141	-
Start Rates	141	-
Basic Hourly Rate - Determination of	140	-
Basic Weekly Rate		
By Title	85-88	220-223
Defined	140	275
Change in Rate		
During and Following a Period of Absence	142	277
Effective Date of Wage Increases	142	277
Extended Interval	-	277
Increase Tables	89-136	225-271
Length of Schedules	89-136	225-271
Maximum Basic Weekly Rates by Title	85-88	220-223
Maximum Time in Progression	-	276
Minimum Basic Weekly Hiring/Starting Rates by Title	85-88	220-223
New Job Titles	12	12
Part-Time Employees	9,140	9,275
Progression Treatment - Scheduled	89-136	225-271
Promotion	143	278
Proportionate Increase		
Rate Schedules	89-136	225-271
Titles and Wage Grades	89-136	219
Wage Service Credit for Absence for Union Duties	7	7
Wage Treatment (See Pay Treatment)		

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Weekly Wage Rate, Basic -Defined	140	275
Workday	-	280
Work Hours		
Arranged to Fit Needs of Service	144	280
Interval Between Tours	145	-
No Guarantee as to Minimum or Maximum Number Per Week	144	280
Tour - Defined	144	280
Work Stoppage		
No-Strike Clause	178	299
Work Time Schedules		
Adjustment of Starting Time	-	280
Basic Worksheet - Defined	144	280
Changes	146	281
Choice of Hours	350	-
Classification of Tours	144	-
Excused Time for Union Duties	169	-
Holiday Duty	149	-
Hours of Daily Schedules Arranged to Fit Needs of		
Service	144	280
Interval Between Tours	145	-
Limitation on Scheduling of Full Tours – Hiring Date		280
“M” Day (Third Excused Day in Week)	351	-
Night Tours – Selection and Arrangement of	352	-
Notification of Scheduling of Full Tours Ending After 5:00 P.M.	-	280
Posting	145,350	-
Relief Periods	146	281
Saturday Work-Scheduled - Letter	-	337
Sunday Duty	147	280

INDEX
ALPHABETICAL BY SUBJECT

Subject	Page	
	Traffic	Commercial & Marketing
Tour - Defined	144	280
Workweek		
Basic - Defined	144	280
No Guarantee as to Minimum or Maximum Number of Hours of Work Required	144	280
Part-Time Equivalent	9	9

2016

January

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

February

Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29					

March

Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May

Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June

Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

July

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

August

Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

September

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October

Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November

Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

2017

January

Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February

Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

March

Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

April

Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

May

Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

June

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

July

Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August

Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October

Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November

Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

2018

January

Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

February

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

March

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

April

Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May

Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

June

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

July

Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

August

Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

September

Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

October

Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December

Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

2019

January

Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April

Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May

Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June

Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

July

Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September

Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October

Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December

Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				