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Title: **Verizon Pennsylvania Inc., Verizon Services Corporation and Communication Workers of America (CWA), Pennsylvania Telephone Guild (PTG) Local 13500 (2003)**

K#: **5702**

Employer Name: **Verizon Pennsylvania Inc. and Verizon Services Corporation**
Location: **PA**

Union: **Communication Workers of America (CWA), Pennsylvania Telephone Guild (PTG)**

Local: **13500**

SIC: **4813**

NAICS: **517110**

Sector: **P**

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AGREEMENT BETWEEN

VERIZON PENNSYLVANIA INC.

VERIZON SERVICES CORP.

AND

COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO

On Behalf of Its Affiliated Local Union

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

September 27, 1944

As Last Amended

AUGUST 3, 2003

This amended Agreement includes the provisions of the following agreements:

Date of Execution	Other	Date Effective Wages	Date of Termination
5/11/68	5/11/68	5/ 5/68	
		5/ 4/69	
		5/ 3/70	5/12/71
7/21/71	7/21/71	7/18/71	
		7/16/72	
		7/15/73	7/21/74
8/11/74	7/21/74	7/21/74	
		8/ 3/75	
		8/ 1/76	8/ 6/77
8/13/77	8/ 7/77	8/ 7/77	
		8/ 6/78	
		8/ 5/79	8/ 9/80
8/16/80	8/18/80	8/18/80	
		8/ 9/81	
		8/ 8/82	8/ 6/83
8/23/83	8/7/83	8/24/83	
		8/ 5/84	
		8/ 4/85	8/ 9/86
8/14/86	8/10/86	8/10/86	
		8/ 9/87	
		8/ 7/88	8/ 5/89
8/28/89		8/ 6/89	
		8/ 5/90	
		8/ 4/91	8/ 8/92
8/28/92		8/ 9/92	
		8/ 8/93	
		8/ 7/94	8/ 5/95
1/25/96		13/31/95	
		12/28/96	
		12/28/97	8/ 8/98
8/11/98		8/ 9/98	
		8/ 8/99	8/ 5/00
8/23/00		8/ 6/00	
		8/ 5/01	
		8/ 4/02	8/ 2/03
9/5/03		8/ 3/03	
		8/ 1/04	
		8/ 7/06	
		8/ 6/06	
		8/ 5/07	8/ 2/08

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ARTICLES OF AGREEMENT

THIS AGREEMENT, entered into at Philadelphia, PA, on September 5, 2003, between VERIZON PENNSYLVANIA INC., a corporation organized under the laws of the Commonwealth of Pennsylvania, VERIZON SERVICES CORP. (herein collectively called the "Company") and the COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO, on behalf of its affiliated Local Union PENNSYLVANIA TELEPHONE GUILD, COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO, LOCAL 13500, an unincorporated association, (herein called the "Union");

WHEREAS, on September 27, 1944, the Company and the Union entered into an Agreement with respect to terms and conditions of employment, which Agreement, as amended, was subject to termination on August 2, 2003, as provided in Article 34 thereof; and

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

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

ARTICLE I
DEFINITIONS

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

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

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

(a) Residence Sales and Service Centers

(b) General Business Centers

(c) Large Business Centers

(d) Receivables Management Collection Centers

(e) Unlawful Call Center

(f) Public Communications

(g) Access Customer Service Center

(h) Carrier Account Team Center

(i) Direct Marketing Center

(j) Customer Care Installation Center (CCIC)

"(It is understood that the foregoing is intended not to omit any work groups of employees represented by the Pennsylvania Telephone Guild, Communications Workers of America, AFL-CIO, Local 13500, as encompassed

by the list of organizations set forth in Section 1.03 of the 1998 agreement)."

1.04 The "basic weekly wage rate" is the amount paid "Full-Time Employees" for a "normal work week" of 37½ hours. It does not include extra payments for non-scheduled hours of work or for work on Holidays or Sundays.

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

1.06 Any provision of this Agreement which refers to an organizational or operating unit of the Company shall apply to such unit as may be established by the Company from time to time during the term of this Agreement.

1.07 Any provision of this Agreement which refers to a Company Supervisor by title shall be deemed to include any comparable or acting Company Supervisor having authority over the matter involved.

1.08 Whenever this Agreement requires any written notice, reply, etc., to be submitted within a specified time, such time requirement shall be deemed met if the instrument is addressed to the person specified in the Agreement and mailed within the time set forth.

1.09 The use of the masculine or feminine gender in this contract shall be construed as including both genders and not as sex limitations unless the contract clearly requires a different construction.

ARTICLE 2
RECOGNITION

2.01 The Company recognizes the Union as the exclusive representative of the employees for the purpose of collective bargaining with respect to rates of pay, wages, hours of employment and other conditions of employment.

2.02 Employees assigned "confidential" titles shall not hold membership in or be represented by the Union. These titles shall not be assigned to more than twenty employees at one time.

2.03 Confidential employees must be assigned to management employees, at third tier or higher, who are directly involved in determining and effectuating labor relations policies. In addition, the assignment of confidential titles shall be held to a maximum of one title for those third tier supervisors who have bargaining unit employees in their group. Where two or more such third tier supervisors are located in the same building or within reasonably close proximity, one confidential title may be utilized for all of the third tier supervisors concerned.

2.04 Each employee who, as of the effective date of this Article, is doing confidential work and whom the Company wishes to classify as confidential employee will be so advised and will be given a job of comparable status and pay if the employee desires to remain a member of the Union. The Company will not discriminate against any employee because of any choice made by the

employee under this Article. Any charge that the Company has discriminated because of a choice made under this Article shall be reviewed in accordance with Article 13.

ARTICLE 3

Deduction of Union Dues Payments

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

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

3.011 In the event an employee is suspended or discharged and subsequently receives back pay either in a settlement of the grievance by the Company and the Union or in an arbitration or mediation between the Company and the

Union over the suspension or discharge, the Company agrees that, to the extent permitted by law, it will deduct from the grievant's back pay, Union dues or an amount equal to periodic dues and forward this amount to the Union. In order for this deduction to be made, in suspension cases the grievant must have on file a signed, written authorization consenting to the deduction of Union dues or an amount equal to periodic dues and in discharge cases the grievant must sign a new written authorization consenting to the deduction of Union dues or an amount equal to periodic dues.

3.02 Deductions as authorized by employees will be made weekly except that no deduction for Union membership dues will be made if, in the payroll week, the wages or sickness or accident disability benefits due such employee are less than the amount of all deductions authorized for the employee.

3.03 The Company will forward to the Union the weekly amount deducted, together with supporting information as agreed to by Company and Union.

ARTICLE 4

Absence for Union Business

4.01 Employees who are elected Representatives of the Union, or who are members of the Union acting in place of elected Representatives, will be excused

without pay or given leave of absence, to attend solely to the business of the Union to the extent that the Company determines that service requirements permit.

4.02 Union officials other than full-time Union officials will be excused during each year the Agreement is in effect as follows:

4.021

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

4.022 Requests for excused absence shall be made as far in advance as possible, ordinarily not less than two days, exclusive of Sunday, to the employees' immediate supervisor.

4.023 A single period of excused absence shall not exceed thirty consecutive calendar days.

4.024 No change in an employee's basic wage rate shall be made during a period of excused time.

4.03 A leave of absence will be required:

(a) For Union officials who are on full time Union business.

(b) If an absence is to exceed thirty consecutive calendar days.

(c) If during any Agreement period the total excused absence for any Union official exceeds the time specified in Subsection 4.021.

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

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

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

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

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

During any period of leave of absence as required by Section 4.03, the employee shall pay the premiums for the Dental Expense Plan, Vision Care Plan, Supplementary Group Life Insurance Program and Dependent Group Insurance Plan. The Company shall pay the premiums for the Basic

Group Life Insurance Plan, and will pay the same amount towards the employee's (single or family) coverage under the Medical Expense Plan as the Company would have paid if the employee had remained on the active payroll.

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

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

ARTICLE 5

Promotions and Transfers of Union Representatives

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

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

5.012 The promotion, transfer or temporary assignment will affect the employee's status as a Union Representative and move the individual to another building for longer than six weeks.

5.013 The promotion, transfer or temporary assignment will affect the employee's status as a Union Representative and move the individual to another location in the same building for more than six months.

5.02 If the Union objects in writing within two weeks after the notification, the Company will not make the intended promotion, transfer or temporary assignment. The failure of the Union to so object will constitute its approval.

5.03 The Union will advise the Company in writing not later than the first day of January of each year of the names of its Representatives, and will further advise the Company of any changes in its representatives during the ensuing twelve-month period. Failure of the Union to notify the Company that an employee is a representative will relieve the Company from the provision of this Article as to that employee.

ARTICLE 6
BULLETIN BOARDS

6.01 The Union may erect bulletin boards at its own expense at premises occupied by the Company. The

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

ARTICLE 7

WAGES

7.01 The wages to be paid to Full-Time Employees, the additional wage increases to be granted during the life of this Agreement, and the times at which such additional wage increases will be granted, are set forth in Exhibit C attached to and made part of this Agreement.

7.02 The Company will not, except as a result of the application of Article 9, Section 9.08, or the application of the Notes for Wage Increase Schedule Administration set forth in Exhibit C, reduce the basic weekly wage rate of any Full-Time Employee below the highest basic weekly wage rate

received by the employee at any time during the period of this Agreement.

7.03 If the Company establishes a new location for an existing occupation, it will notify the Union of the action taken. The notice will be given in advance wherever reasonably possible. If the basic weekly wage rate established by the Company is unsatisfactory to the Union, the Company within thirty (30) days after notice by the Union will meet and negotiate the proper weekly wage rate.

ARTICLE 8

Working Conditions

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

ARTICLE 9

Layoffs and Part-Timing Made Necessary by Reduction in the Volume of Work

9.01 Reduction in work time may be accomplished by part-timing, or layoffs, or a combination of the two. The Company will determine the necessity for reductions in work time, the amount of the reductions and the zones and occupations to be affected. This Article shall not apply to any reduction in work time or to any reduction in the work

force caused by emergency conditions, resulting in temporary furloughs.

9.02 As used in this Article "service" means the period of time since the Verizon service date, which date appears on the Company's records for each employee, and in addition, in the case of an employee taken over from another telephone company at the time of either the purchase of the physical property of such other company by the Company or the consolidation or merger of such other company with the Company, it includes continuous service with such other company immediately prior to service with the Company which has not already been included in determining the employee's Verizon service date.

9.03 As used in this Article, a "Service Group" consists of all employees in any one occupation in a zone, listed in Section C4.00 of this Agreement, whose service, as defined in Section 9.02, began in a particular calendar year. Service Groups are designated by numbers, No. 1 consisting of employees whose service began in the current year, No. 2 consisting of those whose service began in the preceding calendar year, etc.

9.04 The Company, without giving notice to the Union, may:

9.041 Lay off Occasional, Term and Temporary Employees, without regard to their service.

9.05 *General Layoffs*

9.051 If the procedure under Section 9.04 does not reduce the work time in an occupation in a

zone to the extent that the Company thinks is necessary, the Company will give at least 40 days written notice to the President of the Union of its intention of further reducing work time by part-timing, or layoffs, or both. During the period of this notice, the Company will discuss with the Union the proposed plan for work reduction and the Company will give consideration to the suggestions offered by the Union before arriving at the final decision as to the method to be pursued.

9.052 When employees are to be laid off in any occupation in any zone, they will be laid off to the extent necessary in the following order:

(a) Occasional and Temporary Employees.

(b) Term Employees, without regard to their service.

(c) Service Groups 1 and 2 in numerical order, all employees in each Service Group being considered as having the same service.

(d) Remaining employees in inverse order of seniority. The Company may retain, without regard to seniority, up to 5% of the number of employees in each of the Service Groups 3 through 15.

9.053 The President of the Union will be notified, in writing, of the names of the employees retained under the retention provision of this Section. The employees retained under the provisions of Section 9.052(d) will not be transferred or laid

off in order to avoid transferring or laying off employees with greater service.

9.06 *Layoff Allowances*

9.061 Each employee laid off will be paid a layoff allowance in accordance with the provisions of this Section except for the following employees:

(a) "Temporary" or "Occasional" employees, as defined in Exhibit A of this Agreement.

(b) Term Employees, as defined in Exhibit A of this Agreement.

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

9.062 An employee with five years' service or less will be paid one week's pay for each year of service.

9.063 An employee with more than five, but not more than ten years' service will be paid one week's pay for each of the first five years and two weeks' pay for each year thereafter.

9.064 An employee with more than ten, but not more than fifteen years' service will be paid one week's pay for each of the first five years, two weeks' pay for each of the next five years, and three weeks' pay for each year thereafter.

9.065 An employee with more than fifteen years of service will be paid one week's pay for each of the first five years, two weeks' pay for each of the next five years, three weeks' pay for each of the next five years, and four weeks' pay for each year thereafter.

9.066 For this purpose, service shall be counted from the employee's Verizon service date, and in computing such years of service a fraction amounting to less than six months will be disregarded, and a fraction amounting to six months or more will be considered as a full-year.

9.067 A week's pay for a Regular Full-Time Employee will be at the employee's basic weekly wage rate. A week's pay for a Regular Part-Time Employee engaged or re-engaged prior to January 1, 1981, will be the employee's average weekly earnings, exclusive of compensation for any overtime worked or premium paid, during the last three months prior to layoff. A week's pay for a Regular Part-Time Employee engaged or re-engaged after January 1, 1981, will be based on the employee's "part-time equivalent work week", in accordance with the provisions of Subsection A12.05. Each employee laid off

will be paid for any unused vacation to which the employee may be entitled.

9.068 If an employee who has received a layoff allowance is re-hired and the number of weeks since the date of the layoff is less than the number of weeks of allowance paid, less vacation pay, if any, the amount paid to the employee for the excess weeks shall be refunded to the Company and withheld at the rate of ten percent per week of the employee's basic weekly wage rate.

9.07 Before offering employment to new employees in an occupation in an Area as defined in C4.00, the Company will offer employment to former employees who were laid off in such occupation in such Area in seniority order, provided that the employees have not been laid off for more than three years, and further provided that an employee rejecting an offer of Regular employment in such occupation in the same classification (Full- or Part-Time) as was held by the employee at the time of layoff will forfeit all further rights of recall under this section. In the event that a former employee accepts an offer of employment made pursuant to this section which would involve a relocation of the employee's residence, all expenses associated with any such relocation shall be borne by the employee.

9.071 This offer shall be made in writing and sent by certified mail to the last known address of the employee and a copy furnished to the Union.

9.072 Such former employee will be employed if the

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

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

9.08 For the employees who are part-timed the number

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

ARTICLE 10

PENSIONS AND BENEFITS

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

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

10.012 Make any change in the Plans which would increase or enlarge the benefits or privileges provided by the Plans for employees within the bargaining unit without notice to the Union and

an offer to bargain during the thirty days following such notice.

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

ARTICLE 11

Procedure for Adjusting Grievances

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

11.011 If the grievance is not satisfactorily adjusted within 7 calendar days after it is heard by the immediate supervisor, the Union may appeal it to the next higher step in the grievance proce-

dure. Any extension in the time frame must be mutually agreed upon.

11.02 At the second step of the grievance procedure the Union shall present the grievance to the third-tier supervisor. This second step shall be the final step when the grievance involves the issue of discipline without proper cause.

11.021 If the grievance does not involve discipline and is not satisfactorily adjusted within 14 calendar days from the date the grievance was heard at this step, the Union may appeal to the third step in the grievance procedure. Any extension in the time frame must be mutually agreed upon.

11.03 If the matter is not satisfactorily resolved at the second step and the grievance does not involve discipline, the Union shall present the grievance directly to the Labor Relations Director designated to hear such grievances. This third step shall be the final step when the grievance does not involve the issue of discipline without proper cause.

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

11.041 At all steps the Union shall have 14 calendar days to notify the Company the grievance is being advanced to the next higher step after receiving a response from the Company, or

after the Company's time period for responding has elapsed and an extension has not been mutually agreed upon.

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

ARTICLE 12
Demotions for Misconduct, Discharges and Suspensions

12.01 The Company will not demote for misconduct, discharge or suspend an employee without proper cause. Any question as to whether an employee has been demoted for misconduct, discharged or suspended without proper cause shall be reviewed in accordance with Section 12.02 or 12.03 of this Article, whichever is applicable.

12.02 In the event the Union, within 30 calendar days from the date of a demotion for misconduct, a discharge or a suspension of an employee with less than nine months of continuous service, charges that such employee has been demoted for misconduct, discharged or suspended without proper cause, the complaint shall be reviewed in accordance with the provisions of Article 11, but is not arbitrable.

12.03 In the event the Union, within 30 calendar days from the date of a demotion for misconduct, a dis-

charge or a suspension of an employee with nine months of continuous service or more, charges that such employee has been demoted for misconduct, discharged or suspended without proper cause, the complaint shall be reviewed in accordance with the provisions of Article 11. If the controversy is not adjusted to the mutual satisfaction of the Union and the Company when processed under that Article, either party, no later than thirty days from the end of such process, may submit the question as to whether the employee was demoted for misconduct, discharged or suspended without proper cause to arbitration as provided in Article 15 of this Agreement. For a demotion for misconduct, discharge or suspension to be reviewed under this Article, all steps must be taken within the time specified unless an extension of the time frame is mutually agreed upon.

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

ARTICLE 13
DISCRIMINATION

13.01 The Company will not discriminate in any manner against any member of the Union because of membership in or activity on behalf of the Union.

13.02 In the event the Union charges in writing discrimination against any employee under Section 13.01 of this Article, the charge will be reviewed in accordance with the provisions of Article 11, pro-

vided that the charge is made within thirty days from the time the employee has knowledge of the alleged act of discrimination. If the controversy is not adjusted to the mutual satisfaction of the Union and the Company when processed under that Article, either party, no later than thirty days from the end of such process, may submit the question as to whether the employee was discriminated against to arbitration as provided in Article 15 of this Agreement. For charges of discrimination to be reviewed under this Article all steps must be taken within the times specified unless an extension of the time frame is mutually agreed upon.

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

13.04 Nothing in this Article shall preclude the Union from exercising any rights given to it or its members by law.

ARTICLE 14

Interpretation and Performance

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

faction of the Union and the Company when processed under that Article, either party, no later than thirty days from the end of such process, may submit the question under dispute to arbitration as provided in Article 15 of this Agreement. For a question of interpretation or performance to be reviewed under this Article, all steps must be taken within the times specified unless an extension of the time frame is mutually agreed upon.

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

ARTICLE 15
ARBITRATION

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

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

ARTICLE 16
AMENDMENTS

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

ARTICLE 17
FEDERAL OR STATE LAWS

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

ARTICLE 18
STRIKES AND LOCKOUTS

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

ARTICLE 19

PERMANENT TRANSFER OF EMPLOYEES

19.01 The Company has the right to permanently transfer employees to the same occupation within any payroll location or from one payroll location to another, or from one occupation to another in the same or another payroll location, and to determine the number of employees to be transferred, the occupations and payroll locations involved, the qualifications required and which employees have such qualifications.

19.02 Before permanently transferring any employee from one payroll location to another, or from one occupation to another, where the transfer would necessitate a move of the employee's residence, the Company will give the employee thirty days' prior notice. If the transfer would not require a move of the employee's residence, the Company will give the employee at least ten days' prior notice.

19.03 When, because of force requirements, an employee is to be permanently transferred, either from an occupation in one payroll location to the same occupation in another payroll location, or from one occupation to another occupation with the same or lower maximum wage rate in the same or another payroll location, the Company will transfer from the occupation and payroll location from which the transfer is to be made the employee with the least service who, in the judgment of the Company, is qualified to fill the job and can be

transferred without injuring the Company's ability to render telephone service.

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

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

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

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

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

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

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

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

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

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

ARTICLE 20
TEMPORARY TRANSFERS

20.01 The Company has the right to temporarily transfer employees to the same occupation within any payroll location or from one payroll location to another, or from one occupation to another in the same or another payroll location, and to determine the number of employees to be transferred, the occupations and payroll locations involved, the qualifications required and which employees have such qualifications.

20.02 When an employee is temporarily transferred to the same occupation in another payroll location, or from one occupation to another with the same or lower maximum wage rate either in the same or a different payroll location, the employee will be temporarily transferred in accordance with the following:

20.021 In selecting employees, the Company will give first consideration to volunteers. The needs of the business and the qualifications and training

of the employees shall be controlling. Should more qualified employees volunteer than are needed, the Company will select the employee or employees to be transferred.

20.022 The Company, consistent with the needs of the business, will endeavor to schedule a temporarily transferred employee to work at his normal payroll location on his last day of work preceding and the first day of work following a vacation, should he so request.

20.023 Temporary transfers are not intended to last more than six months. The Company will review with the employee and the Union any case where an employee has been working on such a temporary assignment for six consecutive months. At the termination of a temporary transfer the employee temporarily transferred will generally be returned to his regular location and occupation.

20.024 The Company, consistent with the needs of the business and the qualifications and training of employees, will consider rotating temporary transfers among employees.

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

For the purpose of this provision, Philadelphia districts shall include the territories within the present boundaries of the City of Philadelphia and the territories served by the Melrose exchange. Pittsburgh districts shall include the

territories within the present boundaries of the City of Pittsburgh and the territories served by the 241, 242, 243, 244, 247, 256, 371, 731 exchanges (Wilkinsburg); 271, 273, 351, 636 exchanges (Braddock); and 461, 462, 464 exchanges (Homestead).

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

ARTICLE 21

Income Security Plan
Enhanced Income Security Plan

21.01 If during the term of this Agreement, the Company notifies the Union in writing that technological change (defined as changes in equipment or methods of operation) has or will create a surplus in any job title in a work location which will necessitate lay-offs or involuntary permanent reassignments of regular employees to different job titles involving a reduction in pay or to work locations requiring a change of residence, or if a force surplus necessitating any of the above actions exists for

reasons other than technological change and the Company deems it appropriate, regular employees who have at least one (1) year of net credited service may elect, in the order of seniority, and to the extent necessary to relieve the surplus, to leave the service of the Company and receive Income Security Plan (ISP) and if applicable, during the term of this agreement, Enhanced Income Security Plan (Enhanced ISP) benefits described in this Section, subject to the following conditions:

(a) The Company shall determine the job titles and work locations in which a surplus exists, the number of employees in such titles and locations who are considered to be surplus, and the period during which the employee may, if he or she so elects, leave the service of the Company pursuant to this Section. Effective until August 8, 1998, the Company will offer Enhanced ISP in the circumstances described in Subsection 21.02 (a) of this Section and may also offer Enhanced ISP in other circumstances if they choose to do so. The Company may limit acceptances to the number of surplus and this Enhanced ISP offer would be in lieu of obligations, if any, the Company may have to offer regular ISP. Neither such determinations by the Company nor any other part of this article shall be subject to arbitration.

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

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

21.02 *ISP Termination Allowance*

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

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

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

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

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

21.03 In addition to the ISP or Enhanced ISP Termination Allowance, for an employee who so elects to leave the service of the Company in accordance with Subsection 21.01 above, the Company, as an ISP or Enhanced ISP Expense Allowance, will reimburse the employee for actual expenses incurred for relocation costs, tuition or training costs, or job placement expenses related to seeking other employment, or any combination thereof, up to an amount not to exceed Seven Hundred Fifty Dollars ($750.00) for each year of net credited service (prorated for any partial year of ser-

vice) to a maximum of Three Thousand Seven Hundred Fifty Dollars ($3,750.00). Any such expenses for which reimbursement will be made must be approved by the Company prior to being incurred and must be incurred within one (1) year from the date of termination of employment except that reimbursement for tuition or training costs will be made for such expenses incurred within two (2) years from the date of termination of employment.

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

21.05 *Repayment of ISP or Enhanced ISP Termination Allowance*

If the recipient of an ISP or Enhanced ISP Termination Allowance is reemployed within forty-eight (48) months by the Company or by an affiliate or subsidiary company within the Verizon Services Group, ISP or Enhanced ISP termination allowance payments will cease. If the termination allowance was being paid in forty-eight (48) monthly payments (with no lump sum), no repayment is required. If the employee received a lump sum, or a partial lump sum and monthly payments, the employee will repay the excess over what he or she would have received if payments

had been made under the forty-eight (48) monthly payment schedule. Such repayment will be made through payroll deduction in each payroll period at the rate of ten percent (10%) of the employee's basic weekly wage.

ARTICLE 22
PROMOTIONS

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

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

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

22.04 If the Union claims that a promotion violates this Article because it was not given to the applicant with the most seniority, such claim may be grieved and then submitted to arbitration pursuant to Section B1. Any Union representing a Company employee may be a party to the arbitration. In

such event, the Company must be shown to have acted arbitrarily or in bad faith. The Union will limit the scope of arbitrability under this Article to seniority and the issue of qualifications being substantially equal.

22.05 This Article is not intended to detract from the Union's right to arbitrate under Articles 19 and 20.

ARTICLE 23
AGENCY SHOP

23.01 All employees, except occasional employees, who are members of the Union or who are obligated to tender to the Union amounts equal to periodic dues on the effective date of this Agreement, or who later become members, and all employees, except occasional employees, entering into the bargaining unit on or after the effective date of this Agreement, shall as a condition of employment pay or tender to the Union amounts equal to the periodic dues applicable to members from such effective date or, in the case of such employees, entering into the bargaining unit after the effective date, on the thirtieth day after such entrance, until the termination of this contract.

23.02 The condition of employment specified above shall not apply during periods of formal separation(*)

(*) 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.

from the bargaining unit by any such employee but shall reapply to such employee on the thirtieth day following his return to the bargaining unit.

ARTICLE 24
NON-DISCRIMINATION

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

ARTICLE 25
RETROACTIVITY

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

25.011 If it is found that a discharge based in whole or in part on grounds of misappropriation of Company funds or information or records necessary for billing purposes, or violation of the Company policy regarding the secrecy of communications, was made without proper cause, the Company will reinstate the employee and will reimburse the discharged employee the amount of pay the employee would have received had the employee not been discharged,

less any amount received by the employee as wages in other employment or as unemployment benefits for the period since the time of such discharge, or both.

25.012 In discharge cases other than those covered by Section 25.011 and in suspension cases the Arbitration Board shall have authority to modify as well as to sustain or set aside the disciplinary action.

25.013 *Other cases*—The determination may or may not be retroactive as the equities of the particular case shall demand, but in any case where the determination is retroactive the effect shall be limited to thirty days prior to the date the current dispute is initially submitted to the Company.

ARTICLE 26

Personnel Records

26.01 Entries which are intended to be used against an employee for the purpose of justifying discipline shall not be made a part of an employee's personnel record unless a copy has been provided to the employee.

26.02 The provisions of Section 26.01 do not apply to routine recording of statistics on such matters as absence, tardiness, productivity, quality, etc. However, any adverse entry based on such statistics shall be subject to Section 26.01.

ARTICLE 27

UNION REPRESENTATION

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

ARTICLE 28

NEW JOB TITLES AND JOB CLASSIFICATIONS

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

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

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

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

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

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

28.06 The neutral third party shall be selected by mutual agreement from among those who possess acknowledged expertise in the area of employee compensation. The parties may submit all evidence deemed relevant to the issue to the neutral

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

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

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

ARTICLE 29
REASSIGNMENT PAY PROTECTION PLAN

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

0-5 Years	
Weeks 1 through 4	—No reduction
Weeks 5 through 8	—⅓ reduction
Weeks 9 through 12	—⅔ reduction
Weeks 13 and thereafter	—Full reduction
5+ Years	
Weeks 1 through 56	—No reduction
Weeks 57 through 60	—⅓ reduction
Weeks 61 through 64	—⅔ reduction
Weeks 65 and thereafter	—Full reduction

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

lowing the effective date of such downgrade. Thereafter, the following schedule in reduction shall apply:

Weeks 1 through 4	—No reduction
Weeks 5 through 8	—⅓ reduction
Weeks 9 through 12	—⅔ reduction
Weeks 13 and thereafter	—Full reduction

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

ARTICLE 30
TECHNOLOGY CHANGE COMMITTEE

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

30.02 It is agreed that a Technology Change Committee be constituted in each Company. Such committee will consist of not more than three representatives of the Company and not more than three representatives of the Union. Such Committee may be

convened at the option of either party at mutually agreeable places and times, at least two (2) times each year.

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

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

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

(1) In the same locality or other localities in jobs which may be available in occupations covered by the Collective Bargaining Agreements between the parties;

(2) In other occupations in the Company not covered by the Collective Bargaining Agreement;

(3) In other Verizon Services Group companies.

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

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

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

ARTICLE 31

TECHNOLOGICAL DISPLACEMENT

31.01 If during the term of this Agreement, the Company notifies the Union in writing that technological change (defined as changes in equipment or methods of operation) has or will create a surplus in any job title in a work location which will necessitate reassignments of regular employees to different job titles involving a reduction in pay or to locations requiring a change in residence, or if a force surplus necessitating any of the above actions exists for reasons other than technological change and the Company deems it appropriate,

any regular employee who is in the affected job titles and work locations may elect not to accept such reassignment to a job title involving a reduction in pay or to a location requiring a change in residence and shall be paid a termination allowance. Any such regular employee who refuses to accept a transfer to a job title having the same or greater rate of pay and which does not require a change in residence shall not be paid a termination allowance.

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

ARTICLE 32

EMPLOYMENT SECURITY TRAINING

32.01 *Personal or Career Development Training*

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

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

32.012 Any regular employee with at least one year of net credited service will be eligible to participate in such training program under the terms of such program.

32.013 Participation by employees in the personal or career development training program will be voluntary, and time spent by employees in such training will be outside scheduled working hours and not paid or considered as time worked for any purpose.

32.014 Successful completion by an employee of any training or courses offered pursuant to such program will be taken into account by the Company when considering the employee for an upgrade or transfer.

32.02 *Job Displacement Training*

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

32.021 *Internal Job Vacancies*

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

32.022 *External Job Opportunities*

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

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

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

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

in specific instances to permit employees to receive such training during working hours.

32.03 *Training Advisory Board*

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

32.031 furnishing advice to the Company on personal or career development and job displacement training courses and curricula;

32.032 reviewing and making recommendations regarding training delivery systems (e.g., technical schools, community colleges, home study programs, etc.) available to be used by the Company;

32.033 evaluating the effectiveness of such training programs and courses and the delivery systems utilized;

32.034 encouraging employees to participate in and successfully complete the available training courses; and

32.035 researching and recommending through the educational counsellor, appropriate educational counselling programs to be made available to those employees interested in seeking employment outside the Company.

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

32.05 *Employee Career Resource Center*

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

32.051 Functions: Each Center will perform the following functions:

a. One-on-one and group counseling of employees regarding:

—career goals and objectives

—job skills and knowledge requirements

—training for specific jobs;

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

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

d. Aptitude and interest testing;

e. Liaison with Company departments (e.g., Operations, Labor Relations, Human Resources) to develop recommendations for:

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

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

—out-placement services for employees when necessary.

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

32.053 Administration: Subject to the oversight and potential enhancement responsibility of the Training Advisory Board Executive Council, the Company will continue to have on-going responsibility for the administration of the

Center(s), as well as the other employment security programs currently offered, including but not limited to their number, location and budget.

32.054 Effect on Other Contract Provisions: Nothing in this program will supersede the applicable promotion, transfer or other provisions of the Agreement.

32.055 Nothing in this Article 32 shall be subject to arbitration.

ARTICLE 33
MOTOR VEHICLE USAGE PROGRAM

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

33.02 The Motor Vehicle Usage Program will be implemented only within administrative work units where some or all of the employees normally use a Company-provided motor vehicle in order to perform their work. The decision to implement and to continue the program within any such administrative work unit will be within management's discretion.

33.03 When the Motor Vehicle Usage Program is intro-

duced within an administrative work unit, all employees within that unit who normally use a Company-provided motor vehicle in the performance of their work assignment will be eligible to participate. Participation by any such employees will be on a voluntary basis. If an employee elects not to participate, management will determine where the motor vehicle assigned to that employee is to be stored and that location will become the employee's work reporting location.

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

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

33.06 For employees who participate in the Motor Vehicle Usage Program, a work reporting area will be established on a local basis before implementation. Such work reporting area will be designed so as to serve the interests of the customer, reasonably accommodate the employee, and be satisfactory to management and the Union. The work reporting area normally will be a circular geographic area. In large congested metropolitan locations or where natural barriers render a circu-

lar work reporting area impractical, other suitable parameters will be established.

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

ARTICLE 34

Duration of Agreement

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

34.02 Either party may terminate this Agreement at 11:59 PM, August 2, 2008 by notifying the other party in writing at least 60 calendar days prior to such date. If no such notice of termination is given, this Agreement shall automatically continue in full force and effect for successive renewal periods of one year each, subject to the right of either party to terminate this Agreement at the end of any renewal period, by notifying the other party in writing at least 60 calendar days prior to the end of such renewal period, of its intention to terminate this Agreement.

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

34.04 This Agreement has been made in final settlement for its duration of all demands and proposals made by either party during negotiations preceding its execution. It is agreed that during the term of this Agreement the Company shall not be obligated to discuss or agree to any improvement or liberalization either of the provisions of this Agreement or with respect to rates of pay, wages, hours of employment or other conditions of employment not specifically set forth herein, if such improvement or liberalization is proposed to be made effective during the period covered by this Agreement; and the Union shall not be obligated to discuss or agree to any impairment or deliberalization either of the provisions of this Agreement or with respect to rates of pay, wages, hours of employment or other conditions of employment not specifically set forth herein, if such impairment or deliberalization is proposed to be made effective during the period of this Agreement.

The Company and the Union agree that unless a different effective date is specified in this Agreement its terms shall be effective August 3, 2003.

The Company and the Union further agree that this Agreement shall become effective if and only if it is ratified by the membership of the Union on or before the 28th day following the date of this Agreement.

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

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

By (s) James N. Byrne
CWA Representative, District 13

By (s) Sandra L. Kmetyk
Local President

By (s) Theresa Senich
Executive Secretary/Treasurer

By (s) Beverly A. Davis
Executive Vice President
Philadelphia Division

By (s) Michael Sowycz
Executive Vice President
Eastern Division

By (s) Anna Marie Byrne
Executive Vice President
Central Division

By (s) Carol Coultas
Executive Vice President
Pittsburgh-Western Division

VERIZON
PENNSYLVANIA INC.
VERIZON SERVICES CORP.

By (s) Cynthia Marinari
Director-Labor Relations

By (s) Nina Worthy
Manager - CSSC

EXHIBIT A
WORKING CONDITIONS
REGULAR FULL-TIME EMPLOYEES

SECTION A1

DEFINITIONS

A1.01 *Regular Full-Time Employees*

Employees with the titles listed in Section A15 whose regular assignment of work covers normal work weeks.

A1.02 *Normal Work Week*

A normal work week is thirty-seven and one-half hours. It consists of five full tours which may be scheduled on any of the seven days of a calendar week and which shall be posted on the work time schedule.

A1.03 *Full Day Tours*

Seven and one-half hours starting at or after 7 A.M. and ending not later than 7 P.M., and divided into two sessions, not necessarily of the same length, by an unpaid meal period of not more than one hour.

A1.04 *Part Day Tours*

Not less than three hours nor more than four and one-half hours, starting at or after 7 A.M. and ending not later than 7 P.M.

A1.05 *Full Evening Tours*

Seven and one-half continuous hours ending after 7 P.M. but not later than midnight and including a paid meal period of one-half hour

during which the Company may require the employee to remain at the job location.

A1.06 *Part Evening Tours*

Not less than three hours nor more than four and one-half hours, ending after 7 P.M. but not later than midnight.

A1.07 *Night Tours*

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

SECTION A2
WORKTIME SCHEDULES

A2.01 *Posting Work Time Schedules*

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

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

uled full or part tours in excess of the normal work week.

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

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

A2.02 *Changes in Posted Work Time Schedules*

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

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

A2.03 *Changes Originated by the Company*

A2.031 Work time in excess of a normal work day or in excess of a normal work week may be

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

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

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

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

A2.04 *Changes Originated by Employees*

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

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

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

When an employee works three or more non-scheduled hours consecutive with a scheduled tour, the employee shall be afforded a relief

period of no more than 15 minutes during those non-scheduled hours. In no case will management designate such a relief period at the beginning or end of the employee's non-scheduled work period. The employee need perform no work during the relief period. All other time must be worked.

SECTION A3
BASIS OF COMPENSATION

A3.01 *General*

A3.011 Employees are paid a basic weekly wage rate which is the amount paid for thirty-seven and one-half hours' work. The basic daily wage rate is the basic weekly wage rate divided by five. The basic hourly wage rate is the basic weekly wage rate divided by 37½.

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

(a) *Sunday Time*—one and one-half times the basic hourly wage rate for all time worked between midnight Saturday and midnight Sunday, except as provided in paragraph (e).

(b) *Non-scheduled time consecutive with scheduled hours*—one and one-half times the basic hourly wage rate (except as provided in paragraph (e)), provided that where the scheduled hours are part of the normal work week such non-scheduled

time will be paid at one and one-half times the basic hourly wage rate only if the scheduled hours for the particular day are worked in full.

(c) *Holiday Work*—one and one-half times the basic hourly wage rate for time worked within scheduled hours on a Holiday and two and a half times the basic hourly wage rate for time worked outside scheduled hours on a Holiday. The provisions of paragraph (e) shall not apply.

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

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

(1) An excused Holiday.

(2) Absence due to Jury Duty or Grand Jury Duty.

(3) Attendance at joint conference between Company and Union Representatives.

(4) Accident occurring while on duty.

(5) Vacation, except vacation which is worked pursuant to A7.04 regarding payment for working vacation time.

(6) Visits to Medical Department or Local Consultants at Company request.

(7) Judge, Inspector or Clerk of Election.

(8) Absence when required to appear as a witness before a court or Grand Jury.

(9) Excused Work Day for which the employee is paid.

(10) Attendance at joint meetings on Quality of Work Life.

(11) Attendance at Union Orientation Meeting

(12) Absence for Union business.

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

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

(1) A full or part tour is reassigned to another day with less than 24 hours' advance notice, or

(2) The starting or ending time of a

scheduled tour is changed after 5 P.M. of the calendar day preceding the day affected.

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

A3.02 *Overtime Administration* . .

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

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

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

A3.03 *Minimum Call Out Payment*

A3.031 If employees are called out to work time

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

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

A3.04 *Part Hour Worked*

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

Minutes Worked	*Hours Reported*	*Hours Paid (*)*
1 to 5 inclusive	None	None
6 to 15 inclusive	¼	⅛
16 to 30 inclusive	½	¾
31 to 45 inclusive	¾	1⅛

46 to 60 inclusive	1	1½
61 to 90 inclusive	1.5	2¼
91 to 120 inclusive	2	3
etc.	etc.	etc.

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

A3.05 *Temporary Management Replacement*

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

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

In those cases where a management employee is to be absent for a half tour and, in the opinion of the Company, it is necessary to temporarily appoint an employee to replace

the management employee, each employee so appointed shall be paid one-half of the appropriate amount listed in the above table for each half tour actually worked.

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

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

A3.06 *Differentials*

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

(a) During hours which do not coincide with hours previously scheduled when tours included in the normal work week are changed with insufficient notice.

(b) For Holiday or Sunday Tours.

A3.062 Effective December 1, 2000, a wage differential of 15% of the employee's basic hourly

wage rate will be paid for each hour worked on a Saturday between 12:01 A.M. and 11:59 P.M. during scheduled Saturday Tours. The 10% evening or night tour differential provided for in Section A3.061 does not apply to Saturday tours. The 15% Saturday differential will not be paid if any premium is paid for time worked.

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

(a) During full evening or night tours the differential will be paid for the one-half hour meal period, during which the Company may require the employee to remain at the job location.

(b) Absence due to accidents occurring while on duty-if on the day the accident occurs the employee was scheduled to work a tour carrying a differential payment, this payment will be continued during the period of absence. Otherwise no differential will be included as part of absent time payments, vacation payments or holiday allowances.

(c) Absence due to Excused Work Day for which the employee is paid.

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

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

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

A3.08 *Training Payment*

An employee designated by management in one occupation may be assigned the responsibility to train an employee in the same or another occupation. When this occurs, the employee performing the training will be given a special payment of $8.75 for each half tour in which training is performed. For purposes of this subsection, training does not include situations where the employee merely explains a job and its relationship to other jobs, answers questions about or demonstrates a job to another. Training involves directing an employee in how to perform the duties of a job, observing the perfor-

mance and reviewing the results. The Company agrees that it will not use the results received from the employee/trainer to discipline or evaluate the employee/trainee.

A3.09 *Special City Allowance*

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

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

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

A3.094 Assigned reporting locations within the following designated boundaries qualify, sub-

ject to the above provisions, for the Special City Allowance:

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

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

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

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

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

SECTION A4

Pay Allowances for Absent Time

A4.01 *General*

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

A4.02 *Absence Due To Sickness*

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

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

Normal Work Week

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

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

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

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

A4.03 *Absence Due to Quarantine*

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

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

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

A4.05 *Absence While Serving As Juror*

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

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

A4.061 Representatives of the Union absent from duty to attend joint conferences between the Company and the Union will be paid for any absent time occurring during scheduled hours

of the normal work week which are actually spent in conference with the Company.

A4.062 An employee attending a joint conference of Representatives with the Company at the request of a Representative because he is personally involved in a matter under discussion will be paid for such absent time to the same extent as Representatives.

A4.063 Short interruptions during a conference for recesses will be considered as part of the conference.

A4.064 A Representative of the Union attending disciplinary meetings or investigatory interviews as outlined in Article 27 will be paid by the Company only for such of the Representative's scheduled hours, which are a part of the normal work week, as are actually spent in those meetings.

A4.07 *Absence Due to Death in Family*

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

Parent or (Step) Parent Spouse (or live-in equivalent) Child or (Step) Child	4 days
Sister or (Step) Sister Brother or (Step) Brother	3 days
Father-in-Law Mother-in-Law Grandfather Grandmother Grandchild	2 days
Aunt Uncle Niece Nephew Cousin (1st) Son-in-law Daughter-in-law Brother-in-law Sister-in-law Person residing in the same household as employee	1 day

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

A4.08 *Time Off to Vote*

Employees who are unable to vote outside

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

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

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

A4.10 *Pre-Admission Medical Tests*

Employees directed by their physicians to visit a hospital or other medical facility on an out-patient basis, in order to have a preadmission medical test(s) (in connection with either in-patient or out-patient surgery) administered in lieu of similar services rendered on an in-patient basis, will be excused and will be paid for the necessary absent time on the same basis as for Absence Due to Sickness as set forth in Subsection A4.021. A copy of the physician's written directive for such tests must be presented to the employee's supervisor prior to the day of the

be made by the Union to hold a single group orientation meeting.

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

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

SECTION A5
TRAVEL TIME

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

A5.02 In those cases where employees are to travel to the "place designated" in a Company motor vehicle, the day's work will start at the garage. In other cases, if the day's assignment of work requires travel time in either direction in excess of

that normally required, the excess will be treated as excess travel time. In such cases the day's work time may be shortened by the amount of excess travel time or the excess travel time may be paid for as work time during "non-scheduled hours."

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

A5.04 If an employee is loaned or temporarily transferred from one location to another, any travel time that comes within the employee's "scheduled hours" will be considered as work time during "scheduled hours." Travel time outside of the employee's "scheduled hours" will be considered as work time during "non-scheduled hours." The travel time referred to in this paragraph shall be paid only for the trip of first reporting to and the final return from such temporary assignment.

A5.05 Employees who are scheduled for a full week, or weeks, of vacation during the time they are loaned or temporarily transferred to a location for a period of five or more consecutive days, at such a distance from home that they cannot return at night, will be permitted to return to their normal payroll location prior to the end of their last workday preceding the start of the vacation week or weeks. Travel time will be considered work time and employees will be reimbursed for transportation expenses as covered in Subsection A6.042. If the employee is assigned to continue on a similar assignment on

the first tour following return from vacation, excess travel time when first reporting to the temporary location will be considered work time and transportation expenses will be reimbursed as covered in Subsection A6.042.

SECTION A6
REIMBURSEMENT OF INCIDENTAL EXPENSES

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

A6.02 *Meal Expenses*

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

Breakfast	$ 6.00
Noon Meal	10.00
Evening Meal	17.00
	$33.00

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

A6.03 *Lodging Expenses*

If the Company decides that an employee working away from his normal payroll location should not commute between tours, he will be

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

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

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

(a) Meal expenses, as covered in A6.02, and lodging and transportation expenses actually incurred by employees until their new residence is established, for a period not in excess of six weeks from the date of transfer. If warranted by unusual circumstances, the third tier supervisor may

authorize the reimbursement of such expenses for a period in excess of six weeks.

(b) The actual expense of packing, moving, and unpacking the customary personal household belongings of employees and their immediate family including transportation insurance of household furniture.

(c) The actual transportation expenses for employees and their immediate family including meals, as covered in A6.02, and lodging en route.

(d) Meal expenses, as covered in A6.02, and lodging and transportation expenses actually incurred by one other member of employees' immediate family while looking for a residence in the new community up to a maximum of three trips or six days.

(e) Meal expenses, as covered in A6.02, and lodging expenses actually incurred by employees and their immediate family from the date of moving until delivery of household goods and connection of utilities, not to exceed three days.

(f) The actual cost of connecting basic utilities (telephone, electricity, gas and water) at the new location and, when authorized by the Company, the cost of disconnecting normal household appliances (such as gas refrigerators, automatic washers,

etc.) at the old location and of reconnecting at the new location.

(g) Duplicate rent at either the new or old location (whichever is less) that employees are unable to avoid up to a maximum of six weeks.

(h) The actual realtor's commission paid for the sale of the employee's former residence up to seven percent of the purchase price.

A6.052 If a prior Company initiated permanent transfer, which did not qualify for reimbursement of expenses pursuant to subsection A6.051, combined with a proposed Company initiated permanent transfer, which also does not qualify for reimbursement of expenses pursuant to Subsection A6.051, results in a hardship to

fication as a driver of a Company automobile, evidence of ownership of the personal automobile, liability and property damage insurance carried on the automobile and the extent of the benefit to be derived by the Company from the automobile's use.

(c) When a personal automobile is to be used on Company business as the authorized means of transportation, approval of the employee's immediate supervisor must be first obtained. If it is expected that a personal automobile will be used on more than half the days on which an employee is scheduled to work over an extended period of time, it shall be considered as a regular recurring usage and written approval must be obtained from the Department Head and renewed each year.

(d) If an employee, with advance approval, is authorized by Subsection (c) to use a personal automobile, the employee will be reimbursed for any compensable mileage at the rate of twenty-eight cents ($.28) per mile. On trips of three miles or less, employees shall be reimbursed an amount equal to the rate for one mile multiplied by three.

In the event the Internal Revenue Service (IRS) increases the standard mileage rate allowable as a business use deduction

from gross income during the term of the Agreement, the Company will change the amount of reimbursement, accordingly, to be effective on the first of the second month following the publication of the change by the IRS, but in no event prior to the effective date of the IRS increase.

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

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

(e) Where travel requires the use of a toll road, highway tolls actually expended will be reimbursed.

(f) Should an employee use his personal automobile in the course of Company business without prior approval, and mileage payment is not authorized, the transportation shall be paid for at public transportation rates.

(g) For approval for the use of a personal automobile, an employee's assurance must be

obtained that public liability and property damage insurance in adequate amounts is in force covering the automobile to be used.

(h) An employee will not be required to use his personal automobile.

(i) The Company assumes no obligation for payment of repairs, maintenance and upkeep of personal automobiles.

(j) Employees are not authorized to permit relatives or friends to ride with them when using a personal automobile on Company business as the authorized means of transportation. The Company assumes no liability for accident or damage claims made by any such persons or on their behalf and the employee permitting any such person to ride in his personal automobile while on company business is required to notify him or her to that effect.

(k) Parking fees reasonably incurred will be reimbursed when required by the assignment and approved by the supervisor.

(l) Motor scooters and motorcycles are not covered.

SECTION A7

VACATIONS

A7.01 *Vacation Allowances*

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

employees; however, it is recognized that service requirements, as determined by the Company are the controlling factors in any case.

A7.013 Employees who are eligible for one or more weeks of vacation in any calendar year may

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

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

A7.016 If a holiday occurs during an employee's vacation, the employee will be excused with pay on a scheduled day of another week. This

day may be taken at any time prior to April 30 of the succeeding calendar year, in accordance with the provisions outlined in Section A10.

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

(1) The absence must be due to reasons beyond the employee's control, such as personal illness, accident or jury duty.

(2) As much of the unexpended vacation as possible must be rescheduled in the current calendar year, subject to the needs of the business.

(3) The unexpended vacation must be completed by April 30 of the next calendar year.

(4) No payment in lieu of vacation will be made unless it is made pursuant to Section A7.04 regarding payment for working vacation time.

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

A7.02 *Vacation Payments*

A7.021 In general, employees will be paid for the vacation period on the pay day just before the beginning of vacation.

A7.022 Upon request of the employee, payment for vacation time will be held until the employee returns from vacation.

A7.023 Employees may also be paid in advance for the week preceding the vacation.

A7.024 While on vacation employees will be paid their basic weekly wage rate. When part-timing is in effect, the vacation pay for each week of vacation will be as provided in Article 9, Section 9.08.

A7.03 *Special Conditions Affecting Vacation Allowances*

A7.031 Treatment for employees granted Military Leaves of Absence is covered in a separate Agreement.

A7.032 Employees who retire for any reason other than physical disability will be given the full vacation to which they are entitled by their years of

vacation, one week of which can be worked on a day at a time basis.

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

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

(a) The Company has sole discretion to determine which days or week, if any, it offers as a vacation time for eligible employees to work.

(b) Should the Company offer eligible employees the opportunity to work either vacation days or a full vacation week, no minimum period of advance notice to the eligible employee(s) will be required.

(c) Eligible employees scheduled for a vacation on a day or during a week for which management wishes to offer one or more opportunities to work will have the opportunity to volunteer to work in order of their net credited service if the employee is qualified to perform the work which is expected to be performed that day or week.

(d) Whether to volunteer for an opportunity to work vacation time is within the sole discretion of the employee.

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

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

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

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

SECTION A8
HOLIDAYS

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

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

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

A8.04 Employees working a full tour on a Holiday may elect to receive the Holiday allowance as specified in A8.03, or to select a day to be taken as a whole excused work day. The selection will be

their Excused Work Day and shall in addition be paid in accordance with the provisions of the Collective Bargaining Agreement covering work on a scheduled day of work.

(b) Employees who agree to work after the work schedule becomes fixed shall receive one day's pay as set forth in A9.02, in lieu of their Excused Work Day and shall in addition be paid in accordance with the provisions of the Collective Bargaining Agreement covering work on a non-scheduled day.

(c) Time worked by an employee on his or her Excused Work Day shall be considered time worked on a regularly scheduled day of work for all purposes, except as is otherwise expressly provided in this Section.

SECTION A10

SCHEDULING OF TIME OFF
(EFFECTIVE JANUARY 1, 1981)

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

Section A7. Vacations, Subsections A7.012, A7.013, A7.016

Section A8. Holidays, Subsection A8.05

Section A9. Excused Work Days

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

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

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

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

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

A10.033 Upon completion of the selections of full vacation weeks in the manner described in Subsection A10.032, the schedule will be made available for selections of other scheduled time off for which individual employees are eligible. Scheduled time off shall include

day-at-a-time vacation days, days in lieu of holidays occurring in vacation weeks ("HV" [illegible] floating holidays, unpaid work days

SECTION A11
REGULAR PART-TIME EMPLOYEES
(Engaged Or Re-Engaged Prior to January 1, 1981)
GENERAL

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

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

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

A11.021 Part-Time employees may be scheduled to work full tours, as defined in Section A1, or part tours as defined in Subsection A11.022. Time worked will be paid at the employee's basic hourly wage rate until a total of seven and one-half hours in any one day or thirty-seven and one-half hours in any one calendar

week has been worked. When a Part-Time employee works time in excess of seven and one-half hours in one day or in excess of thirty-seven and one-half hours in a calendar week, the excess time worked on the day or within the week will be paid at one and one-half times the employee's basic hourly wage rate, except where A3.012(e) is applicable. Hours in excess of seven and one-half per day shall not be included in calculating hours in excess of thirty-seven and one-half per week.

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

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

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

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

(1) When the Company reassigns a full or part tour to another day, the employee

should be notified as early as possible but not later than noon of the calendar day preceding the first day affected by the change. If the required notice is not given, the time worked will be paid at one and one-half times the basic hourly wage rate.

(2) The Company may change the start and end time of a full or part tour at any time, provided the amount of time in the tour is not changed and provided the employee involved is notified by 5 P.M. of the calendar day preceding the day affected. If

ments will be based on one-fifth of the average hours worked per week (exclusive of hours in excess of seven and one-half in a day or thirty-seven and one-half in a week) in the first four of the six weeks immediately preceding the week in which the paid Excused Work Day falls, including tour differential if it would have been applicable on the Excused Work Day.

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

A11.03 Any Regular Employee who was on the active

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

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

SECTION A12
PART-TIME EMPLOYEES

(Engaged or Re-Engaged after January 1, 1981)

A12.01 A Part-Time employee is one who is employed and normally scheduled to work less hours per average month than a comparable Full-Time employee in the same job title, classification and work group working the same normal daily tour.

A12.02 Except for payment for overtime hours worked,

all hours worked by a Part-Time employee in Phonecenter Stores, Verizon Customer Service Centers, Verizon Phone Booths (Kiosks) DM/DR (Direct Marketing/Direct Response) Centers and any equivalent retail sales or service centers operation, and any employee who is transferred to or employed by any new unregulated subsidiary or affiliated entity in the Verizon Services Group shall be paid at the equivalent basic hourly rate for a comparable Full-Time employee working a normal daily tour in the same job title, classification, and work group. Payment to a Part-Time employee for hours worked in excess of an equivalent normal daily tour or work week for a comparable Full-Time employee shall be at the applicable overtime rate for a comparable Full-Time employee based on such Part-Time employee's basic hourly rate. Any Regular employee who is on the active payroll of the company as of December 31, 1980, and

Part-Time employee's "part-time equivalent work week" to the normal work week of a comparable Full-Time employee in the same job title, classification and work group. A Part-Time employee shall not be paid for absence due to sickness (not under the "Verizon Pension Plan" or the "Verizon Sickness and Accident Disability Benefit Plan") unless such absence due to sickness occurs on a day of the week on which the employee is scheduled to work. Regular employees who are on the active payroll of the Company as of December 31, 1980, and who work part-time on or after January 1, 1981 shall thereafter continue, during the current term of employment, to receive payments for the benefits and other items listed above on the same basis as was applicable to a Part-Time employee on December 31, 1980.

A12.06 Employees who are hired on or after January 1, 1981, and who work as Part-Time employees shall, if otherwise eligible to participate under the terms of such plans, be eligible for coverage under the Medical Expense Plan, Dental Expense Plan, and Vision Care Plan, as follows:

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

(b) Employees whose Part-Time equivalent work week classification is seventeen (17) through twenty-four (24) shall be eligible by

enrollment and payment of 50% of the premiums for such coverage;

(c) Employees whose Part-Time equivalent work week classification is twenty-five (25) or more shall be eligible for such coverage on the same basis as a Regular Full-Time employee;

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

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

SECTION A13

TEMPORARY EMPLOYEES

GENERAL

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

A13.02 The occupational titles and working conditions of Temporary Full-Time Employees are the same in all respects as those of Regular Full-Time Employees, except that Temporary Full-

Time Employees shall not be entitled to Excused Work Days other than Company designated Excused Work Days.

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

SECTION A14
OCCASIONAL EMPLOYEES

GENERAL

A14.01 An Occasional employee is one who is engaged

Customer Service Clerk
Force Clerk
General Clerk
Public Communications Sales Representative
Sales Representative
Senior Clerk
Service Representative
Staff Clerk
Stenographer-Clerk
Telephone Canvasser
Telephone Canvasser-Business

EXHIBIT B

SECTION B1

PROCEDURE FOR ARBITRATION

B1.01 The procedure to be followed in instituting and conducting the arbitration of any matter subject to arbitration under the provisions of Article 15, Section 15.01 shall be as follows:

B1.011 The Board of Arbitration shall consist of three members, one of whom shall be a member of the Union, designated by the Union, and one individual designated by the Company, who shall be in the employ of the Company; the third shall be an Impartial Chairman designated in the manner hereinafter described.

B1.012 The various steps required in connection with any such arbitration shall be taken as expeditiously as possible, but the parties agree that

the following steps shall be taken within the times stated unless an extension be mutually agreed to in writing.

B1.013 Within five days following the serving by either party upon the other of a written demand for Arbitration, each party shall, by a written designation given to the other, appoint the arbitrator to be appointed by it. Each such written designation shall state the full name and address of the arbitrator appointed thereby.

B1.014 Should either the Union or the Company fail, within the time above stated, to appoint its Arbitrator, the vacancy resulting by reason of such failure shall, upon the written request of either party be filled by an impartial individual (who shall not be an officer, director or employee of the Company or any Company in the Verizon Services Group, or a member, officer, official, employee, representative, attorney, or counsel of the Union) appointed by the American Arbitration Association.

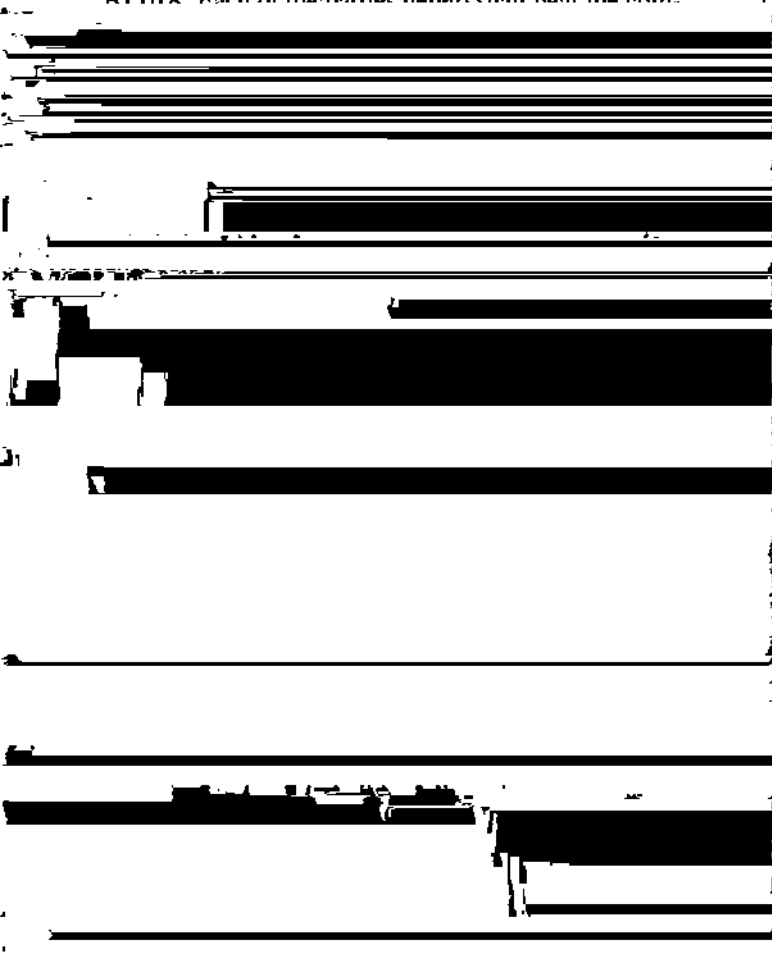
B1.015 Within five days following their appointment under Section B1.013 or B1.014 the arbitrators representing the Company and Union shall select an Impartial Chairman. If they are unable to agree, the American Arbitration Association immediately shall be requested in writing to appoint the Impartial Chairman in accordance with the Labor Arbitration Rules then obtaining of the American Arbitration Association. The Impartial Chairman shall

not be an officer, director or employee of the Company or of any Company in the Verizon Services Group, nor shall he be a member, officer, official, employee, representative, attorney or counsel of the Union.

B1.016 Upon the appointment of the Impartial Chairman the Board of Arbitration shall be deemed to be constituted. Within ten days following the constitution of the Board of Arbitration, hearings shall be started and carried to conclusion as expeditiously as possible. The arbitration shall be conducted under the Labor Arbitration Rules then obtaining of the American Arbitration Association as to any procedural matter not specifically covered in this Agreement. In the absence of unanimous agreement by the other members of the Board of Arbitration with respect to the closing of the proceeding, the Impartial Chairman may declare the proceeding closed. Within ten days following the closing of the proceeding the Board of Arbitration shall render its decision in writing.

B1.017 The members of the Board representing the Union and the Company shall be non-voting members. The decision of the Impartial Chairman shall be final and binding upon the parties. The Union and its members and Company agree to abide by the decision, which shall be enforceable by appropriate action or proceeding, if necessary, in a court of law or equity or otherwise.

BL018 Each of the parties hereto shall bear the com-



to the hearing a written stipulation of all facts not in dispute.

(c) The hearing shall be informal without formal rules of evidence and without a transcript. However, the umpire shall be satisfied himself or herself that the evidence submitted is of a type on which he or she can rely, that the hearing is in all respects a fair one, and that all facts necessary to a fair settlement and reasonably obtainable are brought before the umpire.

(d) Within five (5) working days after the hearing, each party may submit a brief written summary of the issues raised at the hearing and arguments supporting its position. The umpire shall give his or her settlement within five (5) working days after receiving the briefs. He or she shall provide the parties a brief written statement of the reasons supporting his or her settlement.

(e) The umpire's settlement shall apply only to the instant grievance, which shall be settled thereby. It shall not constitute a precedent for other cases or grievances and may not be cited or used as a precedent in other arbitration matters between the parties unless the settlement or a modification thereof is adopted by the written concurrence of the representatives of each party at the fourth step of the grievance procedure.

(f) The time limits in (a) and (d) of this Section

may be extended by agreement of the parties or at the umpire's request, in either case only in emergency situations. Such extensions shall not circumvent the purpose of this procedure.

(g) In any grievance arbitrated under the provisions of this Section, the Company shall under no circumstances be liable for 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.

EXHIBIT C

WAGE INCREASE SCHEDULES

Notes on Wage Increase Schedule Administration

C1.00 *General*

C1.01 The wage increase schedules contained in C4.00 provide a plan of wage increases for full time Regular, Term and Temporary employees in the occupations shown at the top of the schedule.

C1.02 At the top of each wage increase schedule is

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

C1.09 *Cost-of-Living*

(1) Effective August 6, 2006 and August 5, 2007, adjustments will be made in basic weekly rates in each wage schedule in accordance with the following:

(a) the amount of the August 6, 2006 adjustment shall be: (i) one-half of the increase above four percent (4.0%) in the "CPI-W" (1982-84 = 100) for May 2006 over May 2004, applied to (ii) the scheduled rates in effect in each wage schedule on August 5, 2006, (iii) rounded to the nearest 50 cents.

(b) the amount of the August 5, 2007 adjustment shall be: (i) one-half of the increase above two percent (2.0%) in the "CPI-W" (1982-84 = 100) for May 2007 over May 2006, applied to (ii) the scheduled rates in effect in each wage schedule on August 4, 2007, (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 2004, May 2006 and May 2007.

(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 2003. In the event the Bureau of Labor Statistics changes the form or the basis of calculating the CPI-W, the Companies 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 2003, which was 179.4 (1982-84 = 100).

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

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

C2.011 Except as otherwise provided below, the

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

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

Title Groupings	Step From Maximum
Commercial Representative Public Communications Sales Representative	12 months
Coin Telephone Collector Counting Room Attendant	6 months

lar increase measured from the date of this change. For all other employees, the interval for the first regular increase will be measured

from the last regular increase received prior to the change in occupation.

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

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

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

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

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

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

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

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

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

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

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

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

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

to exceed the maximum rate for the new occupation.

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

C4.00 *Zone Assignments*

PHILADELPHIA AREA

Philadelphia 1

EASTERN AREA

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

CENTRAL AREA

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

WESTERN AREA

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

EFFECTIVE AUGUST 3, 2003

WAGE TABLE: 01
PUBLIC COMMUNICATIONS
SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$482.00	
6 Mos.	6 Mos.	$537.50	$55.50

WAGE TABLE: 02
COMMERCIAL
REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$437.50	
6 Mos.	6 Mos.	$491.00	$53.50

EFFECTIVE AUGUST 3, 2003

WAGE TABLE: 09

TELEPHONE
CANVASSER-BUSINESS

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$385.00	
6 Mos.	6 Mos.	$434.50	$49.50
12 Mos.	6 Mos.	$490.00	$55.50
18 Mos.	6 Mos.	$553.00	$63.00
24 Mos.	6 Mos.	$623.50	$70.50
30 Mos.	6 Mos.	$703.00	$79.50
36 Mos. (Maximum)		$793.00	$90.00
Pension Band		**108**	

WAGE TABLE: 10

STAFF CLERK
STAFF CLERK-BANDS

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$375.50	
6 Mos.	6 Mos.	$425.50	$50.00
12 Mos.	6 Mos.	$481.50	$56.00
18 Mos.	6 Mos.	$545.50	$64.00
24 Mos.	6 Mos.	$618.00	$72.50
30 Mos.	6 Mos.	$700.50	$82.50
36 Mos. (Maximum)		$793.00	$92.50
Pension Band		**108**	

WAGE TABLE: 11

STENOGRAPHER CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$369.00	
6 Mos.	6 Mos.	$418.00	$49.00
12 Mos.	6 Mos.	$472.50	$54.50
18 Mos.	6 Mos.	$534.00	$61.50
24 Mos.	6 Mos.	$603.00	$69.00
30 Mos.	6 Mos.	$682.50	$79.50
36 Mos. (Maximum)		$771.00	$88.50
Pension Band		**107**	

WAGE TABLE: 12

SENIOR CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$364.00	
6 Mos.	6 Mos.	$412.00	$48.00
12 Mos.	6 Mos.	$467.50	$55.50
18 Mos.	6 Mos.	$529.50	$62.00
24 Mos.	6 Mos.	$600.00	$70.50
30 Mos.	6 Mos.	$680.50	$80.50
36 Mos. (Maximum)		$771.00	$90.50
Pension Band		**107**	

EFFECTIVE AUGUST 3, 2003

WAGE TABLE: 13

TELEPHONE CANVASSER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$362.50	
6 Mos.	6 Mos.	$409.50	$47.00
12 Mos.	6 Mos.	$462.50	$53.00
18 Mos.	6 Mos.	$522.50	$60.00
24 Mos.	6 Mos.	$590.00	$67.50
30 Mos.	6 Mos.	$667.00	$77.00
36 Mos. (Maximum)		$754.00	$87.00
Pension Band		**107**	

WAGE TABLE: 14

GENERAL CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$353.00	
6 Mos.	6 Mos.	$398.00	$45.00
12 Mos.	6 Mos.	$450.50	$52.50
18 Mos.	6 Mos.	$508.50	$58.00
24 Mos.	6 Mos.	$575.00	$66.50
30 Mos.	6 Mos.	$649.50	$74.50
36 Mos. (Maximum)		$734.00	$84.50
Pension Band		**106**	

EFFECTIVE AUGUST 1, 2004

WAGE TABLE: 01
PUBLIC COMMUNICATIONS
SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$491.50	
6 Mos.	6 Mos.	$548.50	$57.00
12 Mos.	6 Mos.	$611.50	$63.00
18 Mos.	6 Mos.	$682.00	$70.50
24 Mos.	6 Mos.	$760.00	$78.00
30 Mos.	6 Mos.	$847.00	$87.00
36 Mos.	6 Mos.	$944.50	$97.50
42 Mos.	6 Mos.	$1,053.00	$108.50
48 Mos. (Maximum)		$1,175.00	$122.00
Pension Band		**123**	

WAGE TABLE: 02
COMMERCIAL
REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$446.50	
6 Mos.	6 Mos.	$501.00	$54.50
12 Mos.	6 Mos.	$561.50	$60.50
18 Mos.	6 Mos.	$630.00	$68.50
24 Mos.	6 Mos.	$706.50	$76.50
30 Mos.	6 Mos.	$792.50	$86.00
36 Mos.	6 Mos.	$889.00	$96.50
42 Mos.	6 Mos.	$997.50	$108.50
48 Mos. (Maximum)		$1,119.50	$122.00
Pension Band		**121**	

EFFECTIVE AUGUST 1, 2004

WAGE TABLE: 09

TELEPHONE
CANVASSER-BUSINESS

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$392.50	
6 Mos.	6 Mos.	$443.00	$50.50
12 Mos.	6 Mos.	$500.00	$57.00
18 Mos.	6 Mos.	$564.00	$64.00
24 Mos.	6 Mos.	$636.00	$72.00
30 Mos.	6 Mos.	$717.00	$81.00
36 Mos. (Maximum)		$809.00	$92.00
Pension Band		**108**	

WAGE TABLE: 10

STAFF CLERK
STAFF CLERK-BANDS

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$383.00	
6 Mos.	6 Mos.	$434.00	$51.00
12 Mos.	6 Mos.	$491.00	$57.00
18 Mos.	6 Mos.	$556.50	$65.50
24 Mos.	6 Mos.	$630.50	$74.00
30 Mos.	6 Mos.	$714.50	$84.00
36 Mos. (Maximum)		$809.00	$94.50
Pension Band		**108**	

WAGE TABLE: 11

STENOGRAPHER CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$376.50	
6 Mos.	6 Mos.	$426.50	$50.00
12 Mos.	6 Mos.	$482.00	$55.50
18 Mos.	6 Mos.	$544.50	$62.50
24 Mos.	6 Mos.	$615.00	$70.50
30 Mos.	6 Mos.	$696.00	$81.00
36 Mos. (Maximum)		$786.50	$90.50
Pension Band		**107**	

WAGE TABLE: 12

SENIOR CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$371.50	
6 Mos.	6 Mos.	$420.00	$48.50
12 Mos.	6 Mos.	$477.00	$57.00
18 Mos.	6 Mos.	$540.00	$63.00
24 Mos.	6 Mos.	$612.00	$72.00
30 Mos.	6 Mos.	$694.00	$82.00
36 Mos. (Maximum)		$786.50	$92.50
Pension Band		**107**	

EFFECTIVE AUGUST 1, 2004

WAGE TABLE: 13

TELEPHONE CANVASSER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$370.00	
6 Mos.	6 Mos.	$417.50	$47.50
12 Mos.	6 Mos.	$472.00	$54.50
18 Mos.	6 Mos.	$533.00	$61.00
24 Mos.	6 Mos.	$602.00	$69.00
30 Mos.	6 Mos.	$680.50	$78.50
36 Mos. (Maximum)		$769.00	$88.50
Pension Band		**107**	

WAGE TABLE: 14

GENERAL CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$360.00	
6 Mos.	6 Mos.	$406.00	$46.00
12 Mos.	6 Mos.	$459.50	$53.50
18 Mos.	6 Mos.	$518.50	$59.00
24 Mos.	6 Mos.	$586.50	$68.00
30 Mos.	6 Mos.	$662.50	$76.00
36 Mos. (Maximum)		$748.50	$86.00
Pension Band		**106**	

EFFECTIVE AUGUST 7, 2005

WAGE TABLE: 01
PUBLIC COMMUNICATIONS SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$501.50	
6 Mos.	6 Mos.	$559.50	$58.00
12 Mos.	6 Mos.	$623.50	$64.00
18 Mos.	6 Mos.	$695.50	$72.00
24 Mos.	6 Mos.	$775.00	$79.50
30 Mos.	6 Mos.	$864.00	$89.00
36 Mos.	6 Mos.	$963.50	$99.50
42 Mos.	6 Mos.	$1,074.00	$110.50
48 Mos. (Maximum)		$1,198.50	$124.50
Pension Band		**123**	

WAGE TABLE: 02
COMMERCIAL REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$455.50	
6 Mos.	6 Mos.	$511.00	$55.50
12 Mos.	6 Mos.	$572.50	$61.50
18 Mos.	6 Mos.	$642.50	$70.00
24 Mos.	6 Mos.	$720.50	$78.00
30 Mos.	6 Mos.	$808.50	$88.00
36 Mos.	6 Mos.	$907.00	$98.50
42 Mos.	6 Mos.	$1,017.50	$110.50
48 Mos. (Maximum)		$1,142.00	$124.50
Pension Band		**121**	

WAGE TABLE: 03
CUSTOMER SERVICE ADMINISTRATOR

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$485.00	
6 Mos.	6 Mos.	$552.50	$67.50
12 Mos.	6 Mos.	$630.00	$77.50
18 Mos.	6 Mos.	$718.50	$88.50
24 Mos.	6 Mos.	$820.00	$101.50
30 Mos.	6 Mos.	$935.50	$115.50
36 Mos. (Maximum)		$1,065.50	$130.00

WAGE TABLE: 04
CONSULTANT SERVICE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$438.00	
6 Mos.	6 Mos.	$500.50	$62.50
12 Mos.	6 Mos.	$571.00	$70.50
18 Mos.	6 Mos.	$653.00	$82.00
24 Mos.	6 Mos.	$745.00	$92.00
30 Mos.	6 Mos.	$850.00	$105.00
36 Mos. (Maximum)		$970.50	$120.50

EFFECTIVE AUGUST 7, 2005

WAGE TABLE: 09

TELEPHONE
CANVASSER-BUSINESS

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$400.50	
6 Mos.	6 Mos.	$452.00	$51.50
12 Mos.	6 Mos.	$510.00	$58.00
18 Mos.	6 Mos.	$575.50	$65.50
24 Mos.	6 Mos.	$648.50	$73.00
30 Mos.	6 Mos.	$731.50	$83.00
36 Mos. (Maximum)		$825.00	$93.50
Pension Band		**108**	

WAGE TABLE: 10

STAFF CLERK
STAFF CLERK-BANDS

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$390.50	
6 Mos.	6 Mos.	$442.50	$52.00
12 Mos.	6 Mos.	$501.00	$58.50
18 Mos.	6 Mos.	$567.50	$66.50
24 Mos.	6 Mos.	$643.00	$75.50
30 Mos.	6 Mos.	$729.00	$86.00
36 Mos. (Maximum)		$825.00	$96.00
Pension Band		**108**	

WAGE TABLE: 11

STENOGRAPHER CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$384.00	
6 Mos.	6 Mos.	$435.00	$51.00
12 Mos.	6 Mos.	$491.50	$56.50
18 Mos.	6 Mos.	$555.50	$64.00
24 Mos.	6 Mos.	$627.50	$72.00
30 Mos.	6 Mos.	$710.00	$82.50
36 Mos. (Maximum)		$802.00	$92.00
Pension Band		**107**	

WAGE TABLE: 12

SENIOR CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$379.00	
6 Mos.	6 Mos.	$428.50	$49.50
12 Mos.	6 Mos.	$486.50	$58.00
18 Mos.	6 Mos.	$551.00	$64.50
24 Mos.	6 Mos.	$624.00	$73.00
30 Mos.	6 Mos.	$708.00	$84.00
36 Mos. (Maximum)		$802.00	$94.00
Pension Band		**107**	

EFFECTIVE AUGUST 7, 2005

WAGE TABLE: 13

TELEPHONE CANVASSER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$377.50	
6 Mos.	6 Mos.	$426.00	$48.50
12 Mos.	6 Mos.	$481.50	$55.50
18 Mos.	6 Mos.	$543.50	$62.00
24 Mos.	6 Mos.	$614.00	$70.50
30 Mos.	6 Mos.	$694.00	$80.00
36 Mos. (Maximum)		$784.50	$90.50
Pension Band		**107**	

WAGE TABLE: 14

GENERAL CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$367.00	
6 Mos.	6 Mos.	$414.00	$47.00
12 Mos.	6 Mos.	$468.50	$54.50
18 Mos.	6 Mos.	$529.00	$60.50
24 Mos.	6 Mos.	$598.00	$69.00
30 Mos.	6 Mos.	$676.00	$78.00
36 Mos. (Maximum)		$763.50	$87.50
Pension Band		**106**	

EFFECTIVE AUGUST 6, 2006

WAGE TABLE: 01
PUBLIC COMMUNICATIONS SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$511.50	
6 Mos.	6 Mos.	$570.50	$59.00
12 Mos.	6 Mos.	$636.00	$65.50
18 Mos.	6 Mos.	$709.50	$73.50
24 Mos.	6 Mos.	$790.50	$81.00
30 Mos.	6 Mos.	$881.50	$91.00
36 Mos.	6 Mos.	$983.00	$101.50
42 Mos.	6 Mos.	$1,095.50	$112.50
48 Mos. (Maximum)		$1,222.50	$127.00
Pension Band		**123**	

WAGE TABLE: 02
COMMERCIAL REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$464.50	
6 Mos.	6 Mos.	$521.00	$56.50
12 Mos.	6 Mos.	$584.00	$63.00
18 Mos.	6 Mos.	$655.50	$71.50
24 Mos.	6 Mos.	$735.00	$79.50
30 Mos.	6 Mos.	$824.50	$89.50
36 Mos.	6 Mos.	$925.00	$100.50
42 Mos.	6 Mos.	$1,038.00	$113.00
48 Mos. (Maximum)		$1,165.00	$127.00
Pension Band		**121**	

WAGE TABLE: 03
CUSTOMER SERVICE ADMINISTRATOR

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$494.50	
6 Mos.	6 Mos.	$563.50	$69.00
12 Mos.	6 Mos.	$642.50	$79.00
18 Mos.	6 Mos.	$733.00	$90.50
24 Mos.	6 Mos.	$836.50	$103.50
30 Mos.	6 Mos.	$954.00	$117.50
36 Mos. (Maximum)		$1,087.00	$133.00
Pension Band		**117**	

WAGE TABLE: 04
CONSULTANT SERVICE REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$447.00	
6 Mos.	6 Mos.	$510.50	$63.50
12 Mos.	6 Mos.	$582.50	$72.00
18 Mos.	6 Mos.	$666.00	$83.50
24 Mos.	6 Mos.	$760.00	$94.00
30 Mos.	6 Mos.	$867.00	$107.00
36 Mos. (Maximum)		$990.00	$123.00
Pension Band		**114**	

EFFECTIVE AUGUST 6, 2006

WAGE TABLE: 05
CUSTOMER ACCOUNT
REPRESENTATIVE
CUSTOMER BUSINESS

WAGE TABLE: 06
COIN TELEPHONE COLLECTOR

EFFECTIVE AUGUST 6, 2006

WAGE TABLE: 13

TELEPHONE CANVASSER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$385.00	
6 Mos.	6 Mos.	$434.50	$49.50
12 Mos.	6 Mos.	$491.00	$56.50
18 Mos.	6 Mos.	$554.50	$63.50
24 Mos.	6 Mos.	$626.50	$72.00
30 Mos.	6 Mos.	$708.00	$81.50
36 Mos. (Maximum)		*$800.00*	*$92.00*
Pension Band		**107**	

WAGE TABLE: 14

GENERAL CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$374.50	
6 Mos.	6 Mos.	$422.50	$48.00
12 Mos.	6 Mos.	$478.00	$55.50
18 Mos.	6 Mos.	$539.50	$61.50
24 Mos.	6 Mos.	$610.00	$70.50
30 Mos.	6 Mos.	$689.50	$79.50
36 Mos. (Maximum)		*$779.00*	*$89.50*
Pension Band		**106**	

EFFECTIVE AUGUST 5, 2007

WAGE TABLE: 01
PUBLIC COMMUNICATIONS SALES REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$521.50	
6 Mos.	6 Mos.	$582.00	$60.50
12 Mos.	6 Mos.	$648.50	$66.50
18 Mos.	6 Mos.	$723.50	$75.00
24 Mos.	6 Mos.	$806.50	$83.00
30 Mos.	6 Mos.	$899.00	$92.50
36 Mos.	6 Mos.	$1,002.50	$103.50
42 Mos.	6 Mos.	$1,117.50	$115.00

WAGE TABLE: 02
COMMERCIAL REPRESENTATIVE

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$474.00	
6 Mos.	6 Mos.	$531.50	$57.50
12 Mos.	6 Mos.	$595.50	$64.00
18 Mos.	6 Mos.	$668.50	$73.00
24 Mos.	6 Mos.	$749.50	$81.00
30 Mos.	6 Mos.	$841.00	$91.50
36 Mos.	6 Mos.	$943.50	$102.50
42 Mos.	6 Mos.	$1,059.00	$115.50

EFFECTIVE AUGUST 5, 2007

WAGE TABLE: 13

TELEPHONE CANVASSER

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$392.50	
6 Mos.	6 Mos.	$443.00	$50.50
12 Mos.	6 Mos.	$501.00	$58.00
18 Mos.	6 Mos.	$565.50	$64.50
24 Mos.	6 Mos.	$639.00	$73.50
30 Mos.	6 Mos.	$722.00	$83.00
36 Mos. (Maximum)		$816.00	$94.00
Pension Band		**107**	

WAGE TABLE: 14

GENERAL CLERK

WAGE STEP	NEXT INCREASE INTERVAL	ZONE 1	INCREASE AMOUNT
Start	6 Mos.	$382.00	
6 Mos.	6 Mos.	$431.00	$49.00
12 Mos.	6 Mos.	$487.50	$56.50
18 Mos.	6 Mos.	$550.50	$63.00
24 Mos.	6 Mos.	$622.00	$71.50
30 Mos.	6 Mos.	$703.50	$81.50
36 Mos. (Maximum)		$794.50	$91.00
Pension Band		**106**	

EXHIBIT D

PENSION BANDS AND BENEFITS

D1.00 *Pension Bands*

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

D2.00 *Monthly Benefit Table*

Pension Band	Previous Effective Amounts	Temporary 4Q 2003	Effective 1/1/2004 - 10/31/2004	Effective 11/1/2004	Effective 10/1/2005	Effective 10/1/2006	Effective 10/1/2007
101	$31.36	$32.93	$31.36	$31.99	$32.95	$33.94	$34.96
102	$32.66	$34.29	$32.66	$33.31	$34.31	$35.34	$36.40
103	$33.98	$35.68	$33.98	$34.66	$35.70	$36.77	$37.87
104	$35.31	$37.08	$35.31	$36.02	$37.10	$38.21	$39.36
105	$36.63	$38.46	$36.63	$37.36	$38.48	$39.63	$40.82
106	$37.97	$39.87	$37.97	$38.73	$39.89	$41.09	$42.32
107	$39.28	$41.24	$39.28	$40.07	$41.27	$42.51	$43.79

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