The Communications Workers of America and Verizon Enterprise Delivery reached a tentative agreement on October 9, 2013. The Bargaining Committee addressed the priorities that were received from the members. The Bargaining Committee remained steadfast in their resolve not to accept less than what has been agreed to in other units.

The CWA Bargaining Committee unanimously recommends ratification of the tentative agreement.

The following is a summary of some of the agreed upon changes.

✓ Four year contract

✓ Wages: 2014 – 2%, 2015 – 2%, 2016 – 2.5%

✓ Ratification Bonus of $1,100.00 if ratified by November 19, 2013
No Changes to the following Articles:

- Basic Agreement
- Article 1 Union Recognition
- Article 2 Union – Company Relationship
- Article 3 Union Security and Deduction of Union dues
- Article 4 Union Business
- Article 5 Bulletin Boards
- Article 6 Management Rights and Responsibilities
- Article 7 Discipline
- Article 8 Non-discrimination
- Article 9 No Strike, No Lockout
- Article 10 Federal and State Laws
- Article 11 Grievance and Arbitration Procedure
- Article 12 Work Schedules, Tours and Overtime

Changes/Modifications to the following Articles:

- Article 18 Lay off Allowance
- Article 22 Sickness and Accident Disability Benefits

No Changes to the following Letters of Agreement and Understanding:

- Common Interest Forum (CIF) Trial Letter
- Letter of Agreement - Prevailing Wage

Changes/Modifications to the following Letters of Agreement and Understanding:

- GTE-Contel Pensions (name change only)

No Changes to the following Memoranda of Agreement:

- Adoption Assistance
- Business Attire Guidelines
- COPE Payroll Deduction
- Dental Plan
- Drug and Alcohol Policy
- Flexible Reimbursement Plan (FRP)
- Four-Day Work Week
- Hearing Aid Benefit
- Home Dispatch Program
- Income Security Plan (ISP)
- Long Term Disability (LTD)
- Lump Sum In Lieu of Wages

Changes/Modifications to the following Memoranda of Agreement:

- Comprehensive Medical Plan
- Family and Medical Leaves of Absence (FMLA)

Not Renewed Memoranda of Agreement:

- Long Term Care Plan

New Memoranda of Agreement:

- Health Reimbursement Account: Effective June 1, 2014: $650.00 credit for eligible full-time employees; $325.00 credit for eligible part-time employees (If ratified by November 19, 2013)

Pension Benefits: No new hires will be eligible for Pension Plan. Enhanced 401K option will be available for all new hires. Existing employees’ wages will be finally determined and fixed as of the transition date of June 1, 2014. Any further job upgrades to hire wage classification will result in 6% wage increase after 6 months in that position.
Group Insurance and Benefits starts September 1, 2014

<table>
<thead>
<tr>
<th>Contributions for Non-Tobacco Users</th>
<th>Contributions for Tobacco Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year</td>
<td>Employee</td>
</tr>
<tr>
<td>2014 effective 9/01/14</td>
<td>$50.00</td>
</tr>
<tr>
<td>2015 effective 1/01/15</td>
<td>$55.00</td>
</tr>
<tr>
<td>2016 effective 1/01/16</td>
<td>$70.00</td>
</tr>
<tr>
<td>2017 effective 1/01/17</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

The above contributions include an annual $100.00 credit for completing a Health Risk Assessment.
*If you elect to not take the assessment you will pay an additional $8.33 per month.*

Regular part-time employees will pay:
- Less than 17 hours per week: 100% of premium
- 17 hours but less than 25 hours per week: 50% of premium
- 25 hours a week or more: same as regular full-time employees

<table>
<thead>
<tr>
<th>Annual Deductibles in Network</th>
<th>Annual Deductibles Out of Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year</td>
<td>Employee</td>
</tr>
<tr>
<td>2014 effective 6/01/14</td>
<td>$450.00</td>
</tr>
<tr>
<td>2015 effective 1/01/15</td>
<td>$475.00</td>
</tr>
<tr>
<td>2016 effective 1/01/16</td>
<td>$525.00</td>
</tr>
<tr>
<td>2017 effective 1/01/17</td>
<td>$600.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual Out of Pocket Maximums in Network</th>
<th>Annual Out of Pocket Maximums Out of Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year</td>
<td>Employee</td>
</tr>
<tr>
<td>2014 effective 6/01/14</td>
<td>$1,500.00</td>
</tr>
<tr>
<td>2015 effective 1/01/15</td>
<td>$1,500.00</td>
</tr>
<tr>
<td>2016 effective 1/01/16</td>
<td>$1,500.00</td>
</tr>
<tr>
<td>2017 effective 1/01/17</td>
<td>$1,500.00</td>
</tr>
</tbody>
</table>

All preventive care covered at 100% and no deductible. Age and frequency provisions of the Affordable Care Act apply.
All in network services covered at 80%
All out of network services covered at 70%
Doctor visits: Copay $20.00 per visit
Specialist: $25.00 Copay per visit
Allergy Shots: Copay $10.00 if not billed for any other office visit services
Emergency Room: $75.00 in or out of network. Waived if admitted.
Diagnostic Lab and X-ray in office: Copay $20.00
Chiropractor: Copay $25.00 – 12 visits per year. Additional services if approved by Care Coordinator.
Diagnostic Lab and X-ray out of network: 70% of MAA after deductible satisfied
Physical Therapy and Occupational Therapy: Copay $25.00 limits combined in and out of network.
Radiation Therapy: Copay $25.00 if done in office
Speech Therapy: Copay $25.00 expanded speech therapy for children under age 3.
Urgent Care: $20.00 Copay
Mental Health Substance Abuse outpatient: Copay $20.00 per office visit.

Your Bargaining Committee would like to thank everyone for all your support throughout these negotiations and will be conducting a contract explanation in the near future.