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Title: **Verizon New England Inc., Telesector Resources Group, Inc. and Verizon Advanced Data Inc. and International Brotherhood of Electrical Workers (IBEW) (AFL- CIO) Locals 2222, 2313, 2320 et al. (2000)**

K#: **5736**

Employer Name: **Verizon New England Inc., Telesector Resources Group, Inc. and Verizon Advanced Data Inc.**

Location: **MA ME NH RI VT**

Union: **International Brotherhood of Electrical Workers (IBEW) (AFL- CIO)**

Local: **2222,2313,2320,2321, 2322, 2323, 2324, 2325, 2326, 2327**

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General

Plant

Traffic

Accounting

Sales

AGREEMENT

between

VERIZON NEW ENGLAND INC.,
TELESECTOR RESOURCES GROUP, INC. and
VERIZON ADVANCED DATA INC.

and

INTERNATIONAL BROTHERHOOD
OF ELECTRICAL WORKERS
(A.F.L.-C.I.O.)
LOCALS 2222, 2313, 2320, 2321, 2322,
2323, 2324, 2325, 2326, 2327

EFFECTIVE AUGUST 6, 2000

Agreement between
VERIZON NEW ENGLAND INC., TELESECTOR RESOURCES GROUP, INC. and VERIZON ADVANCED DATA INC.

AND

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS (A.F.L.- C.I.O.) LOCALS 2222, 2313, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327

The following sets forth the understandings reached by the above parties after regional and local negotiations of changes to existing collective bargaining agreements on wages, hours, terms and conditions of employment.

This Agreement will be effective August 6, 2000, unless the provisions provide otherwise; provided, however, that the amendments will be null and void and considered not to have been in effect unless the Company receives from the Union notice of ratification twenty-one days following the signing of this Agreement.

IN WITNESS WHEREOF, the parties to this Agreement after approval by the System Council T-6 hereby agree to be bound by this Agreement and have caused this Agreement to be executed in their names by their duly authorized representatives this 20th day of August, 2000.

FOR THE COMPANY

Chairperson, Plant Bargaining Committee

Chairperson, Traffic Bargaining Committee

Chairperson, Accounting Bargaining Committee

Chairperson, Sales Bargaining Committee

FOR THE UNION

Chairperson, Plant Negotiating Committee
Business Manager-Local 2322

Chairperson, Traffic Negotiating Committee

Chairperson, Accounting Negotiating Committee

Chairperson, Sales Negotiating Committee
Business Manager-Local 2323

Business Manager-Local 2222

Business Manager-Local 2324

Business Manager-Local 2313

Business Manager-Local 2325

Business Manager-Local 2320

Business Manager-Local 2326

Business Manager-Local 2321

Business Manager-Local 2327

Dated: August 20, 2000

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AGREEMENT

This Agreement was entered into on the 20th day of August, 2000, by and between Verizon New England Inc., Telesector Resources Group, Inc. and Verizon Advanced Data Inc. (hereinafter called the Company) and Locals 2222, 2313, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327 of the International Brotherhood of Electrical Workers, AFL-CIO collectively comprising the bargaining agent (hereinafter called the Union). Although transfers of employment between Verizon New England Inc, Telesector Resources Group, Inc. and Verizon Advanced Data Inc. involving the transfer of employees with their work are outside the scope of this Agreement, such transfer(s) can be revoked under the grievance and arbitration provisions of this Agreement if it is found that the decision to make such transfer(s) was made arbitrarily or in bad faith.

WITNESSETH THAT

WHEREAS, the parties have negotiated with respect to terms and conditions of employment and, as a result, mutually satisfactory and acceptable understandings have been reached, which, in the interest of maintaining satisfactory and harmonious industrial relations, the parties desire to set forth in writing. NOW THEREFORE, be it known that in consideration of the covenants, terms and conditions herein contained, the Union and the Company agree as follows:

DURATION OF AGREEMENT

This Agreement shall (except as otherwise expressly provided herein) become effective on August 6, 2000.

This Agreement shall continue in full force and effect until 11:59 P.M. on August 2, 2003 at which time it shall terminate. However, this Agreement may be extended from time to time beyond its expiration date by mutual agreement in writing of the representatives of the Company and the Union.

ARTICLE G1
Recognition

G1.01 Verizon New England Inc., Telesector Resources Group, Inc. and Verizon Advanced Data Inc. recognize the Union as the exclusive bargaining representative of their employees, respectively, with respect to rates of pay, wages, hours of employment or other conditions of employment for employees doing Plant, Traffic, Accounting, Sales (in the Collective Bargaining Unit recognized by the Company in the letter dated October 27, 1993), or Logistics Services work in those job titles listed in Exhibit G3, at their respective locations within the States of Maine, Massachusetts, New Hampshire, Rhode Island and Vermont (except as set forth in the settlement of NLRB Case No. 1-UC-459, and the Agreement, dated December 20, 1988 between NYNEX Materiel Enterprises Company, the Communications Workers of America and the International Brotherhood of Electrical Workers).

ARTICLE G2
Non-Discrimination

G2.01 In a desire to restate their respective policies, neither the Company nor the Union shall unlawfully discriminate against any employee because of such employee's race, color, religion, sex, age or national origin or because the employee is handicapped, a disabled veteran or a veteran of the Vietnam era.

G2.02 The use of the masculine or feminine gender in this Agreement shall be construed as including both genders and not as restrictions on the basis of sex unless the contract clearly requires a different language construction.

ARTICLE G3
Amendments

G3.01 The understanding between the Union and the Company has been set forth in this Agreement and the Exhibits attached hereto.

G3.02 Any amendment to this Agreement or any interpretation of the true intent and meaning of the provisions of this Agreement officially and mutually agreed to by the two parties concerned shall be committed to writing and signed by the Union and the Chairman of the Company's bargaining committee.

ARTICLE G4
Union Security

G4.01 Each employee who is a member of the Union or who is obligated to tender to the Union amounts equal to periodic dues on the effective date of this Agreement, or who later becomes a member, and all employees entering into the bargaining unit on or after the effective date of this Agreement, shall as a condition of employment pay or tender to the Union amounts equal to the periodic dues applicable to members for the period from such effective date or, in the case of employees entering into the bargaining unit after the effective date, on or after the thirtieth day after such entrance, whichever of these dates is later, until the termination of this contract.

G4.02 For purpose of this Article, "employee" shall mean any person entering into the bargaining unit, except an occasional employee.

G4.03 The condition of employment specified above shall not apply during periods of formal separation* from the bargaining unit by any such employee but shall reapply to such employee on the thirtieth day following the employee's return to the bargaining unit.

*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.

ARTICLE G5
Deductions for Union Dues

G5.01 The Company agrees upon the receipt of authorization from an individual member of the bargaining unit in a form acceptable to the Company, to deduct weekly regular Union membership dues, or an amount equal to the dues applicable to members, in the amount stipulated in the by-laws of the member's Local Union and as may be stipulated by revision of the by-laws certified by the Financial Secretary of said Local Union. Such deductions shall be made weekly and shall continue so long as the employee remains in the bargaining unit, unless cancelled in writing by the employee who authorized the deduction.

G5.02 The Company shall forward weekly to each Local Union Financial Secretary a check made payable to the Local Union for the amount of the weekly dues deductions.

G5.03 The Company will submit a weekly report of employees for whom dues deductions are being made to each Local Financial Secretary. Also, the Company will furnish weekly reports of employees in the bargaining unit for whom dues deductions are not being made and of newly authorized deductions and cancellations of deductions for dues.

G5.04 It is understood and agreed that the Company assumes no responsibility for the consequences of any failure to make these deductions or mistakes in connection therewith and that neither the Company nor any of its officers, agents, or employees shall in any way be held liable or responsible for any loss resulting from acts of said Union or its officers or agents.

ARTICLE G6
Union Business

GENERAL

G6.01 Business Managers and other employees who are full time Union representatives shall be granted leaves of absence without pay for the purpose of conducting Union activities. To the extent that the needs of the business permit, other employees, who are also authorized Union representatives, will be given an excused absence without pay or a leave of absence without pay for the purpose of conducting Union activities.

G6.02 Stewards and other authorized Union representatives may be granted time off without pay for Union activities or to engage in Union activities during working hours if excused in advance. When the immediate supervisor is not available permission may be granted by a designated alternate.

G6.03 The Local Union Business Manager shall keep the designated Company representative currently informed in writing of the names of the Union representatives (a) who are authorized to represent the Union in meetings with Company representatives, and (b) who are authorized to request excused absences.

G6.04 (a) The period of excused absence or leave of absence for Union activities granted to Business Managers and other employees who are full time Union representatives shall be used primarily for the purpose of conducting Union activities directly concerning relations with this Company and solely within the

States of Maine, Massachusetts, New Hampshire, Rhode Island and Vermont.

(b) The period of excused absence, leave of absence or any other time off granted to stewards and other authorized Union representatives not listed in (a) above shall be used solely for the purpose of conducting Union activities directly concerning relations with this Company and solely within the States of Maine, Massachusetts, New Hampshire, Rhode Island and Vermont.

EAVE OF ABSENCE

G6.05 A leave of absence will be required if a continuous period of absence for Union activities is to exceed or exceeds thirty (30) onsecutive calendar days.

G6.06 The initial leave of absence and any extension thereof shall be for a period of not less than one (1) month and not more than one 1) year.

G6.07 At no time shall more than forty (40) employees be on leave of absence for Union business. This number is the maximum ombined total to be on leave of absence as an aggregate from all IBEW argaining units in the Company.

G6.08 The total cumulative period of leave of absence for Union business shall be counted as service credit in terms of employment. hen the employee retires, the employee's pension will be based upon the pension and in which the employee would have been included if the employee had not een on leave of absence.

6.09 During the period of a leave of absence for Union activities the employee shall retain eligibility according to term of service, to

(a) Death Benefits

(b) Sickness Disability Benefits
Termination of leave of absence in order to qualify for Sickness Disability Benefits shall not be effective until thirty (30) calendar days following receipt by the Secretary of the Benefit Committee of written request for termination of such a leave of

absence. In determining such employee's eligibility to sicknes disability, the eighth calendar day following termination of th leave of absence shall be considered as the first day of absenc because of sickness.

(c) Group Life Insurance benefits for which the Company will pa the premiums.

(d) Tuition Assistance Plan

(e) Medical benefits for which the Company will pay th premiums, provided the employee is enrolled in the Healt Care Network.

(f) Dental and Vision benefits for which the Company will pay th premiums.

(g) The following if the employee pays the premiums:

- Supplementary Group Life Insurance
- Dependent Group Life Insurance

REINSTATEMENT OF AN EMPLOYEE

G6.10 Upon return from a leave of absence, an authorized Unior representative shall be reinstated at the rate of pay then in effect fo the employee's return assignment and at work generally similar to that in whic the employee last was engaged prior to employee's absence.

PAYMENT

G6.11 Authorized representatives of the Union who are employees covere by this Agreement, may be paid at the straight time hourly rate when attending grievance meetings with Company representatives subject to th following conditions:

(a) Union representatives on leaves of absence will not be paid fo such meeting time.

(b) Pay may be allowed for excused absence only if (1) suc meeting is held during said employee's scheduled straight tim working hours, and (2) said employee would have worked ha employee not attended such meeting.

(c) The time paid for shall be limited to actual meeting time during scheduled straight time working hours, plus necessary time, if any, spent during scheduled straight time working hours in traveling between the employee's work location and the meeting location.

(d) The Company shall pay not more than two (2) Union representatives at Step 1 grievance meetings, not more than two (2) Union representatives at Step 2 grievance meetings, and not more than two (2) Union representatives at Step 3 grievance meetings.

G6.12 When a Union-Management meeting ends at a reasonable time prior to the completion of scheduled working hours, an employee who would be working if not attending such meeting, shall return to work.

G6.13 At a time mutually convenient to the Company and the Union, a Union representative may meet with a new employee on Company time, not to exceed thirty (30) minutes, to discuss Union orientation matters such as Union membership and payroll deductions for Union dues.

CONCLUSION

G6.14 A period of excused absence or leave of absence for Union activities granted under this Article G6 shall automatically terminate upon the termination for any reason of this Agreement.

G6.15 The Company shall not initiate a transfer or promote any duly certified Union representative without prior written notification to the Business Manager of the Local involved. The Business Manager will furnish the designated Company representative with the names of such representatives.

G6.16 Nothing in this Article shall be construed as prohibiting the Union and Company from extending by mutual agreement, a leave of absence under all the provisions of this Article

ARTICLE G7
Union Bulletin Boards

G7.01 The Company agrees to furnish, without charge, space at bargaining unit locations to erect free access bulletin boards of a size approximately 30 by 30 inches. Bulletin boards will be furnished by the Union and erected by the Company. The number to be erected and the locations at which erected shall be mutually decided upon by authorized Union officials and Company representatives.

G7.02 Bulletin boards are to be used by the Union for posting notices concerning official Union business, or other Union related matters, provided that if anything is posted on these bulletin boards that is considered by the Company to be controversial or derogatory to any individual or organization the Union agrees to remove such posted matter on demand and if it fails or refuses to do so, such matter may be removed by the Company.

ARTICLE G8
Grievance Procedure

G8.01 A grievance is a complaint involving the interpretation or application of any of the provisions of this Agreement or a complaint that an employee or group of employees for whom the Union is the bargaining agent has, in any manner, been unfairly treated. When an employee has a complaint he or she may first consult his or her immediate supervisor. If the complaint is not resolved the employee may then follow the grievance procedure outlined below:

STEP 1: The Union shall present the grievance to the employee's Immediate Supervisor. In the event the grievance is not adjusted it shall be presented to the employee's Second Level Manager except in Logistics Services. The grievance will be processed and a decision rendered within ten (10) working days of initial presentation by the Union to the employee's Immediate Supervisor. If the grievance involves a discharge, the Union may omit step 1 and submit th grievance directly to Step 2.

STEP 2: The Union may next present appeal to the Director Level or designated representative. Grievances so appealed will be processed and a decision rendered within ten (10) working days of receipt o appeal unless the time period is extended by mutual consent.

STEP 3: The Union may next present appeal for adjustment to the Chairperson of the Bargaining Committee. Grievances appealed to the Chairperson of the Bargaining Committee will be processed and a decision rendered within ten (10) working days of receipt of appeal unless the time period is extended by mutual consent.

G8.02 Grievances must be presented initially within forty-five (45) calendar days of the occurrence which gave rise to the grievance. Notification of appeal shall be in writing at Steps 2 and 3 and shall set forth the act or occurrence grieved, the name or names of employees aggrieved where practical, the contract provision alleged to have been violated, if any, and the remedy requested. The specification of additional contract provisions alleged to have been violated may be made in subsequent appeals up to the 3rd step of the grievance procedure. Written appeal must be received by the Company representative designated and authorized to handle grievances at Steps 2 and 3 within ten (10) calendar days following the date of notice to the Union of the decision reached at the previous step.

G8.03 At each step of the grievance procedure the supervisor hearing the grievance will tell the Union the reason for the decision reached at that step. Disposition of any grievance not appealed within the specified time limit shall be considered final. Failure of the Company to process a grievance and render a decision within the specified time limit entitles the Union to appeal to the next step of the grievance procedure.

G8.04 Within seven (7) calendar days of the date the decision is rendered at Step 2 and/or Step 3 of the grievance procedure the Company will furnish to the Union a written statement confirming its decision.

G8.05 The Company shall pay not more than two (2) Union representatives at Step 1 grievance meetings, not more than two (2) Union representatives at Step 2 grievance meetings, and not more than two (2) Union representatives at Step 3 grievance meetings.

G8.06 Any individual employee or a group of employees may present grievances to the Company at any time and such grievances may be adjusted without the intervention of the Union as long as the adjustment is not inconsistent with the terms of the collective bargaining agreement, provided that the Union has been given an opportunity to be present at such adjustment.

G8.07 Once a Union representative has notified a Company representative of a grievance, the Company will not discuss the

matter with the individual employee or employees involved without first affording a representative of the Union an opportunity to be present, at a time and place mutually agreeable to the Union and the Company.

G8.08 The Company recognizes the right of the Union to make a reasonable investigation of the circumstances surrounding any grievance and agrees to cooperate with the Union in such investigation.

ARTICLE G9
Arbitration

G9.01 If the Union contends that the intent and meaning of one or more of the Articles of this Agreement (except as otherwise provided in the Agreement) has been violated by the Company, it may demand arbitration provided that written notice is received by the Company no later than sixty (60) calendar days after the conclusion of the final step of the grievance procedure.

G9.02 Arbitration shall be conducted through a Board of Arbitration consisting of one (1) representative elected by the Union, one (1) representative selected by the Company, and an impartial chairman mutually chosen by the parties. The procedure for arbitration shall be as follows:

(a) Each party shall designate a representative to coordinate with the American Arbitration Association on all matters.

(b) The representatives of the parties shall select the impartial chairman by mutual agreement within fifteen (15) days of Company receipt of demand for arbitration involving a discharge, and within fifteen (15) days of the union's request to schedule for hearing any other arbitration demand. If the representatives of the parties are unable to agree on the impartial chairman within the fifteen (15) days, either party can request the American Arbitration Association to expeditiously submit a series of three lists from which an arbitrator will be chosen by the parties in accordance with their three list procedure.

(c) If the Company contends at the hearing that the grievance desired to be arbitrated does not raise an arbitrable issue, the Board of Arbitration shall first hear and determine separately in accordance with paragraph (e) below, the question of

whether an arbitrable issue has been presented. If the Board decides that the issue or issues are arbitrable it shall have authority to further hear and determine the merits of the grievance.

(d) Hearings and post-hearing activities shall be conducted in accordance with the Voluntary Labor Arbitration Rules of the American Arbitration Association. If either party wishes to submit a post-hearing brief, it will do so within thirty (30) days of receipt of transcript of the hearing, unless the parties agree otherwise.

(e) The decision of a majority of the Board shall be the decision of the Board of Arbitration. The Board shall have no power to add to, subtract from, modify or disregard any of the provisions of this Agreement nor shall it have power to establish or determine any new wage rate, job classification or job differential. The decision of the Board, which shall contain a full statement of the grounds upon which the issue or issues are decided, shall be final and binding on the Union and the Company.

(f) Each party shall bear the expense of preparing and presenting its own case. The compensation and expenses of the impartial chairman and any other expenses of such Board shall be borne equally by the parties.

G9.03 (a) If the grievance involves a discharge or disciplinary action, the Board of Arbitration shall determine whether the discharge or disciplinary action was for just cause. If the Board of Arbitration finds that the discharge or disciplinary action was without just cause, the employee shall be reinstated. At the Board's discretion the employee may be granted lost seniority, the employee's basic weekly wage rate for straight time lost, and an additional amount not to exceed ten (10) percent of the former, such amount to be in lieu of all other losses which the employee may have incurred during the time the employee was separated from the Company. No other benefits, lost overtime opportunities, or other amounts shall be paid. The Board's total back pay award, as calculated above shall be reduced by: all interim earned income, including overtime earnings; unemployment compensation; termination pay; and

Company pension payments. The Board shall have the discretion to deduct other amounts deemed appropriate, such as Social Security Disability payments etc.

(b) If such grievance concerns any other determination of the Company involving the exercise of discretion, such determination shall not be set aside by the Board of Arbitration unless it shall find it to have been made arbitrarily or in bad faith.

G9.04 Any question in connection with the discipline, demotion or dismissal of any regular employee having less than one (1) year of net credited service, or any temporary employee having less than two (2) years of net credited service, at the time of such discipline, demotion or dismissal is *specifically excluded from the arbitration procedures* outlined in this Article.

G9.05 Any arbitration case which has not been scheduled for hearing by the parties within twenty-four (24) months of the date of initial receipt by the Company of the demand for arbitration, or thirty-six (36) months if the case involves a discharge, will be considered to have been finally disposed of under the provisions of Article G8, unless the Company and the Union mutually agree in writing to extend the time period.

ARTICLE G9A
Expedited Arbitration

G9A.01 The procedures herein will apply to arbitration involving disciplinary action which is specifically subject to arbitration under the collective bargaining agreement.

G9A.02 In lieu of *the procedures specified in Article G9 of this* Agreement, any grievance involving the suspension of an individual employee, except those which also involve an issue of arbitrablity, contract interpretation, or work stoppage (strike) activity and those which are also the subject of an administrative charge or court action shall be submitted to arbitration under the expedited arbitration procedure hereinafter provided within fifteen (15) calendar days after the filing of a request for arbitration. In all other grievances involving disciplinary action which are specifically subject to arbitration under Article G9 of this Agreement, both parties may, within fifteen (15) calendar days after the filing of the request for arbitration, elect to use the *expedited arbitration procedure hereinafter provided*. The election shall be in

writing and, when signed by authorized representatives of the parties, shall be irrevocable. If no such election is made within the foregoing time period, the arbitration procedure in Article G9 shall be followed.

G9A.03 As soon as possible after this Agreement becomes final and binding, a panel of 5 umpires shall be selected by the parties. Each umpire shall serve until the termination of this Agreement unless his or her services are terminated earlier by written notice from either party to the other. The umpire shall be notified of his or her termination by joint letter from the parties. The umpire shall conclude his or her services by settling any grievance previously heard. A successor umpire shall be selected by the parties. Umpires shall be assigned cases in rotating order designated by the parties. If an umpire is not available for a hearing within ten (10) working days after receiving an assignment, the case will be passed to the next umpire. If no one can hear the case within ten (10) working days, the case will be assigned to the umpire who can hear the case on the earliest date.

G9A.04 The procedure for expedited arbitration shall be as follows:

(a) The parties shall notify the umpire in writing on the day of agreement or date of arbitration demands in suspension cases to settle a grievance by expedited arbitration. The umpire shall notify the parties in writing of the hearing date.

(b) The parties may submit to the umpire prior to the hearing a written stipulation of all facts not in dispute.

(c) The hearing shall be informal without formal rules of evidence and without a transcript. However, the umpire shall be satisfied 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 third step of the grievance procedure.

(f) The time limits in (a) and (d) of this Section may be extended by agreement of the parties or at the umpire's request, in either case only in emergency situations. Such extensions shall not circumvent the purpose of this procedure.

(g) In any grievance arbitrated under the provisions of this Section, the Company shall under no circumstances be liable for backpay for more than six (6) months (plus any time that the processing of the grievance or arbitration was delayed at the specific request of the Company) after the date of the disciplinary action. Delays requested by the Union in which the Company concurs shall not be included in such additional time.

(h) The umpire shall have no authority to add to, subtract from or modify any provisions of this Agreement.

(i) The decision of the umpire will settle the grievance, and the Company and the Union agree to abide by such decision. The compensation and expenses of the umpire and the general expenses of the arbitration shall be borne by the Company and the Union in equal parts. Each party shall bear the expense of its representatives and witnesses.

(j) The time limit for requesting arbitration under this provision shall be the same as in existing procedures.

Article G9B
Mediation

MEDIATION PROCEDURES

G9B.01 For grievances involving discharges or disciplinary suspensions which are specifically subject to arbitration under Article G9 of this

Agreement, the parties may, jointly, within thirty (30) calendar days after the conclusion of the final step of the grievance procedure, elect to use the mediation procedures hereinafter provided. The election shall be in writing and signed by an authorized representative of the parties.

G9B.02 A panel of five mediators shall be selected by the parties. Each mediator shall serve until his or her services are terminated by written notice from either party to the other. The mediator shall be notified of his or her termination by joint letter from the parties. Mediators shall be assigned cases in rotating order designated by the parties. If a mediator is not available for conference within thirty (30) calendar days after receiving an assignment, the case will be passed to the next mediator. If a case cannot be scheduled within thirty (30) calendar days, the case will be assigned to the mediator who can conference the case on the earliest date.

G9B.03 The procedures for mediation shall be as follows:

(a) The parties shall notify the assigned mediator in writing of their decision to use mediation and the location of the conference.

(b) The Mediation Conferences will normally be held at the following locations:

Local 2222	Boston, Massachusetts
Local 2313	Fitchburg, Massachusetts
Local 2320	Manchester, New Hampshire
Local 2321	North Andover, Massachusetts
Local 2322	Brockton, Massachusetts
Local 2323	Providence, Rhode Island
Local 2324	Springfield, Massachusetts
Local 2325	Worcester, Massachusetts
Local 2326	Burlington, Vermont
Local 2327	Portland, Maine

(c) The spokesperson for the Company will be a Director-Labor Relations or his or her designee. The spokesperson for the Union will be the Business Manager or his or her designee. No attorney will attend the Mediation Conference.

(d) In addition to the individuals identified above, the grievant, a Local Union designated representative, the grievant's

supervisor and level three manager or designee will normally attend the Mediation Conference. Attendance by others at the Mediation Conference shall be only upon mutual consent of the parties.

(e) All written material that is presented to the mediator or to the other party shall be returned to the party presenting the material at the termination of the Mediation Conference. The mediator may, however, retain one copy of the written grievance to be used solely for purposes of statistical analysis.

(f) Proceedings before the mediator shall be informal in nature. The issue mediated will be the same as the issues the parties have failed to resolve through the grievance process. The rules of evidence will not apply, and no transcript of the Mediation Conference shall be made. The presentation of evidence is not limited to that presented at Step 2 or Step 3 of the grievance procedure.

(g) The mediator may meet separately with the parties during the Mediation Conference, for the purpose of resolving the grievance. However, the mediator does not have the authority to compel the resolution of the grievance.

(h) If the Company and Union agree to settle the grievance, such settlement resulting from the conference shall not be precedent-setting.

(i) If no settlement is reached during the Mediation Conference, the mediator shall provide the parties with an immediate oral advisory opinion, unless both parties agree that no opinion shall be provided. The mediator shall state the basis for his or her advisory opinion.

(j) If no settlement is reached as a result of the Mediation Conference, the grievance may be scheduled for arbitration in accordance with Article G9 provided that written notice is received by the Company no later than thirty (30) calendar days after the conclusion of the Mediation Conference.

(k) In the event that a grievance which has been mediated subsequently is arbitrated, no person serving as a mediator

between these parties may serve as the arbitrator. Neither party may at the arbitration hearing refer to statements or settlement proposals made by the other party in connection with the Mediation Conference or any statements made by the Mediator.

(l) By agreeing to schedule a Mediation Conference, the Company does not acknowledge that the case is properly subject to arbitration and reserves the right to raise issues of arbitrability notwithstanding its agreement to schedule such a conference.

(m) The compensation and expenses of the mediator and the general administrative expenses of the Mediation Conference shall be borne equally by the parties. The Company shall pay for the grievant and no more than one (1) Union representative for attendance at the Mediation Conference.

(n) The mediator shall conduct no more than four (4) mediation conferences per day.

ARTICLE G10
No Strike

G10.01 The Union agrees that during the term of this Agreement, or any extension thereof, it will not cause or permit its members to cause, nor will any member of the Union take part in, any strike of or other interference with any of the Company's operations or picketing of any of the Company's premises; provided, however, that nothing in this Article shall in any way enlarge, diminish or affect whatever the rights and obligations of the parties are now or may be from time to time with respect to any refusals to cross lawful picket lines established by other Unions at locations other than the Company's premises.

ARTICLE G11
Management Rights

G11.01 Subject only to the limitations contained in this Agreement the Company retains the exclusive right to manage its business including (but not limited to) the right to determine the methods and means by which its operations are to be carried on, to assign and direct the work force and to conduct its operations in a safe and effective manner.

ARTICLE G12
Benefits

EMPLOYEES' PENSIONS, DISABILITY BENEFITS AND DEATH BENEFITS

G12.01 The Verizon Pension Plan for New York and New England Associates, as amended, and the Verizon Sickness and Accident Disability Plan for New England Associates, as amended, together with all procedures authorized in connection therewith shall be considered part of this Agreement.

G12.02 In the event the Company proposes to exercise the right provided in the "Changes in the Plan" sections of the Plans, by action affecting the benefits or privileges of employees represented by the Union, it will before doing so, notify the Union of its proposal and afford the Union a period of sixty (60) calendar days for bargaining on said proposal; provided, however, that no change may be made in the Plans which reduce or diminish the benefits or privileges provided thereunder as they apply to employees represented by the Union without its consent.

G12.03 Any question arising in connection with the Plans, except a claimed violation of paragraph G12.02 of this Article, is specifically excluded from the arbitration procedures outlined in Article G9 of the Agreement.

GROUP LIFE INSURANCE PROGRAM

G12.04 The Verizon Group Life Insurance Plan for New York and New England Associates, as amended (which includes Supplementary Group Life Insurance) is hereby incorporated by reference as part of this Agreement.

G12.05 Any question arising in connection with the Verizon Group Life Insurance Plan for New York and New England Associates other than the Company's determination of eligibility for insurance, annual basic rate of pay or date of termination of individual insurance coverage for any employee with respect to the determination of benefits under those plans is specifically excluded from the arbitration procedures outlined in Article G9 of the Agreement.

MEDICAL EXPENSE PLAN AND ALTERNATE CHOICE PLAN

G12.06 The Verizon Medical Expense Plan for New York and New England Associates, as amended, and the Verizon Alternate Choice Plan for New York and New England Associates are hereby incorporated by reference as part of this Agreement.

G12.07 Certain employees may be eligible for extended coverage under the Verizon Medical Expense Plan for New York and New England Associates, or the Verizon Alternate Choice Plan for New York and New England Associates as provided for in Article G12A, Extended Medical Coverage.

G12.08 All questions arising in connection with the Verizon Medical Expense Plan for New York and New England Associates, the erizon Alternate Choice Plan for New York and New England Associates, or xtended Medical Coverage other than the Company's determination of term of mployment or basic rate of pay for the administration of this Plan are pecifically excluded from the arbitration procedures outlined in Article G9 of the greement.

DENTAL EXPENSE PLAN

G12.09 The Verizon Dental Expense Plan for New York and New England Associates, as amended, is hereby incorporated by reference as part this Agreement.

12.10 All questions arising in connection with the Verizon Dental Expense Plan for New York and New England Associates other than the mpany's determination of eligibility of employees in the bargaining unit for verage under the Plan are specifically excluded from the arbitration procedures tlined in Article G9 of the Agreement.

NTICIPATED DISABILITY PROGRAM

12.11 The Verizon Anticipated Disability Program for New York and New England Associates, as amended, is hereby incorporated by erence as part of this Agreement.

12.12 All questions arising in connection with the Verizon Anticipated Disability Program for New York and New England Associates, other n eligibility of employees for reinstatement under the Program, are specifically luded from the arbitration procedures outlined in Article G9 of this Agreement.

VISION CARE PLAN

G12.13 The Verizon Vision Care Plan for New York and New England Associates (including the VDT User Eyecare Program) is hereby incorporated by reference as part of this Agreement.

G12.14 All questions arising in connection with the Verizon Vision Care Plan for New York and New England Associates (including the VDT User Eyecare Program) are specifically excluded from the grievance and arbitration procedures outlined in Articles G8 and G9 of the Agreement.

LONG TERM DISABILITY PLAN

G12.15 The Verizon Long Term Disability Plan for New York and New England Associates is hereby incorporated by reference as part o this Agreement.

G12.16 All questions arising in connection with the Verizon Long Terr Disability Plan for New York and New England Associates are specifically excluded from the grievance and arbitration procedures outlined ir Articles G8 and G9 of this Agreement.

SAVINGS AND SECURITY PLAN

G12.17 The Verizon Savings and Security Plan for New York and Nev England Associates, as amended, is hereby incorporated b reference as part of this Agreement.

G12.18 All questions arising in connection with the Verizon Savings an Security Plan for New York and New England Associates, other tha the Company's determination of eligibility of employees to participate in the Pla are specifically excluded from the arbitration procedures outlined in Article G9 the Agreement.

STOCK OPTION PLAN

G12.19 The Verizon Stock Option Plan for New York and New Englar Associates, as amended, is hereby incorporated by reference as pa of the Agreement.

G12.20 All questions arising in connection with the Verizon Stock Option Plan for New York and New England Associates are specifically excluded from the grievance and arbitration procedures outlined in Articles G8 and G9 of the Agreement.

LONG TERM CARE INSURANCE PLAN

G12.21 The Verizon Long Term Care Insurance Plan for New York and New England Associates, as amended, is hereby incorporated by reference as part of the Agreement.

G12.22 All questions arising in connection with the Verizon Long Term Care Insurance Plan for New York and New England Associates are specifically excluded from the grievance and arbitration procedures outlined in Articles G8 and G9 of the Agreement.

ELIGIBILITY

G12.23 Upon commencement of employment, all regular and temporary employees shall be eligible for benefits under the provisions of the following plans:

- The accident provisions of the Verizon Sickness and Accident Disability Benefit Plan for New England Associates;
- The Verizon Anticipated Disability Program for New York and New England Associates; and
- The VDT provisions of the Verizon Vision Care Plan for New York and New England Associates.

All regular and temporary employees with at least six (6) months Net Credited Service as computed under the Verizon Pension Plan for New York and New England Associates, as amended, shall be eligible for benefits under the provisions of the following plans:

- The sickness provisions of the Verizon Sickness and Accident Disability Benefit Plan for New England Associates;
- The Verizon Group Life Insurance Plan for New York and New England Associates;
- The Verizon Long Term Disability Plan for New York and New England Associates; and
- The Verizon Long Term Care Insurance Plan for New York and New England Associates.

All regular and temporary employees with at least three (3) month of Net Credited Service as computed under the Verizon Pension Plan for New Yor and New England Associates, as amended, shall be eligible for benefits under th provisions of the following plans:

- The Verizon Medical Expense Plan for New York and Ne England Associates;
- The Verizon Alternate Choice Plan for New York and Ne England Associates;
- The Verizon Dental Expense Plan for New York and New Englan Associates; and
- The Verizon Vision Care Plan for New York and New Englan Associates.

Prior to attaining three (3) months of Net Credited Service, employees can obtai benefits under the foregoing four (4) plans on a fully contributory basis, i accordance with the terms of the specific Plan.

Eligibility under the Verizon Pension Plan for New York and New Englan Associates, the Verizon Savings and Security Plan for New York and New Englan Associates, and the Verizon Stock Option Plan for New York and New Englan Associates is governed by the terms of each respective plan. All other eligibilit provisions of each of the plans named herein also apply.

ARTICLE G12A
Extended Medical Coverage

G12A.01 Regular employees who are not eligible for a service pension an (i) whose employment is terminated as a result of layoff o application of the force adjustment plan; or (ii) who elect to leave the service o the Company pursuant to the provisions of the Income Protection Plan, shal continue to remain eligible for coverage for up to eighteen (18) months under th Verizon Medical Expense Plan for New York and New England Associates, th Verizon Alternate Choice Plan for New York and New England Associates, or the successor plans, as follows:

(a) An employee whose net credited service is five (5) years o more will be eligible for coverage at Company expense for period of six (6) months following the month in whic employment is terminated. The employee may elect t continue such coverage for an additional twelve (12) month

at the employee's expense by paying the monthly premium amount.

(b) An employee whose net credited service is at least one (1) year but less than five (5) years will be eligible for coverage at Company expense for a period of three (3) months following the month in which employment is terminated. The employee may elect to continue such coverage for an additional fifteen (15) months at the employee's expense by paying the monthly premium amount.

(c) An employee with less than one (1) year of net credited service who is eligible for coverage at the time of termination of employment may elect to continue such coverage at the employee's expense for a period of eighteen (18) months following the month in which employment is terminated by paying the monthly premium amount.

G12A.02 The extended medical coverage shall be on the same basis and in the same amount to which the employee or the employee's ependent(s) was entitled immediately prior to the employee leaving the service f the Company. If during the period of any extended medical coverage, as set orth above, the medical expense coverage is changed for employees who remain n the payroll, the same changes will be applied to persons participating in this xtended medical coverage program.

ARTICLE G13
Monthly Pension Benefit

G13.01 Subject to the provisions of the Verizon Pension Plan for New York and New England Associates applicable to employees covered by his Agreement, together with all procedures authorized in connection therewith, n employee's basic monthly retirement benefit shall equal the dollar amount hown from the appropriate pension band for that employee in the following able, according to date of retirement, multiplied by such employee's years and ionths of service (prorated for any period of time during which the employee was mployed on a part time basis).

For Retirement Commencing

Pension Band Number	On and After 7/1/00 To Be Effective 7/1/00 Monthly Benefit	On and After 7/1/01 To Be Effective 7/1/01 Monthly Benefit	On and After 7/1/02 To Be Effective 7/1/02 Monthly Benefit	On and After 7/1/03 To Be Effective 7/1/0 Monthly Benefi
101	29.98	31.48	33.05	34.37
102	31.25	32.81	34.45	35.83
103	32.55	34.18	35.89	37.33
104	33.79	35.48	37.25	38.74
105	35.05	36.80	38.64	40.19
106	36.31	38.13	40.04	41.64
107	37.61	39.49	41.46	43.12
108	38.88	40.82	42.86	44.57
109	40.15	42.16	44.27	46.04
110	41.39	43.46	45.63	47.46
111	42.67	44.80	47.04	48.92
112	43.94	46.14	48.45	50.39
113	45.20	47.46	49.83	51.82
114	46.46	48.78	51.22	53.27
115	47.71	50.10	52.61	54.71
116	49.00	51.45	54.02	56.18
117	50.26	52.77	55.41	57.63
118	51.52	54.10	56.81	59.08
119	52.79	55.43	58.20	60.53
120	54.06	56.76	59.60	61.98
121	55.30	58.07	60.97	63.41
122	56.59	59.42	62.39	64.89
123	57.85	60.74	63.78	66.33
124	59.10	62.06	65.16	67.77
125	60.38	63.40	66.57	69.23
126	61.64	64.72	67.96	70.68
127	62.92	66.07	69.37	72.14
128	64.18	67.39	70.76	73.59
129	65.44	68.71	72.15	75.04
130	66.70	70.04	73.54	76.48
131	68.00	71.40	74.97	77.97
132	69.24	72.70	76.34	79.39
133	70.51	74.04	77.74	80.85
134	71.78	75.37	79.14	82.31
135	73.01	76.66	80.49	83.71

ARTICLE G14
Personal Leave of Absence

G14.01 Leaves of absence may be granted to an employee for personal reasons upon written request stating the reason, and approved by the Company. Such leaves of absence may be extended upon written request, stating the reason, and approved by the Company.

G14.02 Upon return from a personal leave of absence, an employee shall be reinstated on the same wage table and at the rate of pay then in effect. The employee shall return to the same assignment or an assignment generally similar to that in which the employee was last engaged prior to the leave of absence.

G14.03 Personal leaves of absence shall not break the continuity of service, but if such period of absence exceeds one (1) month, the excess over one (1) month shall be deducted when computing net credited service, unless provided otherwise under a particular type of leave.

ARTICLE G14A
Military Service

ABSENCE FOR MILITARY SERVICE

G14A.01 Where an employee, in order to fulfill an obligation to perform military training and service, enlists in one of the reserve components of the Armed Forces, the employee's absence from the Company pursuant to their initial assignment to active duty for training exceeding one month (usually a six-month period commencing within 120 days of enlistment) shall be covered by a personal leave of absence, with credit for service and with eligibility to death benefits, all in accordance with the terms of the Benefit Plan. If disabled by sickness or injury during the leave of absence sickness disability benefits shall not be payable during the period for which the leave of absence is granted. If such disability extends for eight days or more beyond the expiration of the leave of absence, eligibility to sickness disability benefits, subject to the provisions of the Benefit Plan, will be reestablished on the day following the expiration date. The period of absence shall be credited for purposes of pay progression. The inclusive dates of the leave of absence shall be the dates indicated by the employee's orders to active duty.

REGULAR OR ADDITIONAL MILITARY TRAINING DUTY

G14A.02 Where an employee who is a member of one of the reserve components of the Armed Forces is required to perform training other than an initial period of extended active duty for training, the employee's absence from the Company (usually for a two-week annual encampment or cruise, but in some instances for longer periods due to special study, instruction or training courses) shall be covered by a personal leave of absence. The period of such leave of absence in excess of the first month shall be deducted in the determination of the employee's term of employment under the Benefit Plan. If disabled by sickness or injury during the leave of absence, sickness disability benefits shall not be payable during the period for which the leave of absence is granted. If such disability extends for eight days or more beyond the expiration of the leave of absence and the duration of the leave of absence is not more than six months, eligibility to sickness disability benefits, subject to the provisions of the Benefit Plan, will be reestablished on the day following the expiration date. Where the period of the leave of absence exceeds six months, eligibility to sickness disability benefits will not be reestablished except upon the employee's return to work. In the event of death during the period (not exceeding one year) of a leave of absence granted in accordance with the provisions of this Paragraph, a death benefit will be payable subject to the provisions of the Benefit Plan. The period of absence in excess of the first month will not be credited for purposes of pay progression. The inclusive dates of the leave of absence shall be the dates indicated by the employee's orders to duty.

EMERGENCY MILITARY SERVICE

G14A.03 Employees who are members of the National Guard and who are called into active emergency service of a State will be excused for the necessary period of such service. If the period of such service should extend beyond 30 days, the treatment provided will be governed by the circumstances prevailing at the time.

PAYMENT FOR ABSENCE

G14A.04 Regular employees who are absent for military training duty in the reserve component of the Armed Service shall be paid the difference between Company pay and Government pay in connection with the first eleven scheduled working days of absence, including holidays, in any one calendar year. When an employee is required to meet these training obligations twice within the same calendar year, due to the overlap between fiscal and calendar years, the

difference between Company pay and Government pay may be paid for both training periods, except that the total amount of the difference paid over a period of two (2) consecutive calendar years shall not exceed the equivalent of two (2) weeks for each calendar year during the same period.

G14A.05 Regular employees granted leaves of absence because of induction under the Selective Services Act of 1948 as amended, or as a member of the reserve components of the Armed Forces, including National Guard ordered or called into active military service, who have less than one year of net credited service on the date the leave begins will receive the difference between their Company pay and Government pay for the first two weeks of military service. Employees granted such leaves of absence who have more than one year net credited service on the date the leave begins will receive the difference between their Company pay and Government pay for the first three months of Military Service or for any shorter period of such service. Following completion of payments to employees on such leaves, regardless of length of service, who have spouses or dependent children under 18 years of age at the commencement of their leave will receive for a further period of three months the difference between Company pay and Government pay determined as of the beginning of such additional three-month period. For these purposes, Government pay will include basic pay, pay for special or hazardous duty, quarters allowance, plus any other family allowances provided by law.

RETURN FROM MILITARY SERVICE

G14A.06 The rate of pay of employees on return from military leaves will be the same as if they had worked continuously with the Company in the jobs held when such leave was granted.

RETROACTIVE PAYMENTS OF RATING DIFFERENTIALS

G14A.07 If the veteran, after reemployment, qualifies for a rating to which they were eligible during the period of their military leave and is ssigned the employee will be entitled to retroactive payment of the rated wage ifferential under the following condition.

(a) If, during the period of a military leave an employee becomes eligible to apply for a rating and passes the rating within the time specified in Note 3, after reemployment, the employee will receive the differential between the reemployment rate and the rating wage step determined by their military service credit

retroactive to date of reemployment but not to exceed a total of 65 weeks' retroactive payments.

Note 1: "Military Service Credit" shall mean the number of months on military leave of absence credited for wage progression. Retroactive wage payments shall be calculated in accordance with the wage schedules in effect at the date of reemployment.

Note 2: For the purpose of this practice: "Rating" shall refer to the ratings available for the rated job titles as identified in Article G33.

Note 3: The specified time, after reemployment, for acquiring a rating to which employee was eligible during the period of military leave is as follows:

(a) Two years if period of military leave of more than one year. In calculating this "period of military leave of more than one year" the extended period of the military leave of absence from the date of military discharge to date of reemployment set forth in G14A.14-G14A.16 shall be included.

(b) Period of military leave of one year or less-Double the period of military leave up to two years in which to acquire the rating to which employee became eligible during the military leave. In calculating this "period of military leave of one year or less", the extended period of the military leave of absence from date of military discharge to the date of reemployment set forth in G14A.14-G14A.16 shall be included in totaling the one year

RETROACTIVE RATING DATES

G14A.08 If the veteran, after reemployment, qualified for a rating to whicl they were eligible during the period of their military leave, th veteran will be entitled to retroactive rating dates under conditions outlined i paragraph G14A.09. In no case will the rating seniority granted the veteran b better than the employee might have obtained if they had remained in th Company's employ.

G14A.09 The "base date" will be understood to mean the retroactive da "within the period of their full military leave" on which tl employee would have been eligible to the rating if the employee had work continuously with the Company in the job held when military leave was grant The base date therefore will in no case be earlier than the first day of military lea

TRANSFER TO A DIFFERENT RATED JOB TITLE

G14A.10 If a veteran entered military service while employed in a rated job title and subsequent to reemployment, transfers to another rated job title the employee will be eligible to retroactive wage treatment equal to but in no case exceeding the retroactive wage treatment to which they were entitled in their original assignment in accordance with G14A.07, Note 3. In case of such transfer the employee will be eligible to retroactive rating treatment based on the date of transfer.

EMPLOYEE WITH PRIOR EXPERIENCE IN A RATED JOB TITLE WHO ENTERED MILITARY SERVICE DIRECTLY FROM A NONRATED JOB TITLE

G14A.11 An employee transferred from rated work to nonrated work because of lack of work or an employee with rated service followed by a break in Company service who is reemployed in a nonrated job title will receive the following treatment if the employee subsequently enters the military service. Upon reemployment, the employee will be reassigned to rated work or to a higher paid nonrated job title providing their seniority rights would have entitled the employee to such transfer had the employee not entered the military service. The employee will be given rated or higher paid nonrated job title retroactive seniority treatment as of the day the employee would have been transferred had the employee not entered the military service.

G14A.12 The junior assigned employee in a rated or higher paid nonrated job title may be displaced or bumped by a reemployed veteran when the retroactive seniority rights of the returned employee are greater than the seniority rights of the junior assigned employee and when it is necessary to displace the junior assigned employee in order to reassign the returned employee to rated or higher paid nonrated job title and thus give effect to the greater seniority rights of the returned employee. Management will notify the reemployed veteran of their right to displace or bump a junior employee on a particular assignment and employee must assert this right within 15 days after notification. However, the requirements of the service shall be the controlling factor and reassignment may be held in abeyance to meet service requirements.

RETROACTIVE SENIORITY RIGHTS

G14A.13 Retroactive seniority ratings will receive consideration in accordance with the Contract for transfers to fill vacancies (bidding) and for choice in shifts when for any reason, reassignments are

necessary. However, in all cases the requirements of the service will be a controlling factor with treatment in accordance with the contract.

EXTENDED MILITARY LEAVE PERIOD

G14A.14 The veteran shall be provided with an extension of the military leave of absence from date of military discharge to date of reemployment, not to exceed 90 days after the employee is relieved from military training and service or from hospitalization continuing after discharge. However, reservist performing a short tour of training duty or an employee rejected for military service shall be limited to an extension of 30 days. This military leave extension period of 90 or 30 days shall be known as "the extended military leave period." It is not intended that the veteran will lose the benefits outlined herein if the employee is eligible to ratings within the allowable military leave period and elects to return to work before the date of eligibility to rating.

G14A.15 If the employee passes the rating within the specified time interval after reemployment, the rating will be made retroactive to the date the employee became eligible to pass the rating, i.e., the "base date" for the rating is the date the employee became eligible to the rating after military discharge but subsequent to reemployment.

G14A.16 If the employee passes the rating within the specified time interval the employee will be paid the difference between the reemployment wage actually received on date the employee became eligible for rating and the rated wage rates retroactive to the rating date, not to exceed the limit stated in the preceding paragraphs.

ARTICLE G15
Excused Work Days

G15.01 Each employee who has at least six (6) months of net credited service on January 1 of any year shall be eligible for four (4) Excused Work Days with pay and one (1) Excused Work Day without pay during that year.

G15.02 Employees who do not work on their paid Excused Work Day shall be paid for the day as if for a normal or standard day worked (excluding any wage incentive or productivity payments) provided they are on the active payroll of the Company on that Excused Work Day.

G15.03 One (1) paid Excused Work Day in each calendar year may be designated by the Company for employees in an administrative work group (as designated by the Company) or in any larger group, including the entire Company. Employees (except occasional employees) in any such group for which an Excused Work Day is designated by the Company and who are not otherwise eligible for a paid Excused Work Day shall be excused and paid for such designated day as set forth in paragraph G15.02 provided they are on the active payroll of the Company on the designated Excused Work Day.

G15.04 Employees may designate two (2) Excused Work Days on a reserved basis, for personal, immediate needs, to be taken on short notice and in increments of one-half of a day's assigned tour. The immediate supervisor or the supervisor in charge will grant up to one (1) short notice requests for such excused work time in each one-half tour on that day, if made prior to the start of the one-half tour requested. However, additional requests for such time on that day may be granted subject to the force requirements of the work group. Any unused time remaining on the days reserved for personal, immediate needs shall be taken on those days.

G15.05 Employees who are on vacation or absent with pay on their paid Excused Work Day for reasons other than having observed it as an Excused Work Day shall have their paid Excused Work Day rescheduled if a vacation day would have been rescheduled under the same circumstances.

G15.06 If employees agree to work on their paid Excused Work Day and the Company determines that the day cannot be rescheduled, they shall be paid as applicable in accordance with the following subparagraphs:

(a) Employees who agree to work before the work schedule becomes fixed shall receive one (1) day's pay as set forth in paragraph G15.02 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 scheduled day of work.

(b) Employees who agree to work after the work schedule becomes fixed shall receive one (1) day's pay as set forth in paragraph G15.02 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 Article.

G15.07 Excused Work Days shall be selected in order of seniority.

G15.08 Excused Work Days shall be selected by employees within each vacation group from the vacation schedule after full week and reserve week vacations have been selected.

G15.09 Employees may select such days on a reserved or committed day-at a-time basis, or a combination thereof.

G15.10 The period during which the Excused Work Days may be scheduled shall extend through the last weekly payroll period beginning in May of the following calendar year.

G15.11 Changes in Excused Work Day schedules may be granted to an employee on the basis of the earliest request to the employee' immediate supervisor, subject to the needs of the business and force requirement of the work group; otherwise the Excused Work Days must be used as scheduled

ARTICLE G16
New Job Titles and Job Classifications

G16.01 Whenever the Company determines it appropriate to create a new job title or job classification in the bargaining unit, or restructur or redefine an existing one, it shall notify the Union in writing of such job title o classification and shall furnish a description of the duties and the wage rates o schedules initially determined for such job titles or classifications. Such wag rates or schedules shall be designated as temporary. Following such notice to th Union, the Company may proceed to staff such job title or classification.

G16.02 The Union shall have the right, within thirty (30) days from recei of notice from the Company, to initiate negotiations concerning th initial wage rates or schedules established as temporary by the Company. negotiations are not so initiated, the temporary designation shall be remov from the job title or classification.

G16.03 If negotiations are initiated, the parties will make a good faith attempt to reach agreement within ninety (90) days following the initiation of negotiations. If agreement is reached between the parties within this ninety (90) day period, the temporary designation shall be removed from the job title or classification.

G16.04 If the parties are unable to reach agreement within the aforesaid ninety (90) day period, then each party shall deliver to the other, in writing, on the ninetieth (90th) day, its final position on the wage rates and schedules. Within three (3) business days of such delivery to the other party, either party may deliver a written modified final position to the other, provided such written modified final position is closer to the final position of the other party. If no such written modification is delivered, then such final positions may be submitted by the Union to a neutral third party as provided for in paragraph G16.06. If not so submitted, the temporary designation shall be removed from the job title or classification and the Company's final position will be the wage rate or schedule.

G16.05 If, however, one party delivers to the other a written modified final position within three (3) business days, then such other party may deliver a written modified final position within three (3) business days following delivery of the first party's written modification. This process may continue as long as either party delivers a written modified final position within three (3) business days following the delivery to it of a written modified final position by the other party. All modified final positions must be closer to the most recent position of the other party. This process shall end when a party stands on its most recent position for three (3) business days after the delivery of the other party's most recent position. The most recent position of each party may then be submitted by the Union to a neutral third party as provided for in G16.06. If not so submitted, the temporary designation shall be removed from the job title or classification and the Company's final position will be the wage rate or schedule.

G16.06 The neutral third party referred to above shall be selected by mutual agreement of the parties following receipt by the Company of written notice from the Union of its intention to submit the most recent positions of the parties to a neutral third party. Such notice must be received by the Company within thirty (30) days after the delivery of the most final positions.

G16.07 Hearings and post-hearing activities shall be conducted in accordance with the provisions of Article G9 and shall commence within thirty (30) days after selection of the neutral third party.

G16.08 The neutral third party shall issue a determination and supporting opinion in writing within sixty (60) days after the close of the hearing. Such determination shall be limited to selecting the most recent position of one of the parties as the wage rate of the job title or classification in dispute. In determining the wage rate, the neutral third party shall not consider any wage rates previously determined by a neutral third party pursuant to this Article. The decision of the neutral third party will be retroactive to the date on which the Company first staffed such job title or classification; provided however, that the Company shall be liable only for retroactive wage adjustments including overtime computation, and that there will be no other kinds of adjustments.

G16.09 The decision of the neutral third party shall be binding on the parties. The third party shall have no authority to add to, subtract from or modify any provisions of this Agreement. The sole means for attempting to resolve any question arising in connection with the Company's determination referenced in this Article, or any other question arising under this Article, shall be through the grievance procedure of this Agreement (Article 8). No question arising under this Article shall be subject to arbitration, except as specifically provided in this Article.

ARTICLE G17
Classification and Treatment of Part Time Employees

G17.01 The classification of a part time employee is based on the employee's "part time equivalent work week" which shall be determined prospectively by dividing the employee's total normally scheduled hours per month by 4.35 and rounding the result to the next higher whole number. (Illustration: 68 hours per month divided by 4.35 equals 15.6, rounded to a "part time equivalent work week" classification of 16).

G17.02 The "part time equivalent work week" classification of each part time employee shall be reviewed by the Company no less often than every six (6) months on April 1 and October 1 of each year and adjusted on a prospective basis, if appropriate. In determining whether such adjustment is appropriate, the Company will consider the actual average number of hours worked per month during the preceding six (6) month period and the likelihood that such number of work hours will continue for a reasonably foreseeable period of time except that any hours worked which are paid at the overtime rate shall not be counted in computing the average number of hours worked.

G17.03 Except as otherwise provided for in paragraph G17.04, a part time employee 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.

G17.04 All hours worked by a part time employee in Customer Service Centers, Kiosks, DM/DR (Direct Marketing/Direct Response) Centers and any equivalent retail sales or service centers operation, shall be paid at the equivalent basic hourly rate for a comparable full time employee (excluding evening and night differential, Saturday differential, Saturday and Sunday premiums, holiday premium, or any other differentials or premiums) working a normal daily tour in the same job title, classification, and work group. Payment to such 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.

G17.05 Payments to a regular part time employee for sickness disability, accident disability, or death benefits, vacations, holidays, anticipated disability leave, sickness absence, or termination allowance (or its equivalent) shall be prorated based on the relationship of the individual 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 and work group. A part time employee shall not be paid for time not worked on a holiday or for incidental absence due to sickness to which entitled unless such holiday or absence due to sickness occurs on a day of the week on which the employee is normally scheduled to work.

G17.06 Employees 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) hours 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) hours 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) hours or more shall be eligible for such coverage on the same basis as a regular full time employee.

Note: For the term of this Agreement, regular employees who were on the active payroll of the Company as of December 31, 1980, and who work part time on or after January 1, 1981, without a break in term of employment, shall continue to be covered under the plans in this paragraph G17.06 on the same basis as a regular full time employee regardless of classification.

G17.07 All part time employees, regardless of work location or environment, when eligible for paid and unpaid Excused Work Days in any year will be entitled to such time off 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. The amount of such time off to which entitled is best expressed in terms of hours, i.e., a part time employee with a classification of 15 on a comparable 40 hour tour shall be entitled to 12 paid Excused Work Day hours and 3 unpaid hours.

G17.08 Excused Work Days for part time employees normally shall only be granted on a scheduled work day and normally should cover the total hours in the scheduled work day. The excused time off paid for, however, should not exceed the number of hours the employee is scheduled to work that day, i.e., if scheduled to work 4 hours the excused work day time charged and paid for on that day may not exceed 4 hours.

G17.09 When the Excused Work Day hours for which an employee is entitled - either totally for the year or that portion remaining after the employee has utilized a number of scheduled work days - are less than the hours in any scheduled day of work they may be taken by having the employee work a partial tour and be excused and paid for the time equivalent to the remaining Excused Work Day entitlement.

ARTICLE G18
Safety and Health

G18.01 The Company will continue to make reasonable provisions for the safety and health of its employees during the hours of their employment, and the employees will be expected to cooperate with the Company.

G18.02 Safety is a concern to the Company and the Union. The Company and the Union mutually recognize the need for a work environment in which safe operations can be achieved in accomplishing all phases of work, and the need to promote better understanding and acceptance of the principles of safety on the part of all employees to provide for their own safety and that of their fellow employees, customers and the general public.

G18.03 To achieve the above principles, the Company and the Union agree to establish for the duration of this Agreement an advisory committee on safety principles at the Company headquarters level. The committee shall consist of not more than three (3) representatives each from the Company and the Union (to be appointed by the Company and the Union respectively). This committee shall meet from time to time as required but at least three (3) times per year.

G18.04 In connection with any safety activities, the Company agrees to reimburse only for the time spent by active employees for attendance at such committee meetings during the employee's scheduled tour at the employee's regular straight time rate of pay.

ARTICLE G19
Taxicab Fare

G19.01 An employee who becomes ill or meets with an accident during the tour of duty, necessitating transportation from place of work to home by taxicab, shall be reimbursed for the expense incurred by such trip.

ARTICLE G20
Termination Payments

G20.01 The following termination pay treatment will be applicable to a regular employee when the employee is laid off due to lack of work:

Net Credited Service	No. of Weeks' Pay	Net Credited Service	No. of Weeks' Pay
Less than 1 year	0	12 years	21
1 year	2	13 years	23
2 years	4	14 years	25
3 years	5	15 years	28
4 years	6	16 years	31
5 years	7	17 years	34
6 years	8	18 years	37
7 years	11	19 years	40
8 years	13	20 years	43
9 years	15	21 years	46
10 years	17	22 years	49
11 years	19	23 years and over	52

Note: Service of one-half year or more shall be considered a full year of service when the employee has more than one year of service.

G20.02 This termination pay treatment may also be applied in the sole discretion of the Company to a regular employee leaving the Company for other reasons.

G20.03 An employee who receives a termination allowance and is subsequently rehired before the expiration of the number of weeks upon which the termination allowance was computed shall be regarded as having received an advance for the excess number of weeks. The employee shall repay such amount to the Company through weekly payroll deductions at the rate of at least 10% of the employee's basic weekly wage.

ARTICLE G21
Reassignment Pay Protection Plan

G21.01 If, because of force surplus adjustments, employees are assigned to jobs where the rate of pay of the new job is less than the current rate of the employee's regular 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 job.

0 - 5 YEARS

Weeks 1 through 30	- No Reduction
Weeks 31 through 34	- 1/3 Reduction
Weeks 35 through 38	- 2/3 Reduction
Weeks 39 & thereafter	- Full Reduction

5 - 12 YEARS

Weeks 1 through 56	- No Reduction
Weeks 57 through 60	- 1/3 Reduction
Weeks 61 through 64	- 2/3 Reduction
Weeks 65 & thereafter	- Full Reduction

12 + YEARS

First Three (3) Years	- No Reduction
Weeks 1 through 4 of Fourth Year	- No Reduction
Weeks 5 through 8 of Fourth Year	- 1/3 Reduction
Weeks 9 through 12 of Fourth Year	- 2/3 Reduction
Week 13 & thereafter of Fourth Year	- Full Reduction

* During the three year period following the effective date of the assignment the employee shall continue to be paid while 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 assignment. Such employee, however, shall receive any increases in pay in amounts which are applicable for a comparable employee in the lower rated job to which assigned.

ARTICLE G22
Training and Retraining Programs

GENERAL

G22.01 The Company will offer, at Company expense, training and retraining programs to its employees for personal or career development and to employees being displaced to qualify for job vacancies as anticipated by the Company. When offering career development training covering advanced technical skills related to rated job titles, rated employees normally will be given priority.

G22.02 The personal or career development training and the job displacement retraining programs contemplated by this provision will be generic in nature and separate and distinguished from the current job specific training instruction.

PERSONAL OR CAREER DEVELOPMENT TRAINING

G22.03 Personal or Career development training programs will be designed as an educational self-development aid to assist regular employees in their personal development or preparing themselves for career progressio opportunities or job changes within the Company.

G22.04 Training under such program will be generic in nature as opposed to the job specific and will cover:

- Technical skills (basic electronics, transmission theory, compute concepts, electronic logic, fibre optics, etc.)
- Sales skills (interpersonal relationships, oral communication effective writing, marketing concepts, sales techniques, etc.)
- Clerical skills (typing, VDT operation, data entry, comput literacy and operation, etc.)
- Other fundamental skills (basic mathematics, skillful readin vocabulary development, grammar and usage, etc.)

G22.05 The Company will provide a sufficient number Training/Retraining Manuals for use by employees who particip in the program. Manuals will include:

- A basic explanation of qualifying tests (how to prepare for, typical contents, sample questions, etc.)
- Home study and developmental study program outlines
- List of approved courses and facilities offering such courses
- Educational counseling availability

G22.06 Any regular employee with at least one (1) year of net credited eligible to participate in such training program under the terms of uch program.

G22.07 Participation by employees in the Personal or Career development training program will be voluntary, and time spent by employees in uch training will be outside scheduled working hours and not paid or considered s time worked for any purpose.

G22.08 Successful completion by an employee of any training or courses offered pursuant to such program will be taken into account by the ompany when considering the employee for an upgrade or transfer.

RAINING ADVISORY BOARD

G22.09 There will be a Training Advisory Board which will consist of three union representatives and three management representatives (one whom will be the person in the Company responsible for training) who will eet periodically and have responsibility for:

(a) Furnishing advice to the Company on personal or career development and job displacement training courses and curricula;

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

(c) Evaluating the effectiveness of such training programs and courses and the delivery systems utilized;

(d) Encouraging employees to participate in and successfully complete the available training courses.

G22.10 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.

CONCLUSION

G22.11 Personal or Career development training programs anc Training/Retraining manuals offered under the provisions of thi Article may be revised at the sole discretion of the Company.

G22.12 Nothing in these programs will supersede the applicable promotior or transfer provisions of this Agreement.

ARTICLE G22A
Employee Development Programs

GENERAL

G22A.01 In order to raise the level of employee education, includin technical knowledge and customer focus, the Company and th Union will form an Employee Development Board consisting of the Vice Presiden Labor Relations, the Chairperson General Bargaining Committee, the Directo Human Resources Training & Development, or their designees, and three (3 representatives selected by the Union. The Board will meet periodically and ma be convened at the option of any party at mutually agreeable times. All action taken by the Board shall be by unanimous agreement.

FORMAL EDUCATION PROGRAMS

G22A.02 The Employee Development Board will appoint a team consistin of a Union and a Company representative. All actions taken by th team shall be by unanimous agreement. With oversight from the Board, the tear will recommend which colleges and universities to work with to develo implement, and monitor formal education programs selected by the Board an paid by the Company.

(a) Although the parties may choose to offer additional program the parties agree that the Company will initially fund and off

a degree program in telecommunications technology (hereinafter referred to as the NEXT STEP Program) which will include courses involving computers and electronics. The program also will address the subject of customer relations. The Union agrees not to boycott or interfere with the NEXT STEP Program.

(b) The Union/Company team may propose entrance criteria to the universities; however, the universities will determine the entrance criteria, academic standards, test criteria for exempting from courses, and requirements for granting a degree. Classes will be scheduled one work day per week.

(c) In addition to paying for the courses and programs, the Company will provide time off the job and pay employees for the time actually spent attending such courses and programs.

(d) All regular full time employees assigned to rated job titles in the Plant bargaining unit are eligible to attend the NEXT STEP Program if they otherwise meet the entrance criteria. Seniority as defined in the Seniority Article of the Labor Agreement will determine priority of attendance.

G22A.03 Upon commencing course work in the NEXT STEP Program, the following will apply:

(a) Upon successful completion of one half of the credits in the Program, the employee will be awarded a bonus payment in the amount of $1500.00. Upon successful completion of the Program employees shall remain on their rated job title and will be awarded a bonus payment of $2500.00. In determining whether an employee has successfully completed one half of the Program credits or the entire Program, the Company will take into account credits that an employee has earned including credits that were earned by passing a test for exemption from a course.

(b) When designated and assigned by management to special work assignments, NEXT STEP Program graduates shall be transferred, either permanently or temporarily, to the job title Telecommunications Assistant and will be placed at the maximum wage rate (48 month step) on Wage Table 1.

G22A.04 As agreed by the parties and with assistance from educators and/or qualified consultants, the Company and the Union will participate in the development of the content of the courses and the Company will offer courses on team building during working hours. Courses, such as, but not limited to, concepts of customer-focused teams, advanced team training, how to run effective meetings, interpersonal skills, diversity, stress management, customer service, goal setting, conflict resolution and problem solving might be offered.

JOB DISPLACEMENT TRAINING

G22A.05 The Company will develop and offer, during working hours, courses designed to assist employees to prepare for the following current tests or their replacements, if any, which are required in order to qualify for some bargaining unit positions: General Test Taking, Universal Test Battery – Revised (UTB-R), Technician Mini-Course (TMC), Facilities Assignment and Control System Loop Assignment Center Mini-Course-Revised, (FMLC-R), Customer Assistance Role Play (CART-M), Customer Contact Evaluation-Revised (CCE-R), Call Simulator Test (CST), Special Representative (Telephone) Assessment, Data Entry Test (DET) and other such qualifying tests as may be developed in the future. All regular employees in the bargaining units are eligible to attend these courses. Seniority will determine priority of attendance.

G22A.06 The Company will give all regular full time employees an opportunity to be tested for an assessment of their employment skills and abilities. These tests shall be strictly voluntary; the results shall be kept confidential. In addition, the Company will pay for courses related to the development of employable skills and abilities which employees take during non-working hours. Such courses may be covered by the Tuition Aid Program, but reimbursement may not be limited to courses covered by that program.

CONCLUSION

G22A.07 Employees will be allowed to take educational leaves in accordance with the provisions of the Enhanced Education Leave Program.

G22A.08 Any question arising in connection with this provision on "Employee Development Programs" is excluded from the arbitration provisions of the Labor Agreement.

ARTICLE G23
Income Protection Plan

23.01 When the Company pursuant to Article G25 ("Force Adjustment Plan"), notifies the Union in writing that a surplus exists, regular ıployees in the affected job titles and work locations may elect, in the order of nlority, and to the extent necessary to relieve the surplus, to leave the service of e Company and receive Income Protection payments under the procedures set th in this Article as provided for and modified by Article G25:

(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 the employee so elects, leave the service of the Company pursuant to this Article. Neither such determinations by the Company nor any other part of this Article shall be subject to arbitration.

(b) If the Company deems it appropriate, it may offer to regular full time employees, in job titles in which a surplus does not exist, the opportunity to leave the service of the Company pursuant to this Article. The job titles, job locations and the number of employees to receive the offer will be determined by the Company. Such offer to each employee shall be conditioned on the Company's obtaining a qualified replacement for that employee from the employees in surplus job titles. Employees who accept voluntary downgrades will have their pay reduced over a period of time, as provided for in Article G21, ("Reassignment Pay Protection Plan"). The provisions of this paragraph (b) will not be implemented by the Company unless and until regular employees in the surplus job titles and work locations have had an opportunity to elect to leave the service of the Company pursuant to paragraph (a) above. The transfer provisions of this paragraph are separate from and not governed by the transfer and vacancy provisions of this Agreement.

(c) The total number of employees who may make such election under paragraphs (a) and (b) combined shall not exceed the number of employees determined by the Company to be surplus.

(d) An employee's election to leave the service of the Company a receive Income Protection benefits must be in writing a transmitted to the Company within thirty (30) days from date of the Company's offer in order to be effective and it m not be revoked after such thirty (30) day period.

G23.02 The Company will pay Income Protection payments under Artı G23.01 as follows:

(a) For such employees the Company will make an Inco Protection Plan (IPP) payment of One Thousand O Hundred Dollars ($1,100.00), less withholding taxes, for e completed year of net credited service up to and includ thirty (30) years, for a maximum of Thirty Three Thousa Dollars ($33,000.00) prior to withholding taxes. In lieu regular IPP payments the Company may, in its discretion, o Enhanced IPP payments. Furthermore, prior to proceeding a layoff resulting from a surplus in any particular job title a layoff area, the Company will offer Enhanced IPP payme under Article G25.04. Enhanced IPP payments shall be eq to two times the applicable regular IPP payment (i.e., up t maximum of $66,000.00).

(b) If the total amount of the IPP payment (this reference to payments and subsequent ones include Enhanced IPP) p to deductions for taxes does not exceed Ten Thousand Doll ($10,000.00), that allowance shall be paid in a single lu sum within thirty (30) calendar days after the employee left the service of the Company.

(c) Except when (b) above applies, an employee may irrevoca elect to have the IPP payment made pursuant to one of following payment options:

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

(ii) Half of the IPP payment prior to deductions for taxes

a lump sum, with the remaining half paid in forty-eight (48) monthly payments as described in (i) above. Such lump sum payment shall be paid within thirty (30) calendar days after the employee has left the service of the Company.

G23.03 The years of net credited service in determining the IPP payment 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 applicable pension plan.

G23.04 If, within forty-eight (48) months, the recipient of an IPP payment is reemployed by the Company or by an affiliate or subsidiary company, or is engaged by or employed in a business or enterprise which competes directly with the Company or an affiliate or subsidiary, IPP payments will cease. If the IPP payment 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 the employee 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, unless the* employment is with a competitor, in which case repayment is due immediately.

G23.05 No termination, separation, layoff or similar allowances shall be paid to any employee who elects to leave the service of the Company or be separated from the payroll and receive Income Protection payments pursuant to this Article.

ARTICLE G24
Job Protection and Job Bank

GENERAL

G24.01 When the Company pursuant to Article G25 ("Force Adjustment Plan"), notifies the Union that a surplus exists it will then follow the procedures set forth in this Article as provided for and modified by Article G25.

JOB PROTECTION

G24.02 Prior to layoff, the Company will do the following, in the order and to the extent that the Company determines that such measures will relieve the surplus:

(a) Offer, throughout the layoff area, to regular full time employees who are in the job title in which the surplus exists, the opportunity to leave the service of the Company in accordance with the provisions of Article G23 ("Income Protection Plan").

(b) Offer to regular full time employees, in job titles in which a surplus does not exist, the opportunity to leave the service of the Company in accordance with the provisions of Article G23 ("Income Protection Plan"). The job titles, job locations and the number of employees to receive the offer will be determined by the Company. Such offer to each employee shall be conditioned on the Company's obtaining a qualified voluntary replacement for that employee from the employees in surplus job titles. Employees who accept voluntary downgrades will have their pay reduced over a period of time as provided for in Article G21 ("Reassignment Pay Protection Plan").

(c) Laterally transfer employees in order of seniority from surplu job titles and work locations to the extent necessary t eliminate the surplus at those locations, to job titles an locations where there is a need resulting from th implementation of any or all of the procedures set forth i paragraphs (a) or (b) above. The surplus job titles, surplu work locations and the locations to which employees will b laterally transferred will be determined by the Company.

JOB BANK

G24.03 In the event that the prior steps do not eliminate the surplus, th Company will establish a Job Bank. The vacancies to be includ in the Job Bank will be determined by the Company and generally will inclu one or more of the following:

(a) Current vacancies for regular employees in other job titles

the bargaining unit which are in the same or a lower pension band than the job titles in which the surplus exists.

(b) Current vacancies for regular employees, outside of the bargaining unit but within the Company, in job titles which are in the same or a lower pension band than the job titles in which the surplus exists.

(c) Current vacancies for regular employees, outside of the bargaining unit but within other NYNEX companies, in job titles which are in the same or a lower pension band than the job titles in which the surplus exists.

G24.04 At the time the Job Bank is established the Company will notify the Union which vacancies were placed in the Job Bank. The Company will determine which individuals employed by the Company will be considered by the Company for placement in the vacancies and in what manner the vacancies will be filled.

G24.05 The Company will then offer, to the surplus individuals identified in paragraph G24.04 above, in order of seniority, vacancies in the Job Bank for which they are qualified. Individuals who elect to accept vacancies from the Job Bank shall not be subject to layoff to relieve the surplus that caused this Job Bank offer.

CONCLUSION

G24.06 The transfer and vacancy provisions in this Article are separate from and not governed by the transfer and vacancy provisions of this Agreement. However, employees who fill vacancies under this Article shall be reimbursed for reasonable moving costs or elect to receive a relocation allowance if otherwise eligible under the applicable provisions of this Agreement. No other expense, travel time or expense allowance treatment will be provided.

G24.07 Employees who fill Job Bank vacancies in a lower pension band within the Company shall be treated as laid off employees for purposes of recall.

G24.08 No question arising in connection with determinations made by the Company under this Article, or any other questions arising under this Article, shall be subject to arbitration.

ARTICLE G25
Force Adjustment Plan

GENERAL

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 of any job title in any work location which will necessitate layoffs or involuntary permanent reassignments of regular employees to different job titles involving a reduction in pay or to work locations requiring a change of residence, or if a force surplus or force rearrangement necessitating any of the above actions exists for reasons other than technological change, the Company shall provide the Union with the job title(s) and work location(s) affected, together with the names and net credited service dates of all employees in the affected job title(s) in the surplus location(s). In addition, if the surplus condition is caused by an External Event as these terms are defined in the letter of agreement dated August 5, 1994, the Company shall so notify the Union in writing. The Company shall take the following steps, in the order indicated below, to the extent necessary to eliminate the surplus or accomplish the force rearrangement.

G25.01. The Company will implement the provisions of Article G23 ("Income Protection Plan"), except that:

(a) The replacement employee referenced in Article G23.01(b) can be in a surplus job title at a nonsurplus location and must be obtained from the canvass set forth in paragraph G25.02(b) below.

(b) The Company may implement paragraphs G23.01(a) and (b) at the same time.

Note: If a surplus is declared in a job title at a work location where an administrative work group in the surplus job title consists of employees reporting to other work locations and such employees are normally assigned to a common work area, all such work locations shall be considered as a single work location for purposes of the Force Adjustment Plan.

G25.02 If the implementation of paragraph G25.01 above does not eliminate the surplus, the following steps shall be taken in the following order:

(a) Rated employees at all locations within the bidding area where rated employees are surplus may, to the extent of the number of rated employees who are surplus, assert seniority of rating rights to displace employees in the same job title permanently assigned within the bidding area.

(b) The Company will conduct a simultaneous canvass at all surplus locations within each Union Local area where a surplus exists. Employees at surplus locations may assert seniority rights to transfer to jobs made available by the Company for which they are qualified. Such jobs will include, but are not limited to, the following:

(1) Jobs where there is a need resulting from the implementation of paragraph G25.01(b) above.

(2) Jobs in the surplus job title held by the most junior employees in the Union Local area, equivalent to the number of surplus employees in the job title in the Union Local area. However, an employee at a surplus location, at the time such employee is canvassed, cannot transfer to a job held by one of the identified junior employees if such junior employee is also at a surplus location.

(3) Notwithstanding any other provisions of the Labor Agreement, jobs identified by the Company which would result if the Company work completed or laid off certain temporary employees within the Union Local area, both within and outside of the surplus bargaining unit.

G25.03 If the implementation of paragraphs G25.01 and G25.02 does not eliminate the surplus, the provisions of Article G24.03 - G24.08 ("Job Bank") will apply except that the vacancies made available by the Company an be at a higher pension band than the job titles in which the surplus exists and an include vacancies from the NYNEX Job Bank.

(a) Notwithstanding any other provision of the Labor Agreement, the Job Bank (Article G24.03) may include openings and vacancies covered by this Labor Agreement and vacancies that would result if the Company work completed or laid off temporary employees, both within and outside of the surplus bargaining unit.

(b) For purposes of this Article, the wages of any employees who are transferred, voluntarily or involuntarily, to jobs having lower basic weekly wage rates shall at the employee's option be reduced in accordance with Article G21 ("Reassignment Pay Protection Plan"), or green circled until the expiration of the Labor Agreement, that is, they will receive the wage rate applicable to their previous jobs, together with any negotiated wage increases, until the expiration of the Labor Agreement, at which time their wages will be reduced to the rate applicable to the job held at that time.

(c) The transfer and vacancy provisions in this Article are separate from and not governed by the transfer and vacancy provisions of this Agreement. However, notwithstanding the provisions of Article G24.06, Plant, Traffic, Accounting, Logistics Services and Sales employees who fill vacancies under this Article shall be reimbursed for expenses in the same manner as outlined in Article P15.

G25.04 If a surplus regular employee chooses not to transfer under the Job Banks canvass, the Company shall offer to such employees Income Protection payments as provided for in amounts set forth in the Labor Agreement. An employee's election to leave the service of the Company and receive Income Protection payments must be in writing and transmitted to the Company within seven (7) days of the offer and it may not be revoked thereafter. Such employees who elect to accept the Income Protection payments shall terminate their service and leave the payroll of the Company at the close of that seven (7) day period. All such employees who volunteer during such period will be accepted.

G25.05 If the implementation of the above steps does not eliminate a surplus resulting from an External Event and if at least thirty (30) days has elapsed from the notification of a surplus condition pursuant to this Article, the Company shall lay off employees as provided for in the layoff provisions of this Labor Agreement.

G25.06 Employees rearranged as a result of the implementation of this Article, will be given one opportunity, before the vacancies are posted and filled under the provisions of Article G30 ("Filling Vacancies"), to return to their former location and job title in the inverse order in which they were rearranged. Employees will be eligible for return opportunities for two (2) years from the date of their rearrangement, or for the life of this Agreement, whichever is greater. Employees declining such offer will still be eligible under Article G30 to fill posted vacancies.

G25.07 Nothing in this Article shall be construed as prohibiting the Company and the Union from modifying by mutual agreement, the force adjustment provisions.

ARTICLE G26
Technology Change Committee

G26.01 The parties will establish a Technology Change Committee consisting 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 times.

G26.02 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.

G26.03 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 agreement between the parties; and

(2) In other occupations in the Company not covered by the collective bargaining agreement.

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

(c) The feasibility of job displacement training programs, as provided for in Article G22 (Training and Retraining Programs").

G26.04 The Committee shall not formulate policy or arrive at binding decisions or agreements, but rather shall be charged with the responsibility to develop facts and recommendations so that the Company can make well-informed decisions regarding the matters covered by this provision.

ARTICLE G27
Seniority

G27.01 Not withstanding the use of other terms throughout this Agreement, seniority in this Agreement shall be seniority of rating in the job title involved and net credited service as computed under the Verizon Pension Plan for New York and New England Associates applicable to employees covered by this Agreement, together with all procedures authorized in connection therewith. Seniority of rating, where ratings apply, shall take precedence over net credited service, except in the case of layoffs, force rearrangements associated with layoffs, and vacation selection, when the standard of seniority is net credited service.

G27.02 An employee's seniority of rating date will be adjusted for that time spent permanently (not on leave of absence) outside of the

Note: Credit shall be given for any excess period over the required schedule time interval toward the next scheduled wage step.

G28.08 If an employee is receiving benefit payments and is off the active payroll, no increase or decrease of wages is permitted and there are no retroactive wage payments when the employee returns.

Credit for wage progression shall be allowed as follows:

(a) In the case of sickness or service connected disability, a maximum of one year credit unless specified progression basic wage rate or the maximum basic wage rate for the present rating is reached in a shorter period.

(b) In the case of leaves not involving sickness, credit shall be for one month but not beyond the current step interval on the schedule, unless provided otherwise under a particular type of leave (for example: child care leave).

ARTICLE G29
Wage Treatment Following Transfer or Reemployment

TRANSFER

G29.01 Employees transferred, either permanently or temporarily, within the Company will be paid in the new job as follows:

1. at the new wage step equivalent to their present wage step, if the new wage is the same or higher than the present wage, not to exceed the maximum progression wage step for the new job;

2. if the new wage step would pay less than their present wage step, employees shall be paid at the next wage step which is

ARTICLE G32
Levels and Principal Duties for Clerical Jobs

G32.01 The following are the levels and principal duties for clerical jobs. Specific duties may vary between departments. The job duties under each job level are not necessarily the only job duties which may be assigned to that job level.

G32.02 In recognition of the fact that job duties may change and that reclassification of employees to new job titles in accordance with these levels and principal duties will not involve any individual job evaluations the Company reserves the right to evaluate and reevaluate a job, when an employee leaves it and the job is to be permanently backfilled. In those cases when the job

rate of pay equal to or lower than the rate of pay of the employee's pre-disability job assignment. If on the date that the employee commences work in the new job assignment the employee is receiving Workers' Compensation benefits for partial disability, the Company shall pay such amounts to the employee so that the employee's total compensation from wages and Workers' Compensation benefits shall equal the employee's pre-disability pay rate. If Workers' Compensation benefits cease, the employee's rate of pay will be determined in accordance with Article G21 ("Reassignment Pay Protection Plan").

3. Prior to implementing paragraph 1 or paragraph 2 for an employee, or prior to the expiration of an employee's disability benefits, the Company's Medical Director or the Director's designee (the "Director") after consultation with, or review of

EXHIBIT G1
Special City Allowance

An employee whose assigned reporting location on a particular day is within the area of Boston, Massachusetts, as such area is indicated on the attached map or description, will be paid a Special City Allowance of $3.00 for each day worked after reporting at such assigned reporting locations.

The Special City Allowance will enter into computations of overtime pay required by law but will not be part of the basic rate or basic weekly wages for any other purpose or enter into the computation of any payments under the Plan for Employee's Pensions, Disability Benefits and Death Benefits, or its applicable successor Plan, or any other fringe benefits or differentials. Effective November 1, 1991, the Company will amend the Pension Plan to provide that "Special City Allowances" are includable in the calculation of the Supplemental Monthly