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Title: **Verizon Florida Incorporated and International Brotherhood of Electrical Workers (IBEW), AFL-CIO Local 824 (2002)**

K#: **5716**

Employer Name: **Verizon Florida Incorporated**

Location: **FL**

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

Local: **824**

SIC: **4813**

NAICS: **517110**

Sector: **P**

Number of Workers: **5900**

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AGREEMENT

between

VERIZON FLORIDA INCORPORATED

218 P0

and

**INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
AFL-CIO**

LOCAL UNION 824

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Effective 8/4/02 - 7/30/05

12/31/03

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AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

**INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
AFL-CIO**

THIS AGREEMENT is made between Verizon Florida Incorporated, its successors or assigns, hereinafter referred to as the Company, and Local Union 824, International Brotherhood of Electrical Workers, AFL-CIO, hereinafter referred to as the Brotherhood or the Union.

WITNESSETH AS FOLLOWS:

WHEREAS, all employees of Verizon Florida Incorporated, as set forth in Appendix III, are represented by the International Brotherhood of Electrical Workers, AFL-CIO, such representation being by certification of the National Labor Relations Board in various elections conducted by such Board, and by consolidation of such representation certifications into Local Union 824, and

WHEREAS, the Local Union aforesaid, having been certified as the bargaining representative of the employees now or hereafter employed by the Company in its several Departments in respect to rates of pay, wages, hours of employment, and other conditions of employment, and the parties hereto having met, bargained, and agreed with reference to such matters;

NOW, THEREFORE, for the purpose of evidencing the agreement so arrived at and of facilitating the peaceful adjustment of all disputes which may from time to time arise, and of promoting harmony and efficiency in the Departments of the Company where members of the Brotherhood are employed, the parties hereto contract and agree as follows:

ARTICLE I

UNION RECOGNITION

SECTION 1. Union Recognition.

- 1.1 The Company recognizes the Brotherhood as sole and exclusive bargaining representative of the employees in the Company as set forth on Appendix III, for the purpose of collective bargaining in respect to rates of pay, hours of employment, and other conditions of employment. Excluded are all personnel as defined in Section 2 (11) of the Labor Management Relations Act of 1947, as amended, and, in addition, all guards and watchmen, and personnel performing confidential duties for the Company.

ARTICLE II

COMPANY-UNION RELATIONS

SECTION 1. Company-Union Relations.

- 1.1 The Brotherhood agrees that the employees in the bargaining unit will perform their respective Company duties loyally, efficiently, and continuously under the terms of the contract. The Brotherhood further agrees that there will be no strike, sit-down, or other concerted cessation or delay of work during the continuance of this Agreement. The Company on its part agrees that there shall be no lockouts. It is the mutual desire of both parties hereto to provide uninterrupted and continuous service.
- 1.2 The Brotherhood agrees that the members of the Local Union will use their best endeavors to protect the interest of the Company, to conserve its property, and to furnish the highest quality of service. The Brotherhood and the Local Union will cooperate with the Company in promoting the welfare and advancement of the industry.
- 1.3 The Company and Union agree that they will not discriminate against any employee because of their membership or non-membership in the Union. The Company further agrees it will not discriminate against a Union member because of any service the member may be required to perform or office the member may hold in the Local Union.
- 1.3.1 The Local Union and the Company reaffirm their intention that the provisions of this Agreement will continue to be applied in accordance with federal and state law without discrimination on account of race, creed, color, age, national origin, sex, disability, or veteran status of the employee.

(Article II)

SECTION 1. Company-Union Relations. (Continued)

- 1.4 The management of the business and the direction of the working force shall remain with the management of the Company, including, but not limited to, the right to hire, to discipline or discharge employees for just cause, to use improved methods, material, or equipment, to determine work assignments and tours, to develop and administer work standards and performance requirements, to decide the number of employees needed at any particular time or place, to establish new classifications, and to be the sole judge of the quality and acceptability of service rendered to the customer, except as such rights may be directly and specifically limited by this Agreement.
- 1.5 The Brotherhood and the Company recognize that employees of the Company, when engaged in work for the Company on the Company's time, shall devote their time and attention to the Company's business and that discussion of Union affairs or business, or solicitation of Union membership, during the periods when an employee is engaged in the Company's business should not occur. Both parties will take action as may be advisable to prevent such practices on the part of employees. Recruitment of members and discussion of Union business is permissible on Company property during non-working periods. The above shall not apply to joint Union-Management conference time.
- 1.6 The Company agrees, upon the individual written request of any employee, to deduct from the pay of such employee such amount as the employee shall authorize which represents monthly dues to the Union. The written request must contain the name, social security number, and the Department and Exchange where the employee is regularly assigned. Such deductions shall be made per pay period provided the employee has money due him/her at that time. The total sum deducted for this purpose shall be paid by the Company to the financial agent designated by the Union as soon thereafter as convenient, accompanied by a list of employees who have authorized such deductions and the amount deducted for each. Any employee may at any time revoke such authority by serving on the Company and the Union a written request therefore in a registered letter addressed to each of said parties at least fifteen (15) days prior to the effective date of such revocation and shall become effective upon receipt of such notice by the Company.
- 1.6.1 Once the dues have been paid to the Union, the Company has no responsibility relating thereto. On written notice to the Company signed by the authorized representatives of the Union that the dues have been increased in accordance with its constitution and bylaws, the amount of dues to be checked off by the Company shall be increased to the extent authorized by the Union's check-off card. The Union will indemnify and save harmless the Company from any and all claims, liabilities, and disputes arising out of or by reason of any action by the Company under this paragraph.

(Article II)

SECTION 1. Company-Union Relations. (Continued)

- 1.7 It is agreed that the Union will pay the Company ten dollars (\$10) per month for deduction of Union dues.

- 1.8 The Company agrees to extend to the Union the use of its bulletin boards in all General, Division, District, Exchange Offices, and Warehouses, and the bulletin boards shall be confined to use by the Union for such materials as announcements of Union meetings, social functions, nomination and election of Union officers, etc. Inflammatory or controversial material may be removed by the Company.
- 1.9 The Company agrees that at the time of employment all new employees shall be provided with a copy of this Agreement.
- 1.10 The Company agrees to notify the Union of any changes affecting the application of any of the terms and conditions of this contract, and to notify the Union of organization changes pertaining to changes in classification and transfer of permanently or temporarily transferred craft employees.

SECTION 2. Excused Absences - Union Representatives.

- 2.1 The Company agrees to excuse without pay from Company duty the President, Treasurer, and Recording Secretary of the Local Union not to exceed forty-five (45) working days in one (1) calendar year. Subject to service requirements, the Company agrees to excuse any other Union member if his/her services are required for Local Union work and written request for such excusal is made at least five (5) working days in advance to the Director – Labor Relations. Releases of this nature shall not exceed thirty (30) working days in any one (1) calendar year, except as provided in Paragraph 2.3 of this Article and as provided in Article IX, Section 1, Paragraph 1.2.
- 2.1.1 The Company will consider unusual conditions that make it impossible to give the five (5) working days' advance notice.
- 2.2 Authorized Local Union representatives shall be allowed time off without loss of pay at their regular rate of pay, during regular working hours, subject to the following conditions:
- 2.2.1 Grievance meetings may be arranged and held upon regular working days during regular working hours; however, in the event such meeting is held upon a Saturday, Sunday, or Holiday, or after regular working hours, or the duration thereof extends beyond the usual working hours, no compensation shall be paid by the Company to its employees who attend the same as authorized Local Union representatives for any time consumed outside of regular working days and regular working hours, and provided only if such employees would have worked had they not attended such meetings.

(Article II)

SECTION 2. Excused Absences - Union Representatives. (Continued)

- 2.2.2 The time paid for shall be limited to lost, scheduled work time.
- 2.2.3 Pay shall be allowed for grievance meetings for not more than a reasonable number of employees and in addition such grievants as

are necessary.

2.2.4 The above provisions for payment of employees who may present grievances in accordance with Section 5, Article XVI, shall also apply.

2.2.5 Such time paid for in accordance with the above shall be considered as time worked and shall be paid at the employee's regular rate of pay.

2.3 During contract negotiations, the Company agrees to pay six (6) employees from the Union, at their basic rate of pay, for time lost by reason of attendance at such meetings.

2.3.1 The time paid for shall be limited to lost, scheduled work time.

ARTICLE III

DEFINITIONS

SECTION 1. Employee.

1.1 Employee as used in this Agreement refers to the employees, male or female, directly covered.

SECTION 2. Regular Employee.

2.1 Regular employee refers to those who have qualified for regular employment by having satisfactorily completed their probationary period.

SECTION 3. Probationary Employee.

3.1 Effective September 1, 1999, any new employee in all classifications covered by this Agreement shall be considered to be on probation for the first six (6) months of employment.

(Article III)

SECTION 4. Regular Part-time Employee.

4.1 A regular part-time employee is any employee in Wage Schedules C through A5 (excluding Customer Zone Tech IV, Collector, and Supply Storekeeper) whose regular schedule of work is less than a normal basic workweek.

4.1.1 Regular part-time Traffic Operators will not be scheduled to work more than twenty-five (25) hours during any workweek. All tours shall be assigned by seniority to regular full-time employees prior to tours being assigned to part-time employees.

4.1.2 Regular part-time employees may be trained initially on a full-time basis prior to being assigned to a regular part-time schedule.

SECTION 5. Temporary Employee.

5.1 A temporary employee is one whose term of employment may be up to twelve (12) months to fill a specific requirement and whose employment terminates at the end of such requirement.

SECTION 6. Transferred Employee.

6.1 An employee who is permanently assigned to another Exchange at the employee's own request or for Company reasons.

SECTION 7. Gender.

7.1 Where the male or female gender is used in this Agreement, it shall include both the male and female genders.

SECTION 8. Basic Wage Rate.

8.1 The term "basic wage rate" or "basic rate of pay" is the rate of pay for given classifications as set forth in Appendix III of this Agreement, exclusive of all differentials, premiums, or other extra payments.

SECTION 9. Straight-Time Rate.

9.1 The term "straight-time rate" as used in this contract is the basic rate plus premiums or differentials, when applicable.

SECTION 10. Regular Rate of Pay.

10.1 The term "regular rate of pay" as used in this contract is defined as the hourly compensation of the particular employee during the particular workweek as determined by the Wage and Hour Law.

(Article III)

SECTION 11. Overtime Rate.

- 11.1 The term "overtime rate" as used in this contract is defined as one and one-half (1 1/2) times the regular hourly rate of pay. All hours worked in excess of fifty-six (56) hours per week will be paid at two (2) times the regular hourly rate of pay. All hours worked in excess of eight (8) hours on a Holiday shall be paid at two and one-half (2 1/2) times the regular hourly rate of pay.

SECTION 12. Overtime.

- 12.1 The term "overtime work" or "overtime" as used in this contract is defined as the time actually worked in excess of eight (8) hours per day, or forty (40) hours per week.
- 12.2 Overtime normally will be worked on one (1) calendar day, but it may extend from one (1) calendar day to another when the time worked is continuous. If such overtime extends beyond the starting time of the employees' next scheduled tour, overtime shall terminate and the straight-time rate shall apply for that scheduled tour.

SECTION 13. Employment Date.

- 13.1 The term "employment date" as used in this contract is defined as the effective date an employee is placed on the payroll.

SECTION 14. Bridging of Service.

- 14.1 When an employee's employment has been terminated and thereafter the employee is re-employed and accumulates six (6) months of accredited service, then the break in the employee's employment shall be bridged and there shall be added to the six (6) months of accredited service which has accumulated since the employee's reemployment, the period of all accredited service which the employee had previously accumulated, provided each such prior accredited service equaled or exceeded six (6) months. Official Company records shall be used for the verification of all prior service.

SECTION 15. Service Date.

- 15.1 The "service date" is that date which is used for purposes of establishing accredited service.

(Article III)

SECTION 16. Accredited Service.

16.1 The term "accredited service" shall mean the aggregate of the years and months of active employment in the service of the Company, its predecessors, its associated companies or companies affiliated with the Corporation that is recognized for service purposes. Accredited service shall include all active employment for which a wage or salary was paid, and any additional excused absent time or leave of absence time that was specifically approved for service credit purposes in accordance with published statements of Company policy. This would affect pensions, amount of vacation, service awards, and sickness disability benefits.

SECTION 17. Service Requirements.

17.1 "Service Requirements" mean the needs or requirements that in the opinion of the Company are necessary to meet business needs.

SECTION 18. Occasional Employee.

18.1 An occasional employee is a person in the Accounting Department, Operator Services, Information Systems Department, Service Department (Clerical), or Switching Services Department (Clerical) engaged to perform work on an intermittent or non-regular basis and who occasionally fills in for the work of regular employees on an occasional employment basis. Occasional employees are employees only on the days on which they work.

18.1.1 An occasional employee shall not work more than ten (10) days in any four (4)-week period.

SECTION 19. Work Group.

19.1 A group of employees, under the same supervisor, whose work may be at more than one (1) location and who may interchange work assignments or relieve each other as determined by management.

19.1.1 When more than one (1) work group of employees have the same classification in a work center, and are performing the same job duties, they will be combined for the purpose of selection of tours, Holidays, and vacations and in an endeavor to equalize overtime.

19.1.2 Where employees in a work center have the same classification, but are performing distinctly different job duties, the work groups will be separated for the purpose of selection of tours, Holidays, and vacations and in an endeavor to equalize overtime.

(Article III)

SECTION 20. Work Center.

20.1 A work center is a location or locations where employees of one (1) or more work groups report to begin work.

SECTION 21. Exchange.

21.1 A local Exchange area is established for the administration of communication service in a specified area which usually includes a city, town, or village and its environs and as defined and approved by the Public Service Commission.

At the present time there are twenty-four (24) local Exchange areas within Verizon Florida Incorporated. They are:

<u>DIVISION</u>	<u>EXCHANGE</u>
NORTHWESTERN	Clearwater-Clearwater District Hudson New Port Richey Tarpon Springs
WESTERN	Clearwater-Largo District St. Petersburg
SOUTHERN	Bradenton Englewood Myakka City North Port Palmetto Sarasota Venice
TAMPA NORTH TAMPA SOUTH	Tampa
EASTERN	Bartow Frostproof Haines City Indian Lakes Lake Wales Lakeland Mulberry Plant City Polk City Winter Haven Zephyrhills

(Article III)

SECTION 21. Exchange. (Cont'd)

Local Exchange areas are subject to change and it is recognized that for the purpose of contractual language, the local Exchange areas will remain the same during the period covered by the current Working Agreement.

ARTICLE IV

WAGES

SECTION 1. Wage Rates.

- 1.1 The wages to be paid employees of the Company covered by this Agreement shall be at the rates specified in the schedules hereto attached marked:

Appendix III

and hereby made a part hereof. Wages shall be paid biweekly.

- 1.2 The effective date for progression increases shall be the beginning of the week in which the progression is earned.

SECTION 2. Wage Credit.

- 2.1 The Company shall have the right to determine the amount of wage credit for new employees who possess experience or training which qualify those individuals for rates of pay greater than the specified starting rates. The Company shall also have the right to make necessary adjustments in the rates of pay for such employees during the probationary period.

SECTION 3. Merit Increases.

- 3.1 In instances where, in the opinion of management, an employee with six (6) months' or less service merits additional wage treatment, such merit may be granted in any amount determined by management.

ARTICLE V

WORKING PRACTICES

SECTION 1. Calendar Workweek - All Departments.

- 1.1 Five (5) working days of not more than eight (8) scheduled hours each shall constitute a regular week's work. Additional days, however, may be scheduled for any employee depending upon the service requirements. Sunday shall be considered the first day of the week. No employee will be required to make six (6) appearances to complete a forty (40) hour workweek.
- 1.1.1 Except as provided in Article V, Section 2, and for part-time employees.
- 1.1.2 Employees are required to give reasonable advance notice to the Company when unable to report to duty.

SECTION 2. Tours of Duty - Operator Services (Excluding Clerical).

- 2.1 Eight (8) hours shall constitute a day's work on all assignments except split tours and afternoon-evening tours terminating at 9 p.m. or after. Seven (7) hours shall constitute a day's work on all split tours and all afternoon-evening tours terminating at 9 p.m. and after. Six (6) hours shall constitute a day's work on evening tours terminating at 11 p.m. and up to 2 a.m. All employees assigned to and working these seven (7) hour and six (6) hour tours shall be paid for these tours an amount equal to the basic wage for eight (8) hours. In the event an employee working these seven (7) hour and six (6) hour tours works more than the regularly scheduled hours in the day or more than five (5) days in any calendar week, such additional time shall be paid for at the overtime rate in accordance with Section 14, Paragraph 14.1.1, of Article V.
- 2.2 Sessions - A tour is made up of two (2) sessions. Sessions are scheduled at various times as necessitated by service requirements, thus the tours are designated as morning-afternoon, afternoon-evening, morning-evening, and all-night. Standard tours only shall be assigned by the Company to operating employees in Operator Services (Excluding Clerical).
- 2.3 All-night tours shall fall within the period of 12 midnight to 7 a.m. A relief period not to exceed one (1) hour from the board is to be given during the tour. In Exchanges that require the services of one (1) night operator only, the operator, when traffic conditions allow, may leave the board to relax for a period of time equivalent to one (1) hour.

(Article V)

SECTION 2. Tours of Duty – Operator Services (Excluding Clerical). (Continued)

- 2.4 During the normal workday, each employee shall be provided a fifteen (15) minute relief break(s) during the first session of the tour and a like relief break during the second session of the tour. Such break(s) shall be granted as nearly as possible (no more than forty-five (45) minutes leeway either way) in the middle of each session provided the employee has worked, or will work, a minimum of two (2) hours in each session of the tour. For a six (6) hour tour, the relief breaks shall be combined to provide a rest period of thirty (30) minutes.
- 2.5 Split tours shall be divided into no more than two (2) periods of approximately equal length with an interval of not less than four (4) hours between. Split tours shall be assigned so that the spread from beginning of the first part of the tour to the completion of the second part of the tour shall not exceed thirteen (13) hours and shall terminate prior to 11 p.m.
- 2.6 Employees working the following assigned tours shall be paid the corresponding cents-per-hour for eight (8) hours (provided the tour is completed) as payment for tour differential, including transportation:

<u>Tour</u>	<u>Differential Cents-Per-Hour</u>
7-hour afternoon-evening	\$.45
7-hour split—ending before 7 p.m.	.45
7-hour split—ending at or after 7 p.m.	.45
All-night	.45
6-hour evening	.45

- 2.7 Sunday work shall be rotated. Sunday is paid at one and one-half (1 1/2) times the regular rate of pay. The failure of an employee to accept the assignment and to report for regularly scheduled work on Sunday without reasonable excuse shall be grounds for immediate discharge. Any employee who works more than two (2) Sundays in any calendar month shall be paid at twice the regular rate of pay for all hours worked on such Sundays.

- 2.7.1 Traffic Operators working on Easter and Mother's Day shall bid such tours by seniority.

(Article V)

SECTION 2 **Tours of Duty – Operator Services (Excluding Clerical).** (Continued)

2.8 Employees shall be allowed to interchange tours and days off, Sunday included, within reasonable limits and with due notice to and consent of the Company; provided, that such interchange does not lead to the payment of additional compensation.

2.8.1 The provisions of Section 2; Paragraph 2.7, of this Article providing for double-time payments for Sunday work performed in excess of the second Sunday in the calendar month, shall not be applicable to employees who are working in excess of two (2) Sundays within the calendar month as the result of a traded tour or traded day.

2.9 Meal periods shall be for one-half (1/2) or one (1) hour and shall be given between the hours of 11 a.m. and 3 p.m. inclusive, and between the hours of 4 p.m. and 8 p.m. inclusive, on all tours except split tours, evening tours terminating at 11 p.m. and up to 2 a.m., and all-night tours.

SECTION 3. **Training - Operator Services (Excluding Clerical).**

3.1 All student operators shall be considered in a training period for two (2) months. During such training period the Company may assign their hours without reference to the seniority provisions of this contract in order to afford them adequate training and supervision and to avoid the placing of a disproportionate number of inexperienced operators during any period of the day. Upon satisfactory completion of their training (not to exceed two (2) months) they shall be placed on the seniority roster.

3.2 No employee rating less than six (6) months' experience will be permitted to work all-night tours alone. Operators must be trained to perform all duties relating to all-night work before being assigned to such work.

3.3 Formal training tours may be assigned to any operator, when, in the opinion of management, training becomes necessary. During such formal training period the Company may assign the employees' tours in order to afford them adequate training and supervision. (Changes of assignment for formal training purposes are permissible by the Company.) Standard tours shall constitute a day's work on all such formal training assignments.

SECTION 4. **Work Schedules – Operator Services (Excluding Clerical).**

4.1 Schedules showing tours of duty for selection by seniority shall be made by postings on the bulletin boards at regular and stated intervals as follows:

4.1.1 All-night operators and relief all-night operators, each three (3) months;

(Article V)

SECTION 4. Work Schedules – Operator Services (Excluding Clerical). (Continued)

4.1.2 All other operating personnel, each month.

4.2 Monthly schedules shall be posted at least five (5) days in advance of the start of the period, which shall begin on the first Sunday of the period. Schedules involving Sunday and Saturday tours and days off shall be posted each week not later than Wednesday of the preceding week.

Such assignments of hours of work and tours of duty shall be based upon the service requirements and shall not in the interim be changed without consent of the Company and the employee involved except in cases of emergency.

4.3 Regular and relief all-night operators shall not be permitted to vary regular all-night assignments due to the occurrence of a Holiday.

4.4 Operator Services Manager's Unit – When there is more than one (1) Operator Services Manager's Unit in a work center, the Units may be separated for the purpose of selection of tours, Holidays, and vacations and in an endeavor to equalize overtime.

SECTION 5. Overtime - Operator Services (Excluding Clerical).

5.1 All overtime offered shall, so far as practicable, be rotated equally among all employees. Schedules showing overtime worked and overtime offered shall be posted on the Company bulletin boards during the week after each payroll period and shall also show total number of overtime hours worked by each employee beginning with the first payroll period of the calendar year.

5.2 Employees called in to work with less than eight (8) hours' notice on other than their regularly scheduled hours shall receive pay for not less than two (2) hours at the rate of one and one-half (1 ½) times the regular rate of pay. If such non-scheduled work continues for more than two (2) hours, they shall receive pay at the rate of one and one-half (1 1/2) times the regular rate for the hours worked during the call-in assignment, including travel time which may not exceed thirty (30) minutes to, and thirty (30) minutes from, the job.

5.2.1 Call-in hours worked will count toward the buildup of hours for overtime purposes.

5.3 A fifteen (15) minute relief period shall be assigned, as service requirements permit, for time worked in excess of one (1) hour or for each two (2) hours an employee is required to work immediately preceding or following their regularly scheduled tour.

(Article V)

SECTION 5. Overtime - Operator Services (Excluding Clerical). (Continued)

5.4 An employee may be required to work up to two (2) hours in addition to the regularly scheduled tour. Management will make every effort to provide an employee required to work such overtime with reasonable notice prior to such overtime assignment. The Company will consider extenuating circumstances which may warrant excusal from such assignments.

5.4.1 No regular part-time employee will be offered daily overtime work unless all full-time employees within the particular Operator Services Manager's Unit who are on duty at the time that the overtime is offered have been offered the opportunity of working overtime.

SECTION 6. Regular Part-Time Employee.

6.1 In Operator Services (Excluding Clerical) only, no more than twelve percent (12%) of the total basic assigned operator hours, on a weekly basis, in each of the Company's Exchanges, shall be worked by regular part-time employees. Since tour assignments are posted each week, in advance, the balance of part-time and full-time employees will be done on a weekly basis.

SECTION 7. Tours of Duty - All Departments (Excluding Traffic Operator Classification).

7.1 Tours may fall on any five (5) days of the week necessary to meet service requirements. The Company shall have the right to schedule all work periods and the starting and ending time of each.

7.1.1 Tours shall be so arranged as to give the employees two (2) twenty-four (24) hour days off in each regular workweek consecutively, where reasonably possible.

7.1.2 Tours shall be arranged and assigned to meet the service requirements of each tour and shall be assigned each four (4) weeks in accordance with the preferences of the employees in the order of their seniority within the classification and within their respective work group(s) as defined in Article III, Section 19.

(Article V)

SECTION 7. Tours of Duty - All Departments (Excluding Traffic Operator Classification). (Continued)

7.1.2.1 Central Office Equipment Installer groups and BZT I employees assigned to a specific customer service order, work order or sales contract will have their tours assigned in accordance with the preferences of the employees in order of their seniority, based upon job site. Customers who stipulate a particular technician as a condition of their contract agreement with Verizon Florida Incorporated will be accommodated. For overtime and holiday work related to such assignments, only the employee(s) assigned to that job site will be considered for overtime or holiday opportunities. This does not relieve the Company of its obligation to endeavor equalization of overtime.

7.1.2.2 Tours shall be arranged and assigned on a one (1) to four (4) week basis, posted at least one (1) week in advance, as determined by management, in all large-team Call Centers. Tours shall be assigned in accordance with the preference of the employee, in order of their seniority within the classification and within their respective work groups(s) as defined in Article III, Section 19. Employees assigned to the large-team Call Centers may be assigned split tours not to exceed twenty percent (20%) of the required tour requirements for the affected Call Centers and work groups. Split tours consisting of eight (8) scheduled hours shall be divided into no more than two (2) periods of approximately equal length with intervals of not less than four (4) hours between. Split tours shall be assigned so that the spread from the beginning of the first part of the tour to the completion of the second part of the tour shall not exceed thirteen (13) hours and shall terminate on or before 12 Midnight. Employees will not be required to work the hours between the sessions, absent a service emergency (Article V, Section 7, Paragraph 7.3). A differential payment of sixty-five cents (\$.65) per hour shall be paid for all split tours.

7.1.3 One and one-half (1 1/2) times the regular rate of pay shall be paid for work performed on regular tours on Sunday.

7.1.4 If an eight (8)-hour rest period is not provided between tours in a work schedule, such employee will be paid one and one-half (1 1/2) times the regular rate of pay until such eight (8) hour rest period is provided.

(Article V)

SECTION 7.

**Tours of Duty – All Departments (Excluding Traffic Operator Classification).
(continued)**

- 7.1.5 Regularly scheduled tours starting before Midnight and continuing past Midnight shall be considered one (1) tour. The rate of pay, including any premium, if appropriate for such tour, shall be based on the day in which the hours are worked.
- 7.2 Where more than one (1) tour is employed, the employees will, if reasonably possible, be permitted with the consent of the Company, to relieve one another from time-to-time if they so desire, provided that such interchange does not lead to the payment of additional compensation.
- 7.3 In cases of emergencies the Company shall establish such tours and for such duration as deemed necessary to meet service requirements.
- 7.4 A night differential of sixty-five cents (\$.65) per hour shall be paid on all tours ending after 8 p.m. or beginning prior to 6 a.m. Such differential shall start at the beginning of the employee's tour. Employees so scheduled shall not bid off such tours more frequently than every four (4) weeks. All such tours shall be eight (8) consecutive hours.
- 7.4.1 On tours consisting of eight (8) consecutive hours, each employee shall be provided a fifteen (15) minute relief break during each half of the tour. Such relief breaks may be combined with supervisory authorization.
- 7.5 Except for tours provided for in Article V, Section 7, Paragraph 7.4, the Company shall assign one-half (1/2) to one (1) hour for lunch during the middle three (3) hours of the tour. During the normal workday, each employee shall be provided a fifteen (15) minute relief break during the first half of the tour and a like relief break during the second half of the tour, provided the employee has worked, or will work, a minimum of two (2) hours in each half of the tour.
- 7.6 Formal training periods may be assigned to any employee when, in the opinion of management, training becomes necessary. During such formal training period, the Company may assign the employee(s) to a schedule which affords them adequate training. Management will endeavor, whenever practical, consistent with customer service requirements and vendor training availability, to conduct formal training during regularly-scheduled tours.

(Article V)

SECTION 8. Work Schedules - All Departments (Excluding Traffic Operator Classification).

- 8.1 Employees working on regularly posted work schedules are subject to change

on scheduled workdays, and when less than forty-eight (48) hours' notice is given, such changed employee will be entitled to time and one-half the regular rate of pay for the first tour of the new schedule. If an eight (8) hour rest period is not provided in changing such schedules, time and one-half (1 1/2) the regular rate of pay will be paid for time worked until such eight (8) hour rest period is provided.

8.1.1 Regular work schedules will be posted no later than five (5) calendar days prior to the effective date of the schedule.

SECTION 9. Equalization of Overtime - All Departments (Excluding Traffic Operator Classification).

9.1 Work resulting in overtime compensation shall be reasonably and impartially rotated in the particular work group, by classification, among those employees who have completed twenty-four (24) months' seniority and/or thirty-six (36) months on their wage progression schedules in the work classification, and who possess the skills necessary to perform the required work, in an endeavor to maintain overtime within a reasonable balance on a quarterly basis during a one (1) year period.

9.1.1 When any employee engaged in work has started a job and the job requirement extends beyond the scheduled quitting time, the employee may, except under extenuating circumstances, be required to complete the job to which he/she is assigned.

9.1.2 When sufficient volunteers for overtime have not been obtained to meet the Company's service requirements, an employee may be required to work up to two (2) hours per day in addition to the regularly scheduled tour. Management will make every effort to provide an employee required to work such overtime with reasonable notice prior to such overtime assignment. The Company will consider extenuating circumstances which may warrant excusal from such assignments. This provision does not limit the Company from scheduling tours as outlined in Article V, Section 7, Paragraph 7.3, to meet service emergencies.

9.1.3 Employees on call-in or overtime assignments will initially be selected from within the work group covering the area where the work is to be performed. If the job requirement extends beyond the initial area, the employee may be dispatched to other locations within the Division area to complete the job to which he/she is assigned.

(Article V)

SECTION 9. Equalization of Overtime - All Departments (Excluding Traffic Operator Classification). (Continued)

9.1.3.1 An employee engaged in work relating to toll plant may be dispatched to other locations within the operating area of the Company to complete the job to which he/she is assigned.

- 9.1.4 A fifteen (15) minute relief break shall be assigned as service requirements permit for each full two (2) hours an employee is required to work immediately preceding or following the employee's regularly scheduled tour.
 - 9.1.5 An overtime roster will be maintained and posted on a weekly basis on the Company bulletin board in each work group.
- 9.2 Employees called in to work with less than eight (8) hours' notice on other than their regularly scheduled hours shall receive pay for not less than two (2) hours at the rate of one and one-half (1 1/2) times the regular rate of pay. If such non-scheduled work continues for more than two (2) hours, they shall receive pay at the rate of one and one-half (1 1/2) times the regular rate for the hours worked during the call-in assignment, including travel time which may not exceed thirty (30) minutes to, and thirty (30) minutes from, the job.
- 9.2.1 Call-in hours worked will count toward the buildup of hours for overtime purposes.
- 9.3 In locations where the Company deems it advisable to have craft personnel available, an "on-call" schedule of craft personnel, who have completed twenty-four (24) months' seniority and/or thirty-six (36) months on their wage progression schedules, will be maintained.
- 9.3.1 An employee placed on call shall notify the designated management person or his/her representative on how the employee can be reached.
 - 9.3.2 All craft personnel placed on call shall receive as a minimum an amount equal to two (2) hours pay at one and one-half (1 1/2) times the regular rate of pay.

(Article V)

SECTION 9. Equalization of Overtime – All Departments (Excluding Traffic Operator Classification). (Continued)

9.3.3 All craft personnel called on for emergency work, shall not receive the allowance referred to in Article V, Section 9, Paragraph 9.3.2, but shall be paid for the time actually worked or for a minimum of two (2) hours' pay at one and one-half (1 ½) times the regular rate of pay; however, in no event will the compensation be less than that specified in Article V, Section 9, Paragraph 9.3.2.

SECTION 10. Construction and Maintenance Crews.

10.1 The number and classification of employees who comprise a crew or work group shall be determined by the Company according to the work to be performed.

SECTION 11. Work During Inclement Weather.

11.1 The Company will not require employees to do construction or maintenance work in exposed locations out-of-doors during heavy or continuous storms, unless such work is necessary to protect life, property, or continuity of essential service, consistent with the Company's sound safety practices.

11.2 Such employees shall not be required to lose time due to such weather conditions, but the Company may provide work indoors at their regular rate of pay.

11.3 When employees are required to work outside in inclement weather, the Company shall provide reasonably adequate rain protection equipment.

SECTION 12. Miscellaneous - All Departments (Excluding Traffic Operator Classification).

12.1 All travel, except as provided in Article V, Section 12, Paragraph 12.3.2, and Section 15, shall be done on Company time.

12.2 The loading and unloading of vehicles shall be done on Company time.

12.3 Employees who volunteer for the Company's Home Dispatch Program shall be permitted to utilize a Company vehicle for the purpose of commuting directly to and from work each day. Any use will be for authorized business purposes only.

(Article V)

**SECTION 12. Miscellaneous - All Departments (Excluding Traffic Operator Classification).
(Continued)**

- 12.3.1 The selection of employees for Home Dispatch and the duration of such assignments will be determined by management. Employees who volunteer for Home Dispatch, however, are expected to participate for a minimum of a one (1) year period. The Company will consider extenuating circumstances which may warrant an employee's excusal from such assignments.
- 12.3.2 Travel time each day from the employee's home to the first job assignment at the designated starting time shall be on the employee's own time. Likewise, travel time from the last job assignment to the employee's home at the designated quitting time shall also be on the employee's own time.
- 12.3.3 The Company will provide Home Dispatch participants with a minimum of thirty (30) days advance notice prior to discontinuing the program. This notice may be waived due to extenuating circumstances.
- 12.4 Employees who are furnished necessary tools by the Company will be held responsible for the proper use, care, and maintenance of these items.
 - 12.4.1 Tools that are broken and/or worn out through normal usage will be replaced by the Company without cost to the employee, except those not specified as standard by the Company.
 - 12.4.2 Tools that are misplaced by the employee or mistreated to the extent that they are no longer usable, may be replaced by the Company; however, the employee may be required to pay for said tool(s) at the Company's replacement cost.
- 12.5 Any employee who can establish to the satisfaction of management that he/she has completed the necessary training required to take the examination to obtain a General Radiotelephone Operator License will be allowed time off with pay at the basic wage rate for taking such an examination. Such time off will not exceed eight (8) hours for any one (1) examination. In no case will an employee who fails to pass the required test on the initial attempt be granted time off with pay for subsequent attempts to pass the examination within one (1) calendar year.
- 12.6 Permanent relocations, other than those set forth in Article XI, Section 1, Paragraph 1.3, from one (1) work center to another within the same work area, will be based on seniority among those qualified employees within the work group and classification in the work center(s) from which management determines the adjustment will be made.

(Article V)

SECTION 13. Work Schedules - All Departments.

- 13.1 If, in the opinion of the Company, service requirements cannot be maintained during a forty (40) hour workweek, the Company may establish a workweek of not more than forty-eight (48) hours nor more than six (6) days per week, or in selected Exchanges, Offices, or Sections thereof, and, in such cases, it is understood that it will be impossible to allow two (2) twenty-four (24) hour days off in each calendar week.

SECTION 14. Overtime Work - All Departments.

- 14.1 Overtime shall be paid at one and one-half (1 1/2) times the regular hourly rate of pay. All hours worked in excess of fifty-six (56) hours per week will be paid at two (2) times the regular hourly rate of pay.
- 14.1.1 Daily overtime for the time worked in excess of eight (8) hours shall be paid at one and one-half (1 1/2) times the regular rate of pay, or in the case of Operator Services (Excluding Clerical) employees for such shorter periods as is specified in this Agreement.
- 14.2 There shall be no compounding of weekly and daily overtime, namely duplication of overtime under this Agreement, limiting a day's work to eight (8) hours and the provisions of the Fair Labor Standards Act and of this contract limiting a week's work to forty (40) hours.
- 14.3 There shall be no pyramiding of overtime rates and differential rates for the same hours of work.
- 14.4 No employee will be required to take time off their regular schedule to offset overtime.
- 14.5 Overtime compensation procedures shall be applied uniformly in all Departments, unless otherwise provided in this Agreement.
- 14.6 When an employee works sixteen (16) or more continuous hours in a twenty-four (24) hour period, the Company may grant the employee a rest period of eight (8) consecutive hours before returning to work. If this rest period extends into the employee's regular scheduled tour, the employee shall be paid the straight-time rate for all time falling within his/her regular scheduled tour that is necessary to give him/her eight (8) hours of rest. This provision does not limit the Company from scheduling tours as outlined in Article V, Section 7, Paragraph 7.3, to meet service emergencies.

(Article V)

SECTION 15. Room and Board Treatment Away from Base Location - All Departments.

15.1 For the purpose of this section, work areas shall be defined as shown in Exhibit A of Appendix I.

15.2 All employees shall be assigned to a definite work area.

15.3 When an employee is temporarily assigned to work within the operating area of the Company at such a distance from the employee's work area that daily travel time would be excessive in the judgment of the Company, the employee will receive a Zone #3 per diem in accordance with Paragraph 15.5 of this section for each day that is considered as part of the assignment or, in lieu thereof, the Company will make lodging arrangements and allow reasonable board expenses. Requests for reimbursement of board expenses shall be supported by paid receipts. The employee will report on the job at the designated starting time and leave the job at the designated quitting time on each day of the employee's work schedule. When the temporary assignment is outside the operating area of the Company, reasonable expenses for board and lodging will be allowed and the per diem will not be paid. Requests for reimbursement of board and lodging expenses shall be supported by paid receipts.

15.3.1 When an employee desires to return home each evening rather than take board and lodging at the distant job location, the employee may do so subject to supervisory approval. In such instances, the employee will be paid a per diem based on the zone in which the temporary job assignment is made, except that payment on the first and last day of the assignment will be as provided in Paragraphs 15.11, 15.12, or 15.13.

15.4 For the purpose of this section, a zone shall be defined as follows:

Zone #1 Those work areas generally bordering the individual's regular work area.

Zone #2 Those work areas generally bordering Zone #1.

Zone #3 Those work areas generally bordering Zone #2 and further distance from the individual's regular work area.

15.5 Per diem for assignments to temporary work areas will be paid according to the zone into which the temporary assignment is made and shall be as follows:

Zone #1	\$10.00
Zone #2	\$15.00
Zone #3	\$35.00

(Article V)

SECTION 15. Room and Board Treatment Away from Base Location - All Departments
(Continued)

- 15.6 Exhibit B and Exhibit C of Appendix I attached indicate the zone into which each area is placed based upon average distances from the work area to which an employee might be permanently assigned.
- 15.7 When an employee must stay at locations where the allowable per diem would have been either Zone #1 or Zone #2 as stated in Paragraph 15.5, had the employee been permitted to return home each evening, the Company will make lodging arrangements and allow reasonable board expenses. Requests for reimbursement of board expenses shall be supported by paid receipts.
- 15.8 Employees shall be permitted to return to their work area from the temporarily assigned distant job location each weekend except in instances of extreme emergency or special assignments where work in progress cannot be interrupted. The Company may, at its option, provide transportation by Company conveyance, public transportation, or in lieu thereof, by paying mileage when the use of an employee's personal vehicle is authorized; travel to and from the job location under these instances shall be treated as work time. The days spent by the employee away from the distant job location over the weekend shall not be considered part of the assignment and no per diem will be paid.
- 15.8.1 If the Company elects to have the employee remain at the distant job location over the weekend period, the per diem allowance will be paid for the weekend period.
- 15.9 This per diem allowance is in lieu of all expenses; however, the Company will also pay mileage at the beginning and end of each assignment when use of employee's vehicle has been authorized.
- 15.10 Travel from the work area to the distant job location at the beginning of each assignment shall be treated as work time and travel from the distant job location to the work area at the end of each assignment shall be treated as work time. Transportation will be furnished by the Company and at its option may be either by Company conveyance, public transportation, or in lieu thereof, by paying mileage of thirty-one cents (\$.31) per mile when use of an employee's vehicle has been authorized. Mileage will not be paid unless the employee's vehicle is used, and no employee will be required to transport other employee(s) in his/her vehicle to the distant job location.
- 15.10.1 In all cases where travel time to and from the distant job location is treated as work time and both are completed in the same day, no per diem will be paid.

(Article V)

SECTION 15. Room and Board Treatment Away from Base Location - All Departments
(Continued)

15.11 When the allowable per diem is as stated in Zone #3 in accordance with Paragraph 15.5 and transportation to the distant job location is furnished by the Company in accordance with Paragraph 15.10, and the arrangements permit the employee to take a meal or meals at this work area, the per diem for that day will be reduced accordingly on the basis of the rates as defined in Paragraph 15.11.1. When transportation back to the employee's work area is furnished by the Company in accordance with Paragraph 15.10, the employee will be paid at the rates defined in Paragraph 15.11.1 for the meal or meals taken prior to being released from the employee's work assignments; no per diem will be paid.

15.11.1	Breakfast	\$2.75
	Lunch	\$3.50
	Dinner	\$5.25

15.12 When the allowable per diem is Zone #1 and transportation to and from the distant job location is furnished by the Company in accordance with Paragraph 15.10 on the first and last day of the assignment, the per diem on the first and last day shall be as follows:

Zone #1 \$7.00

15.13 When the allowable per diem is Zone #2 and transportation to and from the distant job location is furnished by the Company in accordance with Paragraph 15.10 on the first and last day of the assignment, the per diem on the first and last day shall be as follows:

Zone #2 \$11.50

15.14 When transportation between the work area and the distant job location is furnished by Company conveyance, employee use of such conveyance outside of the assigned work schedule while at the distant job location shall be limited to that necessary to travel between the place of lodging and the work site, and to travel when necessary to obtain breakfast, lunch, and/or evening dinner. Use of the conveyance for obtaining meals shall be confined between 6 a.m. and 8 p.m. unless supervisory authorization has been received to the contrary.

15.15 The Company agrees to provide to affected employees at least one (1) week's notice of out-of-town work in instances of planned work. It is mutually recognized that such notice may not be possible in the event of emergency work to be performed; in such instances, the Company will extend every effort to give maximum possible advance notice.

(Article V)

SECTION 15. **Room and Board Treatment Away from Base Location - All Departments**
(Continued)

15.16 Tampa Area I, Tampa Area II, and Tampa Area III will be considered as one (1) Exchange area.

SECTION 16. **Meal Allowances - At Base Locations.**

16.1 When an employee works eleven (11) or more consecutive hours which includes those hours worked associated with his/her regular assignment, the employee shall be paid a per meal allowance of \$6.00.

16.1.1 This allowance shall also be paid if the work thereafter continues at six (6) hour intervals.

ARTICLE VI

VACATIONS

SECTION 1. **Vacations.**

1.1 All regular full-time employees covered by this Agreement shall receive a vacation and for each week of such vacation shall receive a sum equivalent to forty (40) hours pay at the regular rate of pay paid the employee during a two (2) week period of equal duration prior to the vacation allowed; namely, two (2), three (3), four (4), or five (5) weeks, as the case may be, immediately preceding the start of such vacation.

1.2 Vacations will be granted to regular full-time employees in accordance with the following schedule, except as provided in Section 1, Paragraph 1.7, and Section 2, Paragraph 2.1, of Article VI.

1.2.1 Employees with one (1) year but less than eight (8) years' accredited service with the Company will be granted two (2) weeks vacation.

Effective January 1, 2000, employees with one (1) year but less than five (5) years' accredited service with the company will be granted two (2) weeks vacation.

(Article VI)

SECTION 1. Vacations (Continued).

1.2.2 Employees with eight (8) years' or more but less than fifteen (15) years' accredited service, commencing with the calendar year in which such service is or will be achieved, will be granted three (3) weeks vacation.

Effective January 1, 2000, employees with five (5) years' or more but less than fifteen (15) years' accredited service, commencing with the calendar year in which such service is or will be achieved, will be granted three (3) weeks' vacation.

1.2.3 Employees with fifteen (15) years' or more accredited service, commencing with the calendar year in which such service is or will be achieved, will be granted four (4) weeks vacation.

1.2.4 Employees with twenty-five (25) years' or more accredited service, commencing with the calendar year in which such service is or will be achieved, will be granted five (5) weeks vacation.

1.3 Regular part-time employees who have been employed for one (1) year shall be eligible for a vacation and the selection of vacation time will be based on seniority among those employees working on a regular part-time basis.

1.3.1 Vacation pay for regular part-time employees shall be computed based on the number of hours actually scheduled, excluding overtime hours, during the day(s) and/or week(s) in question. This amount will be the number of hours actually paid at the basic wage rate of pay for each vacation day.

1.4 Where, in the opinion of the Company, service requirements permit, vacations may be taken at any time during the calendar year. Not later than December 1, of the preceding year, the Company shall post a statement showing the available weeks within which vacations may be taken and the number of vacations available for each period, for the following calendar year. Such schedules shall remain posted for the full year on the bulletin boards in the normal working area of the employees involved. Employees shall select their vacation period according to seniority within thirty (30) days after the date of posting, using a system to be selected by the Company which shall require the selection of up to three (3) vacation periods and the preference for each period selected. If an employee fails to make a selection within the thirty (30)-day period, such employee shall thereby forfeit the right of a selection based on seniority. All employees shall be entitled to the Saturday before and the Sunday after the week where their vacation falls.

(Article VI)

SECTION 1. Vacations. (Cont'd)

1.4.1 Effective with calendar year 1988, after the vacations have been selected and awarded in accordance with Article VI, Section 1, Paragraph 1.4, management may authorize an employee to take up to two (2) weeks of the vacation selection on a day-at-a-time basis. Any request for such selection shall, in the absence of extenuating circumstances, be made at least ten (10) days prior to the effective date of the schedule period during which the day(s) will occur, and in case of multiple requests, will be considered on the basis of seniority. It is understood that weekly vacation selections and Floating Holiday selections take precedence over individual vacation-day preferences. In those areas where management has limited the number of weekly vacations available for any given week, day-at-a-time vacations may be awarded in addition to the number of weekly vacations allotted. All such selections will be subject to supervisory approval and consistent with the Company's business requirements.

1.4.2 All day-at-a-time vacation will count towards the buildup of hours for overtime.

1.5 Vacations shall not extend beyond December 31.

1.6 Vacations are not cumulative from one (1) year to the next without written authorization of the Company, nor shall employees be allowed to work during their vacation period and receive vacation pay for this period except as provided in Section 3 of this Article VI.

1.7 Any employee laid off or who terminates employment after giving the Company two (2) weeks advance notice, and who is entitled to an unused, earned vacation allowance at the date of separation, shall have such allowance added to the employee's final pay.

SECTION 2. Effect of Leaves of Absence on Earned Vacation.

2.1 The vacation-earned date is normally the employment or reemployment date, but shall be moved to a later date determined by adding the time taken for leave of absence less thirty (30) days, and vacation allowance shall be computed from such new vacation-earned date.

SECTION 3. Effect of Inter-Company Transfers on Vacation.

3.1 An employee who has earned a vacation with Verizon Florida Incorporated and who transfers to another Verizon Company before his/her vacation is scheduled to begin, shall receive such vacation before transferring or be paid the appropriate earned vacation in lieu thereof or, with the approval of the receiving company, may take his/her vacation eligibility with him/her when transferring.

ARTICLE VII

HOLIDAYS

SECTION 1. Authorized Holidays.

Insofar as possible, without interfering with the essential operations of the Company, regular full-time employees, regular part-time employees, and probationary employees shall be relieved from duty on the following authorized Holidays:

New Year's Day	Thanksgiving Day
Memorial Day	Day After Thanksgiving Day*
(Last Monday in May)	Christmas Day
Independence Day	
Labor Day	

In addition, employees with more than six (6) months of service will be eligible for six (6) Floating Holidays, (effective 01-01-03).

Effective January 1, 2003

Employee's will have the option to specify up to six (6) Floating Holidays on an annual basis. Floating Holiday requests will be granted on a first-come, first-served basis based upon availability and shall occur immediately following the annual vacation selection process. Multiple requests will be granted on the basis of seniority.

*Phone Mart employees will have an additional Floating Holiday in lieu of the Day After Thanksgiving.

- 1.1 Holidays shall be twenty-four (24) hours, running from Midnight to Midnight.
- 1.2 Each regular full-time employee and probationary employee shall be paid, as a voluntary Holiday allowance, an amount equal to eight (8) hours at the basic wage rate for the Holiday. Any regular full-time employee or probationary employee who is required to work on any of the above-listed Holidays shall, without reference to the Holiday allowance, if scheduled to work, be scheduled for not less than a full tour and be paid for such tour eight (8) hours at one and one-half (1 1/2) times the regular rate of pay, or if called in to work, be paid for each hour worked up to and including a full tour at one and one-half (1 1/2) times the regular rate of pay. Compensation for work in excess of eight (8) hours on a Holiday shall be paid at two and one-half (2 1/2) times the regular rate of pay.
 - 1.2.1 No employee on leave of absence, layoff, or unexcused absence shall qualify for Holiday pay.

(Article VII)

SECTION 1. Authorized Holidays. (Cont'd)

- 1.2.2 Business requirements permitting, any scheduled workday except an authorized Holiday, may be selected by that employee as a Floating Holiday. Any request for such selection shall, in the absence of extenuating circumstances, be made at least ten (10) days prior to the effective date of the schedule period during which the day will occur, and in case of multiple requests, will be considered on the basis of seniority. It is understood that a Floating Holiday selection takes precedence over individual vacation-day preferences. It shall be the mutual responsibility of the employee and the employee's immediate supervisor to ensure that this Holiday is actually observed as a day off with pay and not worked.

- 1.2.3 When an employee's tour starts before Midnight and continues after Midnight, the Holiday allowance shall apply to the tour in which the majority of hours fall on the Company-Observed Holiday. Any hours worked on such tour designated as the Company-Observed Holiday shall be paid for at the rate of one and one-half (1 ½) times the regular rate-of-pay.

- 1.3 If a Holiday falls on a Sunday, the following day shall be observed as the Holiday. The tours for any such Sunday (observed as a Holiday on the following day) shall be selected by seniority, however, in accordance with Article III, Section 19, and/or Article V, Section 4, Paragraph 4.4. If a Holiday falls on a Saturday, the preceding day shall be observed as the Holiday. The tours for any such Saturday (observed as a Holiday on the preceding day) shall be selected by seniority, however, in accordance with Article III, Section 19, and/or Article V, Section 4, Paragraph 4.4. If a Holiday falls on a regular full-time employee or probationary employee's day off and the employee is not required to work on such Holiday, the employee shall be paid an amount equal to eight (8) hours at the basic wage rate. In each such case all Holidays, New Year's and Christmas included, shall be of twenty-four (24) hours' duration, midnight to midnight.

- 1.4 When a Holiday falls within a vacation period, the extra vacation day will be taken on the last scheduled workday before the vacation period or the first scheduled workday following the vacation period.

(Article VII)

SECTION 1. **Authorized Holidays.** (Cont'd)

- 1.5 A regular full-time employee or probationary employee not required to work on a Holiday shall receive one (1) day's pay, based on eight (8) hours at the basic wage rate, provided the employee has actually worked or received a nonproductive time payment for all hours on the last scheduled tour immediately preceding and all hours on the first scheduled tour immediately following the Holiday. The foregoing attendance requirements shall be waived if the employee's inability to meet these requirements is for valid reasons in the opinion of management. When a Holiday, as listed in Section 1 of Article VII, falls during an employee's regularly scheduled workweek, any work performed in excess of five (5) full scheduled days (including such Holiday as one of such days) shall be paid for at one and one-half (1 1/2) times the regular rate of pay.

- 1.6 Holiday work shall be selected by seniority as specified in Article III, Section 19, and/or Article V, Section 4, Paragraph 4.4.

- 1.7 Any employee scheduled to work on a Holiday, who fails to work the full scheduled assignment that day for reasons other than sickness or absence excused by the Company, shall forfeit all rights to Holiday pay.

- 1.8 A regular part-time employee's Holiday allowance shall be computed based on the number of hours actually scheduled, excluding overtime hours, for the Holiday(s) during the week in question. This amount will be the number of hours to be paid at the basic wage rate for the Holiday allowance. If a Holiday falls on a regular part-time employee's scheduled lay-day, the employee's Holiday allowance shall be computed by dividing the number of hours actually scheduled (extended hours included), excluding overtime, for the week in which the Holiday(s) occurs, by the number of scheduled workdays. This amount will be the number of hours to be paid at the basic wage rate for the Holiday allowance.
 - 1.8.1 All hours worked on a Holiday by regular part-time employees shall be paid at one and one-half (1 1/2) times the basic wage rate and this shall in no way affect the amount of Holiday allowance paid, which will equal that specified in Paragraph 1.8.

- 1.9 Occasional and temporary employees will not be eligible for Holiday allowance.

ARTICLE VIII

SICKNESS DISABILITY BENEFITS

SECTION 1. Sickness Disability Benefits

- 1.1 Regular employees shall be qualified to receive the following sickness disability benefit payments on account of physical disability to work by reason of sickness, depending upon their accredited service, following the indicated waiting period prior to each occasion of sickness. The entire waiting period will be waived if the employee has not been absent due to sickness for six (6) consecutive months immediately preceding the absence, or the employee is admitted into a hospital or the employee has outpatient surgery.
- 1.1.0 Employees hired prior to August 1, 1999, having from three (3) years' to five (5) years'; five (5) weeks' full pay and ten (10) weeks half-pay. Two (2) scheduled days' waiting period.
- 1.1.1 Employees with less than one (1) year accredited service shall receive no benefits.
- 1.1.1.2 From one (1) year but less than five (5) years'; four (4) weeks full pay and thirteen (13) weeks half pay. Three (3) scheduled days' waiting period.
- 1.1.2 From five (5) years' but less than ten (10) years'; thirteen (13) weeks' full pay and thirteen (13) weeks' half pay. Two (2) scheduled days waiting period.
- 1.1.3 Employees who have attained at least ten (10) years' accredited service as of August 1, 1999, but less than fifteen (15) years', shall have thirteen (13) weeks full pay and thirty-nine (39) weeks half pay. No waiting period.
- 1.1.3.2 Employees attaining ten (10) years' accredited service after August 1, 1999, but less than fifteen (15) years', shall have thirteen (13) weeks full pay and thirty-nine (39) weeks half pay. One (1) scheduled waiting day.
- 1.1.4 From (15) years' but less than twenty (20) years'; twenty (20) weeks full pay and thirty-two (32) weeks half pay. One (1) scheduled waiting day. Employees who attained at least ten (10) years' accredited service before August 1, 1999 have no waiting day.
- 1.1.5 After twenty (20) years'; twenty-six (26) weeks full pay and twenty-six (26) weeks half pay. No waiting period.

(ARTICLE VIII)

SECTION 1. Sickness Disability Benefits (Cont'd)

- 1.1.6 An employee absent due to sickness within fourteen (14) calendar days of the employee's return to work from a previous sickness for which sickness disability benefits were paid will not be required to undergo an additional waiting period in connection with the subsequent sickness.
- 1.1.7 Successive periods of sickness disability shall be counted together as one (1) period in computing the period during which the employee shall be entitled to benefits, except that any sickness occurring after an employee has been continuously engaged in the performance of duty for thirteen (13) weeks shall be considered a new sickness and not as part of any disability which preceded such period of thirteen (13) weeks.
- 1.1.8 An employee who has not been continuously engaged in the performance of duty for thirteen (13) weeks as specified in Article VIII, Section 1, Paragraph 1.1.6, shall have his/her previously exhausted absent sickness benefits deducted from any increase in benefits brought about by a change in accredited service.
- 1.2 Pay shall be related to forty (40) hours at the basic wage rate. The Company will make appropriate equivalent deductions so that absent sick payments will not exceed the employee's normal work time compensation.
 - 1.2.1 Sickness disability benefit payments for regular part-time employees shall be computed based on the number of hours actually scheduled (extended hours included), excluding overtime hours, during the day(s) and/or week(s) in question. This amount will be the number of hours paid per day at the basic wage rate for each eligible absent sick day after the observance of the waiting period.
 - 1.2.2 Temporary and occasional employees and those who are on a leave of absence or layoff are not eligible to receive sickness disability benefit payments.
- 1.3 No sick benefits will be paid for the scheduled days waiting period.
 - 1.3.1 An employee with more than six (6) months of service who is required to leave work due to sickness prior to completing the first half of a tour will be paid for the hours worked for that half of the tour and the remainder of the tour will be applied toward the scheduled days' waiting period or paid benefits, if applicable. Such an employee who leaves work during the last half of a tour will be paid for the hours worked and the remainder of the tour will be applied toward the scheduled days waiting period or paid benefits, if applicable.

(Article VIII)

SECTION 1. **Sickness Disability Benefits.** (Cont'd)

- 1.4 The Company reserves the right to have any employee examined by a doctor selected by the Company at the Company's expense, provided the employee is absent due to sickness, as defined herein, or the Company has a reasonable basis to believe the employee is sick or the employee's physical or mental condition is such that the employee may endanger himself/herself or other employees. Unless the Company exercises its right under this subsection, it shall not pay the employee for the lost, scheduled work time spent for doctor appointments. All regular employees are expected, whenever possible, to arrange and schedule doctor appointments during non-working hours. In addition, employees are expected to give their immediate supervisor one (1) days advance notice prior to such doctor appointments provided there are no extenuating circumstances.
- 1.5 If the Company as a whole or any Department, Division, or Section within the Company establishes a weekly schedule which requires work on any day in addition to five (5) workdays, an employee, when scheduled and posted in advance of the workweek in which the assignment is to occur, who shall not work the additional assignment because of sickness, shall be entitled to an allowance of sickness disability benefit payments for the time not worked in accordance with Article VIII, Section 1, Paragraph 1.1, unless excused from such assignment prior to its commencement. There shall be no allowance for sickness disability benefit payments in additional work periods except in conformance with Paragraphs 1.1 and 1.3 of this Article.

SECTION 2. **Sickness Defined.**

- 2.1 Sickness is the inability of an employee to perform work on account of physical or mental illness or injury, other than accidental injury arising out of and in the course of employment by the Company, or employment by any other employer, confining the employee to home or hospital, except in unusual circumstances as substantiated by a medical doctor's letter and verified by a physician selected by the Company. This section shall not be construed as limiting the privilege of receiving treatment in the office of a physician.
- 2.1.1 In the case of disability due to intoxication or misuse of stimulants or narcotics, or willful misconduct, no right to sickness disability benefits shall exist.

(Article VIII)

SECTION 2. Sickness Defined. (Cont'd)

- 2.1.2 In order to qualify for sickness disability benefits for mental illness, and upon the recommendation of competent medical authority, the employee must furnish the Company with a diagnostic report from a qualified neurologist or psychiatrist that the mental illness (other than alcoholism or drug addiction) is sufficiently serious to prevent the employee from performing productive work for the Company. In such cases, sickness disability payments will be made conditional that the individual actively undergoes a prescribed program of treatment.
- 2.1.3 Employees who undergo preoperative testing or outpatient surgery shall be eligible for sickness disability benefits for lost, scheduled work time for such procedures. Elective or cosmetic surgical procedures shall not qualify for payment of sickness disability benefits.
- 2.2 Abuse of the sickness disability benefit privileges, as outlined in Sections 1 and 2 of this Article, with respect to eligibility for benefits and/or location of confinement, shall constitute just cause for immediate discharge.

ARTICLE IX

ABSENCES FROM DUTY

SECTION 1. Leave of Absence.

- 1.1 The Company may grant an authorized leave of absence without pay and consistent with the needs of its service for a period not to exceed six (6) months to any regular (full or part-time) employee who requests it in writing for reasons including, but not limited to, personal reasons, illness in the immediate family, adoption, elderly and child care, except as stated in Article X, Section 5, Paragraph 5.1.
- 1.2 In the event an employee is selected to fill a term of office with the Local Union, a leave of absence for the term of such assignment with the Local Union not to exceed three (3) years' will be granted by the Company; and provided further that additional leave of absence may be granted at the discretion of the Company.
- 1.3 An employee on leave of absence shall advise his/her supervisor at least ten (10) days in advance of the expiration of the leave of absence that the employee will be available for work on the day following the termination of his/her leave of absence.

(Article IX)

SECTION 1.

Leave of Absence. (Cont'd)

1.4 In all maternity cases, the pregnant employee shall present to the Company, not later than the sixth (6th) month of pregnancy, a doctor's letter stating the probable date of confinement. Unless otherwise notified, this date will be considered the expected date of disability. The pregnant employee may exercise one (1) of the alternatives listed below:

1.4.1 **Pre-Disability Maternity Leave of Absence**

Should the pregnant employee desire time off prior to disability, she may request a Pre-Disability Leave of Absence without pay. Such request will be made by completing a form provided by the Company.

1.4.2 **Sickness Disability Benefits.**

Approximately four (4) weeks prior to the probable date of confinement, the pregnant employee and her doctor should complete the form provided by the Company. The pregnant employee will not be eligible for paid sick time until completion and approval by the Company of this form. Verification of the pregnant employee's disability period may be made by the Company. The pregnant employee will be eligible for sickness disability benefits for only the period of disability stated by the physician as verified by the Company. At the expiration of the disability period, the employee may elect to either return to work or request a Post-Disability Maternity Leave of Absence.

1.4.3 **Post-Disability Maternity Leave of Absence.**

Should the employee request a Post-Disability Maternity Leave of Absence, a form to be provided by the Company should be initiated. The maximum cumulative period available for Maternity Leaves of Absence, both Pre- and Post-Disability, is six (6) months, excluding the paid disability period. Employees on maternity leave of absence will be reinstated upon any date following the birth of the child provided:

1.4.3.1 The employee formally requests to return to work.

1.4.3.2 The employee's approved leave of absence has not expired.

1.4.3.3 The Company is provided a certificate from the employee's personal physician indicating the employee may return to active full-time employment.

(Article IX)

SECTION 1.

1.4.3 Post-Disability Maternity Leave of Absence. (Cont'd)

- 1.4.3.4 The employee satisfactorily passes a Company physical examination if one is deemed necessary.
- 1.5 An employee whose leave of absence terminated immediately prior to a Holiday must, in order to be considered eligible for the voluntary Holiday allowance, report to the Company on the date after the Holiday that he/she is available for work and work the first scheduled assignment after the Holiday.
- 1.6 While on authorized leave of absence, the regular employee's seniority shall not be disturbed and will continue to accrue. All benefits, including time required for wage progression increases, which are governed by accredited service, will continue to accrue during the first thirty (30) days while on leave of absence; however, additional leave-of-absence time in excess of the first thirty (30) days shall not apply in determining an employee's accredited service for benefit eligibility as well as the time required for wage progressions. While on authorized leave of absence, such employee shall not accept other employment without being subject to immediate cancellation of the employee's leave of absence, except as permitted by Article IX, Section 1, Paragraph 1.2.
- 1.6.1 While on authorized leave of absence, the regular employee may bid vacations in accordance with seniority, provided that such selection is made in accordance with Article VI, Section 1, Paragraph 1.4, and the employee returns to the same Exchange, classification, and work group the employee was assigned to immediately prior to such leave. It shall be the responsibility of the employee to notify the Company in writing of the selection fifteen (15) days prior to the closing of the vacation bidding period.
- 1.7 The Company further agrees to use its best efforts to secure for such employees continuation of rights and benefits dependent upon contracts with other companies, such as insurance benefits, etc.; but it is understood by both parties hereto that the final determination of such benefits rests with such other companies over which Verizon Florida, Incorporated has no control, and whose decision in such matters will be final and binding.
- 1.8 An extension of a leave of absence beyond six (6) months may be granted by the Company in exceptional cases without accrual of seniority.
- 1.9 When the applications for leave exceed the number of employees which the Company feels can be released, applications shall be granted on the basis of seniority of the employees concerned.

(Article IX)

SECTION 2. **Reinstatement Rights.**

2.1 If, at the time of application for reinstatement by an employee who has been on an authorized leave of absence, no vacancy exists in the employee's former classification, and provided the employee's mental and/or physical condition is such that the employee is able to perform the job the employee last held in the same manner as at the time the leave of absence began, one shall be created by a layoff, transfer, or demotion in the order of inverse seniority in the classification from which the employee left to go on leave of absence. The provisions of Article XI do not apply to the above.

SECTION 3. **Other Absences From Duty.**

3.1 Where there is a death in an employee's immediate family, namely a father or mother; stepfather or stepmother; foster father or foster mother; father-in-law or mother-in-law; brother-in-law or sister-in-law; son-in-law or daughter-in-law; grandfather, grandmother or grandchild; brother or sister; stepbrother or stepsister; husband or wife; child, stepchild, or any relative by blood or marriage or foster child living in the same establishment as the employee, the employee affected shall be allowed time off, with pay, not to exceed three (3) days. The time paid for shall be limited to lost, scheduled work time, up to and including three (3) days following the funeral. Where an employee serves as an active pallbearer during his/her regularly scheduled work time, the employee shall be allowed time off, with pay, not to exceed one (1) day.

3.1.1 In extenuating circumstances, an employee will be allowed up to five (5) additional days off without pay. Should this additional time be expected to be taken, the supervisor should be notified by the employee prior to the employee leaving.

3.2 Employees who may wish to attend funerals of other employees within the Company may be excused, without pay, consistent with the needs of the service, and if approval is obtained in advance from their immediate supervisor.

ARTICLE X

SECURITY OF EMPLOYMENT

SECTION 1. **New Employees.**

1.1 All new employees in all classifications covered by this Agreement shall serve a probationary period of six (6) months.

(Article X)

SECTION 1. **New Employee. (Cont'd)**

1.1.1 During the probationary period, the Company may, at its option, grant merit increases, transfer, relocate, reclassify, lay off, demote, or dismiss such employees.

1.2 Temporary employees, as described in Article III, may be employed for a specific period of time.

1.3 The Company will notify the Local Union in writing as to the name, classification, and location of all new employees no later than the twentieth (20th) day of the following month after employment.

SECTION 2. Retirement.

2.1 The Company agrees to negotiate with the Union on any benefit changes proposed by either party in the "Plan for Employees' Pensions." The Company will not alter or modify the pension plan benefits during the life of this Agreement without notifying the Union.

SECTION 3. Medical Insurance Program.

3.1 The benefits provided by the Group Medical and Dental Programs in accordance with the Memorandums of Agreement on this subject and agreed upon on the date of signing this Agreement will be effective January 1, 2003, for active employees who elect to participate in these Plans.

The Company agrees to pay 100% of the employee's and employee's dependent premium cost for the period from January 1, 2003, through December 31, 2005.

The selection of the insurance carrier, the establishment of all terms and conditions relating thereto, shall rest within the sole discretion of the Company.

The benefits provided by these programs will not be discontinued or amended without the agreement of the Company and the Union.

SECTION 4. Accident Payments.

4.1 During the period of recuperation allowed under the Workers' Compensation Act of the State of Florida for a compensable injury, the employee shall be paid the difference between the compensation allowed and eighty percent (80%) of his/her basic wage for a period not to exceed twelve (12) months.

(Article X)

SECTION 5. Military Service.

5.1 All employees entering the military services of the United States under any law which is now in effect or may in the future be enacted by the United States

shall be considered as upon leave of absence and shall continue to accrue seniority and accredited service while on military leave of absence during the period of such service. Upon honorable discharge from military services, and written application made within one hundred twenty (120) days, the employee shall be employed in his/her former position at the rate of pay then prevailing for the position left upon entry into the military services, provided, however, that upon discharge from military services such employee is physically and mentally fit for employment in the former position.

5.2 If at the time of application for reemployment by an employee who has been in the military services, no vacancy exists, one may be created by discharge, layoff, transfer or demotion, and in such case the discharge, layoff, transfer, or demotion shall be in the order of inverse seniority in the Department affected.

5.3 Regular employees, other than those employed on a regular part-time basis, and probationary employees who are members of the reserve components of the Armed Forces of the United States, shall be excused for a period not to exceed fourteen (14) calendar days in any calendar year to attend military training and they will be paid the difference, if any, between the total pay they received from the government for the fourteen (14) day tour of duty and their basic wage rate from the Company for ten (10) workdays, provided military pay is the lower of the two. Such period of time shall not be counted as vacation time.

5.3.1 Regular part-time employees shall be excused without pay for a period not to exceed two (2) weeks in any calendar year to attend military training. Such period of time shall not be counted as vacation time.

ARTICLE XI

FORCE ADJUSTMENT AND SEVERANCE PAY

SECTION 1. Force Adjustment.

1.1 When, in the opinion of management, it becomes necessary to adjust the working force, management shall notify the Local Union of its decision to effectuate such an adjustment.

(Article XI)

SECTION 1. Force Adjustment. (Cont'd)

- 1.2 A force adjustment may be effected by downgrading, transferring, part-timing, or laying off any employee and the Company shall notify the Union at least ten (10) working days prior to the effective date of the force adjustment and the parties shall meet thereafter for the purpose of discussing the force adjustment.

- 1.3 If it is necessary to adjust the working force, the adjustment may be effected by job title classification(s) in each or all Departments within the force adjustment area, i.e., Exchange, Division, Area, or throughout the Company, as the case may be.

- 1.4 The employee(s) with the least Company seniority within the job title classification(s) in the Department within the force adjustment area shall be selected for downgrading, transferring, part-timing, or laying off.

- 1.5 In the event of a force adjustment, contract forces (excluding personnel required to preserve manufacturers' warranties and license agreements) and regular part-time employees within the force adjustment area and Department and job title classification(s) where the adjustment is to be effected will be laid off prior to downgrading, transferring, part-timing (reducing regular full-time employees' workweek to less than forty (40) hours), or laying off any regular full-time employee.

SECTION 2. Bumping Rights.

- 2.1 Any regular full-time employee, having more than twelve (12) months seniority, who has been laid off shall have the right to bump an employee with less seniority within the same or a lower wage progression schedule, subject to the following limitations:
 - 2.1.1 Employees having five (5) years' seniority or less, may exercise their option within the same Area where the force adjustment is made.
 - 2.1.2 Employees with more than five (5) years' seniority may exercise their option throughout the Company.

- 2.2 An employee who does not desire to exercise his/her bumping rights does not prejudice his/her right to recall; however, if the employee fails to exercise his/her bumping rights on the effective date of the layoff, he/she may not exercise these rights at a later date.

(Article XI)

SECTION 2. **Bumping Rights.** (Cont'd)

- 2.3 An employee must have the ability to perform any job which he/she seeks to obtain through bumping. If it is a job which the employee has previously held, the employee will be allowed a reasonable period of time for re-familiarization and, if the job is one which he/she has not previously held, the employee must be able to perform the job with minimum additional training.

- 2.4 Costs of moving to any new location will be assumed by the employee.

- 2.5 When an employee is downgraded or if the employee bumps into a lower classification and his/her earnings prior to the adjustment are in excess of the maximum rate of the job, the employee will be adjusted to the maximum rate of the new job. When the employee's rate of pay at the time of the force adjustment is equal to or less than the rate of the new job, the employee shall be paid at his/her then existing rate.

- 2.6 Recall after layoff of regular full-time employees shall be in the reverse order of layoffs by job title classification(s) in the Department within the force adjustment area affected by the layoffs, provided the employee is available, has kept the Company informed of any change in address, the employee's physical condition is such that he/she is able to perform the job in the same manner he/she last held at the time of recall, and the period of layoff for such former employee has not exceeded twelve (12) months. Seniority and net accredited service accumulated prior to date of layoff will be protected. The Company shall use its best efforts to place such laid-off employees who are qualified to do other work in other phases of the operations of the Company.
 - 2.6.1 When additions to the work force are required subsequent to a force adjustment, prior to the Company hiring into the former job title classification or recalling a less senior laid-off employee in the Department within the force adjustment area, an employee who has exercised his or her bumping rights shall be given an option to be restored to his or her former job title classification in the Department within the force adjustment area.

SECTION 3. **Severance Pay.**

- 3.1 Regular full-time employees who are laid off will be paid severance pay which will be computed as follows:

(Article XI)

SECTION 3. Severance Pay.

<u>Years of Net Accredited Service</u>	<u>Number of Weeks Current Basic Wage Rate</u>
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
11	12
12	14
13	16
14	18
15	20
16	22
17	24
18	26
19	28
20 and over	30

- 3.2 Payments will be made on a bi-weekly basis for the hours equivalent to the employee's regular workweek to the extent of the total allowance granted. Such payment, however, shall not operate to change the effective date of the layoff, which shall be the last day worked.
- 3.3 Lump-sum payment shall be made at the employee's request conditional upon full termination of employment with no further obligation resting upon the Company with respect to that employee.
- 3.4 Whenever an employee who has been paid severance pay is subsequently re-employed and is again laid off, severance pay in the instance of the second and subsequent layoffs will be computed on the basis of total net accredited service less payments previously received.
- 3.5 No severance pay shall be due any employee who fails to exercise his/her bumping rights within the employee's same wage progression schedule.
- 3.6 Severance payment shall be discontinued to an employee who fails or refuses to accept an offered job assignment within his/her same wage progression schedule within the same Area the employee had been afforded bumping rights.

ARTICLE XII

DISCHARGE FOR CAUSE

SECTION 1. Discharge for Cause.

- 1.1 No provisions of the Agreement shall be construed to bar the authority and right of the Company to terminate the service of an employee for just cause.
- 2.1 No employee who has completed the probationary period shall be discharged because of the employee's inability to perform satisfactorily in the job in which he/she is employed without first having had the employee's deficiencies reviewed with him/her by a member of management on more than one occasion prior to the date of discharge.
 - 2.1.1 Any regular full-time employee discharged specifically and solely for inability to perform satisfactorily shall be compensated eighty (80) hours' pay at the basic wage rate at the time of termination.

SECTION 3. Immediate Discharge.

- 3.1 Provided, discharges involving allegations of dishonesty or improper behavior while on duty (including the willful or intentional disruption of electronic switching systems) shall be immediate.

SECTION 4. Right to Grieve.

- 4.1 Discharges other than that of probationary, temporary, and occasional employees shall be subject to the Grievance-Arbitration Procedure of this Agreement.

ARTICLE XIII

SENIORITY

SECTION 1. SENIORITY.

- 1.1 Seniority, as used herein, relates to specific preferences and privileges provided for in this Agreement and shall be determined on the basis of continuous service from the last date of employment with Verizon Florida Incorporated, which includes service at Business Phone Systems, Verizon Communications Corporation, Verizon Customer Networks, and Verizon Logistics.

(Article XIII)

SECTION 1. **Seniority.** (Cont'd)

1.1.1 Effective September 5, 1965, regular part-time employees, when transferring to a regular employee status, will accumulate seniority equal to the hours actually worked. Forty (40) hours worked shall be equal to one (1) week's seniority.

SECTION 2. **Broken Seniority.**

2.1 Seniority and accredited service shall be deemed to have been broken by termination of employment.

SECTION 3. **Vacancies.**

3.1 It is the policy of the Company to fill existing vacancies from its own employees wherever possible consistent with the efficient operation of its business and service. When, in the opinion of the Company, a vacancy cannot be effectively filled from among the existing employees, the Company may hire applicants possessing previous experience or education which qualify those individuals for rates of pay greater than the specified starting rates. The Company may hire such applicants by granting appropriate equivalent accredited service, for wage purposes only, to establish a proper rate of pay within the appropriate wage schedule. Wage progressions shall proceed according to the appropriate wage schedule and total equivalent service. In such case, the person employed shall take his/her place at the bottom of the seniority list in the location where employed.

SECTION 4. **Transferred Employee.**

4.1 When an employee is transferred from one Exchange to another at the request of the Company, the employee shall exercise his/her full seniority immediately. An employee who is transferred from one Exchange to another at the employee's request shall exercise his/her seniority in the selection of vacation time after one (1) year and all other rights resulting from seniority shall be exercised immediately.

4.1.1 The Company will arrange for and pay the costs of moving the household effects of an employee who is transferred from one Exchange to another at the request of the Company.

4.2 Subject to service requirements, an employee who is transferred from one Exchange to another at the request of the Company shall have first option for a period of two (2) years' from the date of such transfer to return to his/her original Exchange area, prior to the Company hiring in the employee's classification. Expenses in relocating to the employee's original Exchange will be assumed by the employee.

(Article XIII)

SECTION 5. **Miscellaneous.**

- 5.1 The Company agrees to furnish the Local Union a complete seniority roster of all employees of the Department from which its membership is drawn on January 1 and July 1 of each year.
- 5.2 Where two (2) or more employees are employed upon the same date, seniority as between them shall be determined by their respective ages as indicated on Company records, and the older in age shall be regarded as the senior in service.
- 5.3 Where two (2) or more employees are promoted to a higher classification upon the same date, seniority as between them within the classification shall be determined by their seniority with the Company.

ARTICLE XIV

PROMOTIONS/RECLASSIFICATIONS (PERMANENT)

SECTION 1. **Promotions.**

- 1.1 Promotions or reclassifications shall be based on full consideration by the Company of ability and personal training for the job to be filled, health record, dependability, and seniority. Ability and qualifications for the job being equal, seniority shall prevail.

SECTION 2. **Employee Bidding Procedure.**

- 2.1 A regular full-time employee desiring to submit a bid(s) for promotion or reclassification shall make this desire known to management in writing on a form to be provided by the Company, and the Company shall retain one (1) copy and return one (1) copy to the employee.
 - 2.1.1 The right to bid for any promotion or reclassification will be exercised only during the specified bidding periods throughout the year. The Company will provide notification on bulletin boards in the affected areas prior to the commencement of each bidding period.
 - 2.1.2 There will be a minimum of two (2) bidding periods each twelve (12) months and they will each be fourteen (14) calendar days in duration. An employee will be eligible to submit up to four (4) bids each bidding period.

(Article XIV)

SECTION 2. **Employee Bidding Procedure. (Cont'd)**

2.1.3 Employees who submit bids will be considered for promotions/reclassifications on a Company-wide basis.

2.2 An employee hired or selected for a promotion/reclassification will be excluded from further promotions/reclassifications for the following time period by wage schedule unless waived by management:

<u>12 Months</u>		<u>18 Months</u>	
Wage Schedule -	A5	Wage Schedule -	D2A
Wage Schedule -	I	Wage Schedule -	D2
Wage Schedule -	G	Wage Schedule -	D1, D1-1
Wage Schedule -	F	Wage Schedule -	C1
Wage Schedule -	E	Wage Schedule -	C
Wage Schedule -	D1A	Wage Schedule -	B
Wage Schedule -	D	Wage Schedule -	A
		Wage Schedule -	A1

2.3 Employees who are not deemed qualified, after consideration of the criteria specified in Section 1, Paragraph 1.1, by the management persons making these evaluations, will receive written notification within sixty (60) calendar days of the expiration of the bidding period regarding their evaluation, provided there are no extenuating circumstances. Such notification will serve to provide the employee with the Company's expectations for the position(s) under consideration and will advise the employee in determining what action is required to be considered qualified for future job openings. Qualified employees will receive written notification that they have been deemed qualified within sixty (60) calendar days of the expiration of the bidding period, provided there are no extenuating circumstances. Once qualified, an employee will be considered eligible for a six (6) month period for those job openings for which they are qualified.

2.3.1 A notice listing the name(s) of employees selected through the Employee Bidding Procedure to fill job vacancies will be posted on the work group bulletin board where the vacancy existed. In addition, a copy of this notice shall be provided to the Union.

2.4 A promotion shall be deemed to be higher if the scheduled top rate of pay for the classification is higher, except as indicated in Section 2, Paragraph 2.5.1, of Article XIV.

2.4.1 A reclassification of an employee from Wage Schedule I to Wage Schedule G shall be granted by the Company in recognition of the employee's ability to perform responsible work in a capable manner. The items in Article XIV, Section 1, Paragraph 1.1, will be given consideration in such reclassifications. Employee bids are not required.

(Article XIV)

SECTION 2. Employee Bidding Procedure. (Cont'd)

2.5 All promotions or reclassifications shall be considered temporary for a period of one hundred twenty (120) days for all wage schedules except Wage

Schedules A and B which will be considered temporary for one hundred eighty (180) days. This temporary period is in order to determine whether or not such employee can satisfactorily perform the duties and accomplish the work in the position to which the employee has been promoted or reclassified. At the end of the one hundred eighty (180) day period for Wage Schedules A and B, and the one hundred twenty (120) day period for all other wage schedules, the promotion or reclassification shall become permanent.

2.5.1 Such employee shall draw the pay of the position to which promoted, reclassified, or changed at the commencement of the new assignment.

2.5.2 If returned to the employee's former or some other position, then the employee will receive the rate of pay applicable to this position as if the employee had not been originally changed.

2.6 When an employee is reclassified or promoted, the employee will exercise full seniority rights in the selection of vacations, tours of duty, and Holidays at the expiration of a ninety (90) day period. This provision supersedes Article XIII, Section 4, Paragraph 4.1, concerning the exercising of seniority rights.

2.7 Within ten (10) days after the posting of the notice of the promotion or reclassification, all applicants not selected may request and obtain from their immediate supervisor the reasons for which they were not selected.

SECTION 3. Method of Payment.

3.1 An employee promoted or reclassified to a higher-rated classification shall be paid the next higher wage rate in the higher classification. This will result in a minimum increase of fifteen cents (\$.15) per hour. In cases where the new classification wage rate does not result in a minimum increase of fifteen cents (\$.15) per hour, the employee will be placed at the progression interval which provides this increase. Under no circumstances will any increase exceed the contractual top wage rate of the new schedule to which the employee is promoted.

3.1.1 For employees on incentive compensation plans other than TPA, the amount of wage increase granted shall in no case be less than seventy-five cents (\$.75) per hour.

(Article XIV)

SECTION 3. Method of Payment. (Cont'd)

3.2 The effective date for the employee's next wage progression adjustment, as established within the previous job classification schedule, is not to be disturbed by the reclassification or promotion, and subsequent wage

progressions within the schedule shall be in accordance with Article IV, Section 1, Paragraph 1.2. Those employees who are at the top of their respective wage progression schedule at the time of such promotion to a higher classification will begin their new progression effective on the date of the promotion and subsequent wage progressions within the schedule shall be in accordance with Article IV, Section 1, Paragraph 1.2.

SECTION 4. Demotions.

4.1 The Company may demote any employee to a job in a lower classification upon the failure of that employee to satisfactorily perform work in a higher classification. The Company agrees to provide evidence substantiating cause for demotion if requested by the Union.

4.2 An employee demoted to a job in a lower classification, except as provided in Article XIV, Section 4, Paragraph 4.2.1, shall, at the time of such demotion, be reduced to the wage rate applicable in the lower classification which is nearest to the employee's present wage rate, which does not result in an increase in wage rate. Subsequent wage progressions within the schedule shall be in accordance with Article IV, Section 1, Paragraph 1.2.

4.2.1 When an employee is demoted to a lower classification due to a permanent, partial impairment, their present wage rate will be reduced after a twelve (12) month period from the date of the initial illness or injury that leads to the determination of a permanent, partial impairment.

ARTICLE XV

TEMPORARY WORK ASSIGNMENTS

SECTION 1. Assignment to Higher Group Classification - All Departments.

1.1 An employee temporarily performing work in a higher group classification shall be paid the rate of pay of the classification to which temporarily assigned and applicable to the same progression period as the temporarily assigned employee is in, but in no case shall the employee receive less than his/her normal rate of pay. Such employee shall take his/her place at the bottom of the seniority roster in the higher classification.

(Article XV)

SECTION 2. Temporary Higher Classification – Management.

2.1 An hourly-paid employee temporarily relieving or substituting for an employee paid on a salaried basis shall be paid his/her own hourly rate, plus a differential of one dollar (\$1.00) per hour, provided however, that the substituting employee performs the work of the employee paid on a salaried basis for at least the number of consecutive hours equivalent to the hours constituting one (1) full tour and under circumstances not produced by an emergency.

2.2 An hourly-paid employee specifically assigned to give formal training to an employee or group of employees paid on an hourly or a salaried basis shall be regarded as a classroom instructor and they shall be paid as follows:

2.2.1 Classroom instructors add one dollar (\$1.00) per hour to the wage applicable for a full day of eight (8) hours each day they are called upon to perform duty as classroom instructors.

SECTION 3. Assignment to Lower Group Classification - All Departments.

3.1 All employees temporarily relieving or substituting for another employee in a lower classification shall be paid at the rate of pay for the classification in which they are ordinarily and permanently employed.

SECTION 4. Temporary Assignment Selection.

4.1 The selection of employees for temporary assignment(s) will be made by management. Temporary assignment(s) may be for up to one hundred twenty (120) days.

ARTICLE XVI

GRIEVANCES

SECTION 1. A grievance is hereby defined as any alleged dispute or controversy arising out of the interpretation or application of this Agreement covering the employee or employees concerned. Unless by mutual consent a substitute procedure is adopted, grievance matters shall be processed in accordance with the procedure set forth in this Article XVI.

SECTION 2. When any matter referred to in Section 1 of this Article arises, it shall be processed as follows:

(Article XVI)

SECTION 2. (Cont'd)

Step 1. An employee or group of employees may present the grievance verbally or in writing, in person or through the Union, to the immediate supervisor who has supervision over the work performed by the employee. A grievance presented in writing shall receive a written reply by the supervisor and be given in person or mailed within two (2) working days.

Step 2. In the event the foregoing procedure as outlined in Step 1 fails to produce a satisfactory solution of a written grievance, the grievance shall be presented within five (5) working days after completion of Step 1 to the appropriate Area Manager or Department Head (General Offices) or his/her designated representative.

The Company representatives shall meet with the Union, or with any individual employee or group of employees as outlined in Section 5 of this Article XVI, not later than ten (10) working days after receipt of the formal presentation and a decision shall be given in person or by mail within five (5) working days after the meeting.

Step 3. In the event the foregoing procedure as outlined in Step 2 fails to produce a satisfactory solution, the grievance shall be presented within five (5) working days after completion of Step 2 to the Manager - Labor Relations or his/her designated representative. The Company representatives shall meet with the Union, or with any individual employee or group of employees as outlined in Section 5 of this Article XVI, not later than ten (10) working days after receipt of the formal presentation and a decision shall be given in person or by mail within five (5) working days after the meeting. If the grievance is not settled satisfactorily within five (5) working days after discussions with the Union have been completed, the grievance, if arbitrable, may then be submitted to arbitration as provided in Section 1, Article XVII.

SECTION 3. Before a grievance may be submitted for action, in the appropriate section of Step 1, it shall be prepared in writing in quadruplicate, and be signed by the employee. The copies of the grievance shall be distributed as follows: two (2) to the immediate supervisor, one (1) to the Local Union, and one (1) to the employee.

(Article XVI)

SECTION 5. In the event any individual employee or any group of employees choose to present a grievance for themselves, the Company representatives will notify the Local Union representatives of the fact that such grievance is being presented and will give such Local Union representatives opportunity to be present during the presentation of such grievance.

SECTION 6. Once a grievance has been presented by the Union to the Company, representatives of the Company shall not discuss the grievance with the aggrieved employee or employees without affording the Local Union representative an opportunity to be present.

SECTION 7. The Union agrees the Company shall assume no responsibility for and shall not be required to consider any grievance unless the grievance shall have been presented in writing, under, and in accordance with the provisions of this Article XVI, "Grievances," and the presentation made within ten (10) calendar days, unless extenuating circumstances prevail, after its alleged original occurrence.

SECTION 8. "Working Days," as used in this Article XVI, shall not include Saturdays, Sundays, or Holidays.

SECTION 9. Any written documentation in possession of the Company which influences its decision on any matter in dispute, shall also be made available to the Local Union. Any written documentation in possession of the Union which influences its decision on any matter in dispute shall also be made available to the Company.

SECTION 10. The Union has the right to initiate grievances in accordance with the provisions of this Article.

ARTICLE XVII

ARBITRATION

SECTION 1. In the event a grievance is not resolved by the parties under the provisions of Article XVI, the matter may be submitted to arbitration. This request must be submitted by the Union within thirty (30) calendar days after failure of settlement in the Grievance Procedure, except that in the instance of discharge, submission shall be made within ten (10) calendar days.

SECTION 2. A request for submission to arbitration must be in writing and signed by an authorized representative of the Union. The written request shall restate the grievance as originally submitted under Article XVI, and shall certify that the parties failed to reach a satisfactory settlement in the Grievance Procedure as set forth in Article XVI. Appropriate representatives of the parties shall meet within ten (10) days to agree upon the statement of the question to be arbitrated.

(Article XVII)

SECTION 3. The parties shall then jointly request the American Arbitration Association to name a panel of five (5) arbitrators. The arbitrator shall be selected from said panel by the parties in the following manner:

3.1 One party shall strike one (1) name from said panel. The other party shall then strike two (2) names from said panel and the first shall then strike one (1) name from said panel. The person whose name is not stricken from the panel shall be the arbitrator. The party who strikes the first name from the panel shall be determined by lot.

SECTION 4. The arbitrator shall be selected within ten (10) calendar days after service of the written demand for arbitration.

SECTION 5. Hearings shall be started immediately after selection of the arbitrator unless the arbitrator is not immediately available, in which case the parties may mutually agree to meet at the convenience of the arbitrator. If, however, the arbitrator should be unable to attend hearings within a period of twenty (20) calendar days, a substitute may be named.

SECTION 6. After the arbitrator has been chosen by the foregoing procedure, the arbitrator shall meet jointly and hear the evidence of both sides and shall render a decision.

SECTION 7. The expenses incurred in procuring an arbitrator and any miscellaneous expenses incurred by the arbitrator shall be borne equally by the parties.

SECTION 8. The arbitrator shall have jurisdiction and authority to interpret, apply, or determine compliance with the provisions of this Agreement or of any agreement made supplementary hereto and to render decision of award thereof, but shall have no authority to add to, subtract from, alter, or modify in any way, the provisions of this Agreement or any established routines, procedures, rules, regulations, or practices of the Company. The arbitrator shall also be limited in his/her authority to a review and determination of the specific grievance submitted for arbitration. The decision of the arbitrator, within the scope of this paragraph of Article XVII, shall be final and binding upon both parties.

SECTION 9. When in question, back pay shall be limited to the date of discharge less any remuneration received from any source. In making such an award, the arbitrator shall be governed by the make-whole concept.

ARTICLE XVIII

DURATION OF AGREEMENT

SECTION 1. Effective Date and Duration.

1.1 This Agreement shall become effective August 4, 2002, and shall continue in full force and effect through Midnight, July 30, 2005, and from year-to-year thereafter until terminated by written notice by either party to the other given sixty (60) days prior to the anniversary date, in which case this Agreement shall terminate at Midnight, July 30, 2005.

SECTION 2. Amendment.

2.1 The Company and the Union agree that the entire understanding between them is set forth completely in this Agreement. Any amendment to this Agreement shall be reduced to writing, shall state the effective date, and shall be executed in the same manner as this Agreement.

SECTION 3. Laws Affecting Agreement.

3.1 It is mutually agreed that if any federal or state law, or final decision of any court or board of competent jurisdiction directly affects any provision of this Agreement, the provision so affected shall be made to conform with the law or decision. In all other respects this Agreement shall continue in full force and effect.

IN WITNESS WHEREOF, the parties hereto have hereunto caused their names to be signed by their duly authorized officers and/or representatives this 5th day of November, 2002.

Verizon Florida Incorporated

Local Union 824 of The International
Brotherhood of Electrical Workers

BY: _____
Kurt M. Naser
Director – Labor Relations

BY: _____
Danny L. Johnson
Business Manager

Date:

Date:

December 14, 1972

ARBITRATORS IN MATTERS RELATING TO LOCAL 824, IBEW

AND

GENERAL TELEPHONE COMPANY OF FLORIDA

FROM: THE SUBJECT ORGANIZATIONS

JOINT POLICY STATEMENT

1. It is our joint desire to have all elicitation of facts take place at the Hearing. We do not desire requests for the submission of evidence after the close of the Hearing. We want the Arbitrator to make his decision based on the written record elicited at the Hearing, allowing for full cross-examination, rebuttal and briefing by both parties.
2. Notwithstanding our wish to have the submission of evidence end at the close of the Hearing, if the Arbitrator feels that he must have additional evidence, we wish it to be elicited in writing, in a manner consistent with paragraph (1) herein, with opportunity for both parties to review, cross-examine and submit briefs relative to all facts elicited.

GENERAL TELEPHONE COMPANY OF FLORIDA LOCAL UNION 824, IBEW

BY:

DIRECTOR OF PERSONNEL

BUSINESS MANAGER

LETTER OF UNDERSTANDING

The Company and the Union agree that employees who returned to the bargaining unit between October 1, 1974 and August 23, 1975 from non-bargaining unit positions shall be credited with all seniority previously earned while in the bargaining unit, plus seniority accumulated for a period not to exceed 1 year spent in non-bargaining unit positions. An employee who has been assigned to the bargaining unit from a non-bargaining unit position between October 1, 1974 and August 23, 1975 who has never been in the bargaining unit shall be credited with seniority rights from the date he/she enters the bargaining unit.

The Company and the Union agree that this Letter of Understanding amends the arbitration award on Case #32-30-0325-74, Grievance #74-PCT-313 (516-PCT-74).

COMPANY: GENERAL TELEPHONE COMPANY
OF FLORIDA

L. W. CHAMBERLIN, III
DIRECTOR OF LABOR RELATIONS

UNION: IBEW, LOCAL UNION 824,
AFL-CIO

ROBERT L. BENTON
BUSINESS MANAGER

DATED: 8-29-1975

LETTER OF UNDERSTANDING

Effective August 24, 1975, the Company and the Union agree that any employee who is returned to the bargaining unit from a non-bargaining unit position, shall be immediately credited with all seniority previously earned while in the bargaining unit, plus seniority accumulated for a period not to exceed 1 year spent in non-bargaining unit position(s), provided the employee returns to the same wage schedule he/she left or goes to a lower wage schedule. An employee assigned to the bargaining unit from a non-bargaining unit position, who has never been in the bargaining unit, shall receive seniority rights from the date he/she enters the bargaining unit.

COMPANY: GENERAL TELEPHONE COMPANY
OF FLORIDA

L.W. CHAMBERLIN, III
DIRECTOR OF LABOR RELATIONS

UNION: IBEW, LOCAL UNION 824,
AFL—CIO

ROBERT L. BENTON
BUSINESS MANAGER

DATED: 8-29-1975

LETTER OF UNDERSTANDING

It is understood between General Telephone Company of Florida and Local Union 824, IBEW,

that in those cases when an Equipment Installer is required to move from one location to another during his tour of duty, the Company will be responsible for transporting the employee from one site to another, which transportation, at the option of the Company, may be by authorizing use of the employee's personal vehicle. When authorized to use his personal vehicle, the Company will reimburse the employee at the rate provided in Article V, Section 18, Paragraph 18.10 of the Collective Bargaining Agreement.

In those cases where the employee is unwilling or unable to furnish his own transportation from one site to another, the Company will consider other alternatives, such as, Company conveyance or public transportation.

It is further understood that the employee will transport his assigned tools with him from one site to another regardless of the means of transportation provided.

COMPANY: GENERAL TELEPHONE COMPANY
OF FLORIDA

L.W. CHAMBERLIN, III
DIRECTOR OF LABOR RELATIONS

UNION: IBEW, LOCAL UNION 824,
AFL—CIO

ROBERT L. BENTON
BUSINESS MANAGER

DATED: 11-12-76

LETTER OF UNDERSTANDING

It is understood between General Telephone Company of Florida and Local Union 824, IBEW, that the former Bell employees, who became employees of General Telephone Company of Florida as a result of the Bell Acquisition in January, 1970, will carry with them full seniority for all purposes effective with their former Bell seniority date. It is further recognized by both parties

that this understanding is a result of the settlement of Grievance #76-P-235 (450-P-76) and amends a Memorandum of Understanding dated August 17, 1969, signed by duly authorized representatives of the parties to this agreement.

Effective with the date of this letter, the seniority date(s) of the affected employees will be adjusted in accordance with the attached list.

It is mutually agreed between the parties that this settlement will establish no precedent and will not be used as evidence or discussed in any future grievance/arbitration matter that does not relate to the Bell Acquisition seniority issue referred to herein.

COMPANY: GENERAL TELEPHONE CO.
OF FLORIDA

L.W. CHAMBERLIN, III
DIRECTOR OF LABOR RELATIONS

UNION: IBEW, LOCAL UNION 824
AFL—CIO

R. L. BENTON
BUSINESS MANAGER

DATED: 3-2-1978

<u>Name</u>	<u>Employee Number</u>	<u>Seniority Date</u>	<u>Accredited Service Date</u>
-------------	----------------------------	---------------------------	--

1. Baily, D. W.	0351	7-26-47	7-26-47
2. Davis, T. C.	0355	8-5-63	8-5-63
3. Dixon, D. B.	0356	7-14-53	7-14-53
4. Gunter, N. S.	0358	5-30-49	5-30-49
5. Harden, P. L.	0359	5-10-46	7-21-46
6. Humphries, J. S.	0361	3-2-60	3-20-60
7. Miller, B. F.	0363	8-14-67	8-14-67
8. Morrison, F. K.	0364	8-18-41	10-29-41
9. Pennington, J. D.	0365	6-20-53	6-20-53
10. Roberts, O. H.	0367	10-26-64	10-26-64
11. Williams, W. L.	0369	8-20-67	8-20-67

GENERAL TELEPHONE COMPANY OF FLORIDA
LETTER OF UNDERSTANDING

General Telephone Company of Florida and the International Brotherhood of Electrical Workers, Local Union 624, hereby agree effective August 16, 1981, Article VII Holidays, Will be

interpreted as follows:

(1.) Unless there are extenuating circumstances, if an employee bids to work on a holiday that falls on the employees regular scheduled layday, the employee's lay-day will not be rescheduled.

Unless there are extenuating circumstances, if an employee is assigned to work on a holiday that falls on the employee's regular scheduled layday, the employees' layday will not be rescheduled.

COMPANY: GENERAL TELEPHONE COMPANY
OF FLORIDA

R. B. JOHNSON
DIRECTOR OF
LABOR RELATIONS

UNION: IBEW LOCAL UNION 824

R. L. BENTON
BUSINESS MANAGER

DATED: August 19, 1981

LETTER OF UNDERSTANDING

The parties agree that employees must possess the skills necessary to satisfactorily perform the required job and further acknowledge the desirability of allowing any employee unable to perform his/her job in a satisfactory manner a reasonable opportunity to correct these deficiencies. The Company and the Union recognize that it is the intent of Article XII, Section 2,

"Discharge Due to Inability to Perform Satisfactorily" that management will endeavor to fully acquaint an employee of work deficiencies precipitating inability to perform satisfactorily. As a usual procedure this will be accomplished by first contacting the employee. This contact would be a formal review between supervision and the employee, at which time the employee's deficiencies would be thoroughly discussed and an attempt would be made to provide the employee reasonable supplementary job developmental assistance. Should the employee continue to demonstrate inability to perform satisfactorily, the employee would be disciplined in accordance with the Company's Positive Discipline Program. This contact between supervision and the employee (as well as a Local Union steward if requested by the employee) will reemphasize the seriousness of the situation and that continued inability to perform satisfactorily will result in discharge. Again, as a usual procedure, the positive discipline will be designed to make the employee fully aware of his/her deficiencies and an additional attempt would be made to provide the employee reasonable supplementary job developmental assistance.

COMPANY: GENERAL TELEPHONE
COMPANY OF FLORIDA

R. B. JOHNSON
DIRECTOR OF LABOR RELATIONS

UNION: LOCAL UNION 824,
IBEW, AFL.CIO

ROBERT L. BENTON
BUSINESS MANAGER

DATED: DECEMBER 7, 1971

REVISED: OCTOBER 4, 1982

LETTER OF UNDERSTANDING

All regular full—time employees who volunteer, to convert to regular part—time employee status after January 1984 at the request of the Company shall, prior to the Company effectuating a force adjustment within the employees' force adjustment area (Article XI, Section 1, Paragraph 1.3 of the Collective Bargaining Agreement), be restored to regular full—time employee status for force adjustment purposes.

At the time of such restoral to regular full—time employee status for force adjustment purposes, all affected regular part—time employees will have their seniority/accredited service adjusted in accordance with Article XIII, Section 1, Paragraph 1.1.1 and Article III, Section 16, Paragraph 16.1.

All other regular part—time employees will have contractual provisions administered in accordance with Article XI, Section 1, Paragraph 1.5 of the Collective Bargaining Agreement in the event of a force adjustment.

COMPANY: GENERAL TELEPHONE
COMPANY OF FLORIDA

R. B. JOHNSON
DIRECTOR OF LABOR RELATIONS

UNION: LOCAL UNION 824,
IBEW, AFL.CIO

ROBERT L. BENTON
BUSINESS MANAGER

DATED: January 13, 1984

LETTER OF UNDERSTANDING

Effective with the October 11, 1985, billing cycle, the bargaining unit employees' total toll telephone concession shall be discontinued. Employees' local telephone concession will not be affected.

COMPANY: GENERAL TELEPHONE COMPANY
OF FLORIDA

M.C. KING
DIRECTOR OF LABOR RELATIONS

UNION: IBEW, LOCAL UNION 824

R. A. ASKEW
DIRECTOR OF LABOR RELATIONS

DATED: 9-14-1985

February 3, 1986

LETTER OF UNDERSTANDING

This is to confirm an understanding between Robert Askew, Business Manager of IBEW, Local 824, and Malcolm C. King, Director of Labor Relations of General Telephone Company of Florida.

As originally discussed on January 29, 1986, the Company agrees to make effective the new contract language in Article VIII, Section 1, Paragraph 1.1, effective January 1, 1986, in that the six (6) consecutive months of "no absent due to sickness" begins with July 1, 1985.

In consideration for this, the Union agrees to not pursue to arbitration the issue involving the Company's contention that Sunday Premium is not part of the computation for vacation payment.

Mr. Askew agrees that the Company's interpretation on the Sunday Premium computation is valid, and that the Union will agree to withdraw all grievances pertaining to the issue by June 1, 1988.

Malcolm C. King
Director of Labor Relations

Robert Askew
Business Manager

Dated: 2-14-1986

LETTER OF UNDERSTANDING

PART-TIME BENEFITS

When, in the opinion of management, it becomes necessary to part—time regular full—time employees in accordance with Article II, Section 1, Paragraph 1.4 and Article XI, Section 1, Paragraph 1.2 of the Collective Bargaining Agreement, those affected employees shall be considered to be regular full-time employees working a reduced workweek. Such employees will be entitled to all benefits, including holidays and vacations, as if they were working as a regular full-time employee. However, Sickness Disability Benefits, Workers' Compensation payments, Absent Excused (AE) time, Absent Company (AC) time, and any other paid absent time will be limited to lost scheduled work time.

In accordance with Article II, Section 1, Paragraph 1.4 and Article XI, Section 1, Paragraph 1.2 of the Collective Bargaining Agreement, management will continue to have the right to determine the duration, extent, or hours of any part-time force adjustment.

This Letter of Understanding shall remain in effect through August 18, 1990.

COMPANY: GENERAL TELEPHONE COMPANY
OF FLORIDA

M. C. KING
DIRECTOR - LABOR RELATIONS

UNION: IBEW, LOCAL UNION 824
AFL-CIO

R. A. ASKEW
BUSINESS MANAGER

DATED: 10/08/87

GENERAL TELEPHONE COMPANY OF FLORIDA

LETTER OF UNDERSTANDING

The Company and Union agree that the new and/or changes to existing job classifications, as a result of 1987 negotiations, will be implemented as follows:

Assignor-Dispatcher (DAC) - Wage Schedule B

As a result of the implementation of mechanization within the DAC centers throughout the company, specifically, Mechanized Assignment and Record Keeping (MARK), Direct Path Assignment (DPA), Automatic Dispatch (AD), and others, the traditional Assignor-Dispatcher functions will/have become clerical in nature and will become the job responsibility of the Service Clerk classification.

The Cut Assignor and Dispatch Router functions, however, will continue to be considered Schedule B activities. In some DAC centers, Facility Testers perform Dispatch Router functions.

All incumbent Assignor-Dispatchers as of August 16, 1987, whether they are performing Schedule B or clerical activities as described herein will be considered in a "Grandfathered Status." "Grandfathered Status" shall mean that the incumbents as of August 16, 1987, will not be downgraded unless otherwise negotiated between the parties. They will receive the negotiated basic wage rate, ratification bonus, and special bonus increases where applicable as specified in the Collective Bargaining Agreement dated August 16, 1987, as long as they remain classified as Assignor—Dispatchers.

Facility Tester - DAC - Wage Schedule B

As a result of the implementation of mechanization within the DAC centers throughout the Company, specifically Fortel, Trouble Analysis System (TAS), Direct Path Assignment (DPA), Automatic Dispatch (AD), and others, the traditional Facility Tester functions have/will become clerical in nature and will become the job responsibility of the Service Clerk classification.

The Screener function will continue to be considered a Schedule B activity. In some DAC centers, Facility Testers perform Dispatch Router functions which shall also be regarded as Schedule B activity.

clerical activities as described herein will be considered in a "Grandfathered Status". "Grandfathered Status" shall mean that the incumbents as of August 16, 1987, will not be downgraded unless otherwise negotiated between the parties. They will receive the negotiated basic wage rate, ratification bonus, and special bonus increases where applicable as specified in the Collective Bargaining Agreement dated August 16, 1987, as long as they remain classified as Facility Testers.

Facility Maintainer Wage Schedule B

This new classification will include the former Cable Splicer, Lineman, and Installer-Maintainer (maintenance function only) classification responsibilities. The installation function previously performed by the Installer—Maintainer classification will be assumed by the Service Installer classification, Wage Schedule G. All Installer—Maintainer as of August 16, 1987, will be afforded the opportunity to become Facility Maintainers and receive formal training in Outside Plant related training as soon as practicable.

Ground Worker - Wage Schedule G

The Company will reactivate this classification as soon after the conclusion of 1987 negotiations as practicable. The primary responsibilities of the Ground Worker will include, but not be limited to, the following: Assisting the Facility Maintainers in ground activities associated with placing aerial and buried cable, maintenance support activities, and house cable activities associated with new/existing buildings.

Staffing of the Ground Worker classification will be primarily from new hires In accordance with Article XIII, Section 3, Paragraph 3.1, of the Collective Bargaining Agreement.

Service Installer - Wage Schedule G

The Company will staff this new classification as soon after the conclusion of 1987 negotiations as practicable. The primary responsibilities will include basic residence and business installation, removal and regrade/rearrangement activities.

Staffing of the Service Installer classification will be primarily from new hires In accordance with Article XIII, Section 3, Paragraph 3.1, of the Collective Bargaining Agreement.

Clerk Typist Wage Schedule I

This new classification will be staffed as soon after the Conclusion of 1981 negotiations as practicable.

This classification will be utilized as an entry level clerical position and will be primarily responsible for routine clerical functions such as, typing, filing, mail distribution, answering of telephones, etc.

Existing Schedule G Clerks who are currently performing the above responsibilities will not be downgraded to Schedule I as a result of the activation of the Clerk Typist classification.

Mechanic Helper - Wage Schedule I

The Company will staff this new classification as soon after the conclusion of 1981 negotiations as practicable. The Mechanic Helper classification will be primarily responsible for assisting the Garage Mechanic Wage Schedule B in performing such activities as oil changes, lube, change/repair of flat tires, garage housekeeping, etc.

Staffing of this new classification will be primarily from new hires in accordance with Article XIII, Section 3, Paragraph 3.1, of the Collective Bargaining Agreement.

COMPANY: GENERAL TELEPHONE COMPANY
OF FLORIDA

M. C. KING
DIRECTOR - LABOR RELATIONS

UNION: IBEW, LOCAL UNION 824
AFL-CIO

R. A. ASKEW
BUSINESS MANAGER

DATED:

GTE FLORIDA INCORPORATED

LETTER OF UNDERSTANDING

BETWEEN
GTE FLORIDA INCORPORATED
AND
IBEW, LOCAL 824

CLASSIFICATIONS

It is understood between GTE Florida Incorporated and the IBEW, Local 824 that the Company reserves the right to effectuate new classifications as deemed necessary by the Company during the term of the agreement in accordance with Article II, Section 1, Paragraph 1.4. Examples of the determination to create a new classification(s) include the need to facilitate changes in the business brought about by technological, change and other business operational changes. Accordingly, the company will, notify the Union of its decision to effectuate new classification(s) in accordance with Article II, Section 1, Paragraph 1.8. Thereafter, the parties will meet for the purpose of negotiating the assignment of wage schedule(s) and basic wage rate(s).

COMPANY: GTE FLORIDA INCORPORATED

R. B. JOHNSON
REGIONAL MGR. - LABOR RELATIONS

UNION: LOCAL UNION 824
IBEW, AFL-CIO

G. A. LANGLAIS
BUSINESS MANAGER

JULY 1, 1993

LETTER OF UNDERSTANDING

between

GTE FLORIDA INCORPORATED
and
INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824

JOB CLASSIFICATION CHANGES

GTE Florida Incorporated and IBEW, Local Union 824, agree that effective January 1, 1997, the following new and/or changed job classifications, as a result of 1996 Negotiations, will be implemented as follows:

<u>CURRENT JOB CLASSIFICATION</u>	<u>NEW AND/OR CHANGED JOB CLASSIFICATION</u>
Business Technician	CZT I
Equipment Installer	CZT I
Equipment Technician	CZT I
Facility Maintainer (Service)	CZT II
Facility Maintainer (Construction)	Cable Splicer
Service Installer	CZT III
Ground Worker	CZT IV

All job requirements/responsibilities pertaining to the current job classifications will move to the new classifications in total.

COMPANY: GTE Florida
Incorporated

David H. Richter
Regional Director – Human Resources Services

UNION: IBEW, Local Union 824

Guy A. Langlais
Business Manager

DATED: November 22, 1996

LETTER OF UNDERSTANDING

between
GTE FLORIDA INCORPORATED
and
INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
LOCAL UNION 824
LEAD REPRESENTATIVE

Effective July 28, 1996, the Company may develop and implement the Lead Representative Program.

The Lead Representative assignment is applicable for both regular full-time and regular part-time employees. All hours worked as Lead Representative will be paid at the rate of one dollar (\$1.00) per hour in addition to the basic wage rates. For additional details, refer to the Lead Representative Guidelines of the Program.

COMPANY: GTE Florida
Incorporated

David H. Richter
Regional Director – Human Resources Services

UNION: IBEW, Local Union 824

Guy A. Langlais
Business Manager

DATED: November 22, 1996

LEAD REPRESENTATIVE GUIDELINES

LEAD REPRESENTATIVE PROGRAM-ROLES AND RESPONSIBILITIES:

- Handle upward referrals

- Floor duty (answer Associate questions)
- Perform service order audits
- On line as required to maintain skill sets (65/3 5 mix including partial days)
- Coaching
 1. Informal (side-by-side)
 2. Specific (products /procedures)
- Liaison between Associates/QTCs, Coaches/Resource Management
- Assist new Associates upon completion of initial training
- Respond to calls routed to Lead Representative IVRU gate
- Serve as formal point for problem referrals to staff
- Maintain log of Representatives and type of calls requiring assistance

QUALIFICATIONS:

- Good overall job performance
- Knowledge of systems and practices
- Knowledge of all products and services
- Good interpersonal skills
- Comfortable with Coaching process
- Team Player

LEAD REPRESENTATIVE GUIDELINES

Page 2

QUALIFICATIONS: (continued)

- Independent - able to work on their own
- Takes initiative
- Confidentiality

STRUCTURE:

- Selection Committee (identifies Lead Representative pool)
 1. Section Manager
 2. RMG
 - A. Coach administers lead activities as required
 - B. Must have a communication method with Associate (e.g. pagers/wireless headsets)

SELECTION PROCESS:

- Lead Representative may be self-nominated, peer-nominated or management-nominated.
- Coach determines Lead Representative pool with assistance of Section Manager.
- Chief Steward will be advised of those candidates who are placed in the Lead Representative pool and may provide recommendations for selection from the pool.
- Coach responds (face-to-face) to applicants as to disposition of application
- Chief Steward will be notified of appointees before announcements are made.

LEAD REPRESENTATIVE GUIDELINES

Page 3

LEAD REPRESENTATIVE PROGRAM-TRAINING:

- New products and services

- New procedures
- Computer-based training for products and services
- Abbreviated version of Coach Training

**LEAD REPRESENTATIVE PROGRAM
-APPLICATION-**

PLEASE TYPE OR PRINT CLEARLY. (ADDITIONAL SHEETS MAY BE ATTACHED)

CANDIDATE'S NAME: _____

COACH'S NAME: _____

CANDIDATE'S STATEMENT

I am interested in participating in the Lead Representative Program because:

I have reviewed the Lead Representative qualifications and believe I meet the qualifications for enlisting in the program. I understand this is a voluntary program and I may withdraw at any time without penalty by giving my immediate Coach thirty (30) days' written notice.

EMPLOYEE SIGNATURE _____ DATE _____

TO BE COMPLETED BY IMMEDIATE COACH:

NOMINEE MEETS QUALIFICATIONS YES _____ NO _____

COMMENTS:

LETTER OF UNDERSTANDING

between

GTE FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824

NEW-HIRE ORIENTATION

GTE Florida Incorporated and IBEW, Local Union 824, hereby agree to apply the following guidelines for newly-hired bargaining unit employees as a result of 1996 Negotiations:

During the New-Hire Orientation process for new employees, the Company shall provide up to thirty (30) minutes per session to Local Union 824. The appropriate Union representative will have the opportunity to meet with newly-hired employees for the purpose of furnishing such employees with information about the Union and answering Union-related questions. The Union's segment of this process will be considered as work time.

COMPANY: GTE Florida
Incorporated

David H. Richter
Regional Director – Human Resources Services

UNION: IBEW, Local Union 824

Guy A. Langlais
Business Manager

DATED: November 22, 1996

LETTER OF UNDERSTANDING

between

GTE FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824

SCHEDULING

ARTICLE V

WORKING PRACTICES

GTE Florida Incorporated and IBEW, Local Union 824, agree to the following scheduling modifications for employees in the large-team Customer Care and Mega Centers:

Customer Care

1. The weekly assignments for the calendar week of the Centers shall be posted to show each employee the scheduled days they are to work the following week beginning on Sunday. This schedule shall be posted no later than 5:00 p.m. on Monday of the week preceding the period covered by the posted schedule.
2. Employees may change tour preferences any time they wish, provided a card listing the new preferences is filed no later than 9:00 a.m. the Thursday preceding the Monday posting of the schedule in which the change is to be effective.
3. A card listing preferences of the Holiday tour will be filed by employees no later than 9:00 a.m. the Thursday preceding the Monday posting date. If no employees are willing to work, the Company will assign the tours by inverse order of seniority. If more employees are willing to work than needed, the Company will assign the tours by seniority.

GTE FLORIDA INCORPORATED
LETTER OF UNDERSTANDING
SCHEDULING
Page 2

Mega Center

1. The weekly assignments for the calendar weeks of the Centers shall be posted to show each employee the scheduled days they are to work the following two (2) weeks beginning on Sunday. This schedule shall be posted no later than 5:00 p.m. on Monday of the week preceding the period covered by the posted schedule.

2. Employees may change tour preferences any time they wish, provided a card listing the new preferences is filed no later than 9:00 a.m. the Thursday preceding the Monday posting of the schedule in which the change is to be effective.

3. A card listing preferences of the Holiday tour will be filed by employees no later than 9:00 a.m. the Thursday preceding the Monday posting date. If no employees are willing to work, the Company will assign the tours by inverse order of seniority. If more employees are willing to work than needed, the Company will assign the tours by seniority.

LETTER OF UNDERSTANDING

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

CASH BALANCE PENSION PLAN STUDY

Verizon Florida Incorporated and the IBEW, Local Union 824 agree to establish a joint Company/Union study team to explore the feasibility of developing a Cash Balance Pension Plan. This team will also include the Hourly Savings Plan in their review to determine if any adjustments should be made to it if the Company adopts a Cash Balance Pension Plan. Any adjustments to the Hourly Savings Plan will be in conjunction with the implementation of a Cash Balance Pension Plan.

Additional retirement related issues may be reviewed by the study team as mutually agreed to by the parties.

This Letter of Understanding shall expire at the time the Cash Balance Pension Plan Study is completed, but no later than July 31, 2000, unless mutually extended by the parties.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

LETTER OF UNDERSTANDING

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

CHILD CARE

It is agreed between the Company and Local Union 824, IBEW that following 1999 negotiations, the parties will establish a joint Company/Union committee which shall meet monthly for the purpose of discussing and assessing the subject of child care.

The committee will be comprised of six (6) members. Three each from the Company and the Union. Additional attendees may be authorized to present information for the committee's consideration.

The first meeting will occur within ninety (90) days following 1999 negotiations. Thereafter, monthly meetings will be held at a mutually acceptable time and location.

Hourly employees will be compensated for lost scheduled work time while attending such meetings.

Monthly meetings will continue as long as they are productive and/or until the child care issue has been sufficiently researched.

The Company agrees to take the research and recommendations from the committee under advisement. The Company, however, retains jurisdictional authority in deciding appropriate action to be taken.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

LETTER OF UNDERSTANDING

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

CZT III UPGRADE

The Company will agree to upgrade all qualified CZT III's hired prior to January 1, 1998.

On a non-precedental basis, the Company further agrees that if any of the above-referenced employees do not initially pass the validated test, they will be upgraded conditionally with the understanding that if they do not pass the applicable test within 180 days, they will be returned to the CZT III classification under the provisions of Article XIV, Section 2, Paragraph 2.5.

The Company has further agreed that if CZT III's are temporarily assigned to CZT II for more than 35% of the total CZT III hours within each division in a calendar year, Management will upgrade additional employees to equal the hourly equivalent that is above the 35%.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

LETTER OF UNDERSTANDING

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

STRESS COMMITTEE

Recognizing the desirability of reducing workplace stress levels to the extent possible, Verizon Florida Incorporated and IBEW, Local Union 824, emphasize their mutual belief that it is beneficial to all employees, the Company, and the Union for the parties to engage in ongoing dialogue designed to explore proactive methods to reduce the level of stress in the workplace, and to assist employees to manage stress. Accordingly, this letter confirms our agreement reached during 1999 bargaining to establish a Joint Union-Management Partnership Committee to explore ways in which the parties can work together to reduce employee stress levels.

Effective October 1, 1999, the committee shall meet quarterly and will be comprised of up to three (3) representatives from the Company and up to three (3) representatives from the Union. Additional representatives of either party may attend designated meetings to discuss specific subject(s) within their scope of accountability and consistent with the committee guidelines. The representatives at each meeting shall include the appropriate level(s) of management and Union representatives including the Director - Labor Relations and the Business Manager, IBEW, Local Union 824.

The guidelines of the Joint Committee shall include:

1. Identification of current practices and procedures that contribute to a feeling of employee stress in the workplace.
2. Identification of those factors outside the workplace, where applicable, that contribute to a sense of employee stress on the job.
3. Review and analyze possible alternatives to current practices and procedures that are determined to be sources of employee stress.
4. Recommend strategies and initiatives designed to reduce employee stress levels and to assist employees to manage stress more successfully. These strategies and initiatives shall include those communication efforts to be undertaken which provide a source of stress-care information to employees.

LETTER OF UNDERSTANDING
VERIZON FLORIDA INCORPORATED
STRESS COMMITTEE

Page 2

5. The committee's scope of responsibility shall not include matters of a personal nature or issues of individual employees.

The parties agree that this understanding remains in full force and effect unless cancelled in writing by either of the parties.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

GTE Telephone Operations

One Tampa City Center
201 North Franklin Street
Tampa, FL 33601.0110

July 3, 1996

FLTCOO72

Mr. Guy A. Langlais
Business Manager
IBEW, Local 824
6603 East Chelsea Street
Tampa, FL 33610

Dear Guy:

Subject ARTICLE XIII - FORCE-ADJUSTED EMPLOYEES

This letter is to confirm the understanding reached between the Company and the Union during 1996 Negotiations regarding the placement of previously force-adjusted employees referenced in Article XIII, Section 4, of the Collective Bargaining Agreement. The Company will provide to the Union, as force adjustments occur, a list of all force-adjusted employees which will include the following information:

- Employee Name
- Job Classification
- Seniority Date
- Location (e.g., Department, Division, Exchange) Force Adjusted From and To
- Effective Date of Force Adjustment

It was further agreed that a designated Human Resources representative will contact the appropriate Union staff representative when vacancies occur in a related force adjustment area. The Company and Union Representatives will coordinate the proper placement of previously forced-adjusted employees from the appropriate force adjustment list consistent with the applicable time frame.

This agreement will remain in full force and effect unless otherwise agreed to by the parties.

Very truly yours,

David H. Richter

Regional Director-Human Resources Services

DHRpfm



Verizon Service Corporation

One Tampa City Center
201 N. Franklin Street
Tampa, FL 33602

August 4, 2002

Mr. Danny L. Johnson
Business Manager
IBEW, Local Union 824
6603 E. Chelsea Street
Tampa, FL 33610

Dear Danny:

SUBJECT: ARTICLE XIV – EMPLOYEE BIDDING PROCEDURE

Effective August 1, 1999, the Company and Union agree to the following stipulations with regard to employees bidding on their same job classification:

Employees in Wage Schedules A, B, C, C1, D2 and D1 may submit bids for Consideration for vacancies which occur within the same classification and Bidding Area where presently assigned. Each employee may submit up to four (4) bids during each Regular Bidding Period, or a total of eight (8) bids per year. Any employee awarded a position, within the same classification and Bidding Area where presently assigned, will be excluded from further bidding within the same classification and Bidding Area where presently assigned for a period of twenty-four (24) months; however, such employee may exercise his/her bidding rights for promotions/reclassifications in accordance with Article XIV, Section 2, Paragraph 2.2.

Employees in Wage Schedules D, E, F, G and I interested in bidding on their same classification will only be eligible to bid outside the Bidding Area where presently assigned. Each employee may submit up to four (4) bids during each Regular Bidding period, or a total of eight (8) bids per year.

It was further agreed that the Bidding Areas will be defined as follows:

<u>BIDDING AREA 1</u>	<u>BIDDING AREA 2</u>	<u>BIDDING AREA 3</u>	<u>BIDDING AREA 4</u>
Clearwater St. Petersburg Tarpon Springs	Tampa	Bradenton Sarasota Venice	Bartow Lake Wales Lakeland Plant City Winter Haven Zephyrhills

August 4, 2002

Mr. Danny L. Johnson
Business Manager
IBEW, Local Union 824
6603 E. Chelsea Street
Tampa, FL 33610

Dear Danny:

**SUBJECT: FORCE ADJUSTMENT – CUSTOMER ZONE TECHNICIAN II AND
CABLE SPLICER**

We recognize the concerns of the employees as conveyed by you in our joint discussions, and in an effort to express the Company's intent and minimize further employee concern, the following information is being provided:

Should a Force Adjustment occur in the above-mentioned job title classifications Within the Customer Operations/Infrastructure Provisioning organizations in the Designated force adjustment area, these job title classifications will be considered as one (1) group for force adjustment activity.

As we discussed, this understanding will remain in effect for the duration of the new Collective Bargaining Agreement and shall expire on July 30, 2005, consistent with a successful ratification.

Sincerely,

Kurt M. Naser
Director – Labor Relations

KMN:kes



201 N. Franklin Street, FLTC0611
P.O. Box 110
Tampa, FL 33601-0110

May 24, 2002

Danny L. Johnson
Business Manager
6603 E. Chelsea St.
Tampa, FL 33610

Dear Mr. Johnson:

SUBJECT: UNION LEAVE OF ABSENCE – PENSION CALCULATION

This letter is to confirm the understanding reached during 2002 bargaining regarding Union Leave of Absence – Pension Calculation.

As agreed that the below stated provision will be applicable to employees who are currently or in the future are granted a Leave of Absence for Union business in accordance with Article IX, Section 1, Paragraph 1.2 of the Collective Bargaining Agreement.

Pension calculations for employees who elect to retire from Verizon Florida Incorporated which includes Union Leave of Absence time shall be based on the most current wage classification, and wage rate for the applicable average of the five (5) highest consecutive years.

This agreement shall remain in effect through Midnight, July 30, 2005.

Sincerely,

Kurt M. Naser
Director - Labor Relations

KMN:kes

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

ADOPTION ASSISTANCE

1. Effective January 1, 2003, Verizon agrees to make available the opportunity for regular full or part time employees of the company who are covered by the Collective Bargaining Agreement to participate in the Adoption Assistance Plan which allows employees to claim reimbursement of expenses up to \$10,000 per adopted child in accordance with existing Plan provisions.
2. The selection of the administrator, the administration of the Plan and all the terms and conditions relating thereto, and the resolution of any disputes involving the terms, conditions, interpretation, administration, or benefits payable shall be determined by and at the sole discretion of the Company. No matter concerning the Adoption Assistance Plan or any difference thereunder shall be subject to the grievance or arbitration procedure of the Collective Bargaining Agreement.
3. This Memorandum of Agreement is effective on August 4, 2002 and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of agreement shall also terminate on July 30, 2005 and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

BUSINESS ATTIRE

Verizon Florida Incorporated and IBEW, Local Union 824 recognize the necessity to enhance and promote a professional businesslike image in the highly competitive telecommunications workplace. Therefore, Standard Business Attire may be required of employees in classifications with face to face customer contact, as determined by management.

Any other classification can be offered this program on a voluntary basis at any time. Additional job classifications required to wear Business Attire under this program may be included by mutual agreement.

The Business Attire Program includes the following features:

- An annual stipend toward the purchase of Business Attire for the affected employees of up to \$200 the first year and up to \$150 per year thereafter.
- An oxford-style shirt in colors determined by the Company.
- Polo style shirts will be offered as an option to the oxford.
- A Company-approved oxford or polo style shirt must be worn each day an employee works.
- Shirts may be ordered with or without Union logo.
- Baseball style Verizon caps, which must be worn if employees desire to wear a hat at work.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
BUSINESS ATTIRE

Page 2

- The Company may modify the features of this plan, at anytime, provided the costs of any changes are not borne by the employee. These modifications could include, but are not limited to, changing from annual stipend to Company-provided or rental, style of shirt, color of shirts, etc. The provisions of the MOA have been entered into in good faith, and it is not the Company's intent to arbitrarily modify or eliminate any features of the plan during the term of this agreement.

The Company will discuss any modifications to the plan or change of vendor with the Union prior to implementation. These discussions will be designed to provide the rationale and receive input from the Union of the modifications being contemplated.

The employee will be responsible for the normal cleaning and continued upkeep of the clothing items unless state regulations provide otherwise.

It is further the intent of the Memorandum of Agreement (MOA) that all employees will exercise good judgement and common sense in projecting the proper professional image appropriate for their assignment and be neat, clean and well groomed.

This MOA will become effective August 4, 2002, and remain in effect until July 30, 2005. The Company may terminate this MOA with 30 days notice to the Union should it decide to no longer require business attire to be worn by employees in the above-referenced job classifications. Otherwise, the parties specifically agree that all the terms and conditions set forth in this MOA shall also expire on July 30, 2005, and shall not survive the expiration of this MOA, unless agreed to be the parties in writing.

VERIZON FLORIDA INCORPORATED

IBEW, Local Union 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

**BUSINESS SALES CENTER
INCENTIVE COMPENSATION PLAN**

1. Verizon Florida Incorporated and IBEW, Local Union 824 agree to implement the Business Sales Center Incentive Compensation Plan set forth in this Memorandum of Agreement.
2. For a summary of details, refer to the attachment entitled Business Sales Center Incentive Compensation Plan.
3. The Business Sales Center Incentive Compensation Plan will become effective on August 4, 2002.
4. This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that all the terms and conditions set forth in this Memorandum of Agreement shall also expire on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

CONSUMER SALES – INCENTIVE COMPENSATION PLAN

1. Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local Union 824 agree to implement the Consumer Sales Incentive Compensation Plan set forth in this Memorandum of Agreement (MOA).
2. For a summary of details, refer to the attachment entitled Consumer Sales Incentive Compensation Plan.
3. This MOA is effective on August 4, 2002 and shall expire on July 30, 2005. The parties specifically agree that all the terms and conditions set forth in this MOA shall also expire on July 30, 2005.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between
VERIZON FLORIDA INCORPORATED
and
INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
LOCAL UNION 824
CUSTOMER CONTACT ASSOCIATE
CUSTOMER CONTACT SALES ASSOCIATE

Verizon Florida Incorporated and IBEW, Local 824, agree to the following:

1. Customer Contact Sales Associates will be responsible primarily for contacts with High Value residential customers. This classification will be placed in Wage Schedule D1-A and employees will participate in the Consumer Sales Incentive Compensation Plan (hereinafter referred to as the Plan), upon its implementation.
2. Customer Contact Associates will be responsible primarily for contacts with all other residential customers. This classification will be placed in Wage Schedule D1 and employees will not participate in the Plan.
3. Staffing of the Customer Contact Sales Associate positions will be from among the active Customer Contact Associates who volunteer for this opportunity and meet the initial selection criteria, as determined by management. This classification will not be staffed until the Plan is implemented.
4. This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that all the terms and conditions set forth in this Memorandum of Agreement shall terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATION BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

CUSTOMER ENGINEER – DATA APPLICATIONS

1. Verizon Florida Incorporated and IBEW, Local Union 824, agree to the provisions concerning the classification of Customer Engineer-Data Applications as set forth in this Memorandum of Agreement (MOA).
2. It is agreed that the provisions in the Collective Bargaining Agreement (CBA) will not limit the Company in the assignment of overtime to Customer Engineers-Data Applications, when doing so is necessary for the efficient and profitable operations of the business.
3. In an endeavor to meet customer demands for service and ensure our continued success, employees may be assigned to a specific customer service order or sales contract. Customers, who stipulate a particular Customer Engineer as a condition of their contract with Verizon Florida Incorporated, will be accommodated. Such accommodations may require call-outs, overtime, travel, etc., without advance notice.
4. Customer Engineers shall work wherever assigned by the Company and may cross any and all jurisdictional boundaries without consequence. Employees of any Verizon entity may perform such work within the jurisdictional boundaries covered by the CBA between Verizon Florida Incorporated and IBEW, Local Union 824. Hours of work, overtime and premium pay, holidays, travel and per diem payments will be in accordance with the provisions of their home CBA, except that any provisions requiring the equalization of overtime will not apply to Customer Engineers.
5. Nothing in this MOA or the CBA shall limit the Company in the use of outside personnel in the event of specialized requirements to perform work normally done by Customer Engineers, when, at the discretion of the Company, it is necessary for the efficient operation of the Company's business.
6. Normal business attire (coat and tie) is required for Customer Engineers.
7. The Customer Engineer-Data Applications' classification will reside on Wage Schedule A1.

8. Any new employee hired into the Customer Engineer-Data Applications' classification shall be considered to be probationary for the first twelve (12) months of employment.
9. This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement shall terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

DENTAL PLAN

1. Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 agree to the provisions of the Dental Plan set forth in this Memorandum of Agreement.
2. For a summary of details refer to the SPD, Your Dental Benefits. The annual deductible will be \$25.00 per individual for all regular and part-time employees. Effective January 1, 2003, the annual \$25.00 per individual deductible will be waived when an employee and/or his/her enrolled dependents use a Preferred Dental Provider (PDP).
3. Coverage under the Plan begins after ninety (90) days net credited service is achieved or the date which the employee enrolls, whichever is later.
4. Maintenance of Benefits (MOB) permitted to the level of benefits provided in the Dental Plan.

Effective January 1, 2003:

- Orthodontic Care: increase per covered person lifetime maximum from \$1,000 to \$1,500
 - TMJ Care: establish new per covered person lifetime maximum of \$500
 - Preventive General & Major Services: increase per covered person annual maximum from \$1,000 to \$1,500
5. The Plan will be administered solely in accordance with its provisions and no matter concerning the Plan or any difference arising thereunder shall be subject to the grievance or arbitration procedure of the Collective Bargaining Agreement. The selection of the Plan Administrator, the administration of the Plan and all the terms and conditions relating thereto, and the resolution of any disputes involving the terms, conditions, interpretation, administration, or benefits payable shall be determined by and at the sole discretion of the Company.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
DENTAL PLAN

Page 2

6. This Memorandum of Agreement is effective on August 4, 2002, and shall expire

on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, including the Dental Plan, shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

DOMESTIC PARTNER BENEFITS

1. Effective August 4, 2002, Verizon Florida Incorporated and International Brotherhood of Electrical Workers (IBEW) agree to extend benefits, as set forth below, to employees' domestic partners and children of domestic partners.
2. Employees may elect health and welfare benefits coverage of domestic partners and children of domestic partners, as described below. Employees who have been (or will be) identified by the Company as employed in a property that is to be divested as part of Verizon's Network Services Repositioning program will be excluded from this offer.
3. The Company and the Union agree that eligibility of a domestic partner for health and welfare benefits shall be based on the following conditions:
 - A. The employee and the domestic partner are same-sex, adult partners.
 - B. Neither the employee nor the domestic partner is married or a domestic partner of a third party.
 - C. Both the employee and the domestic partner are at least eighteen (18) years of age and are mentally competent to contract.
 - D. The employee and the domestic partner are not related by blood to a degree of closeness that would prohibit legal marriage in their state of residence.
 - E. The employee and the domestic partner live together at the same permanent residence.
 - F. The employee and the domestic partner are jointly responsible for each other's welfare and basic living expenses.
 - G. The domestic partner is the employee's sole domestic partner and intends to remain so indefinitely.

VERIZON FLORIDA INCORPORATED

**MEMORANDUM OF AGREEMENT
DOMESTIC PARTNER BENEFITS
Page 2**

- H. The employee and the domestic partner agree to notify the Company and any other appropriate party of any changes in the above conditions.
4. The Company and the Union agree that eligibility of children of domestic partners for health and welfare benefits shall be based on the following conditions:
- A. An eligible domestic partner is the natural parent, adoptive parent or legal guardian of the child.
 - B. The child is unmarried and either under the age of nineteen (19), or under the age of twenty-five (25), attending an accredited secondary school, college, university or nursing school, and are dependent on the domestic partner for care and support.
5. An employee may elect coverage of a domestic partner and any children of a domestic partner for the following benefits. The amount and availability of benefits are governed by the provisions of the applicable plan and are subject to the Internal Revenue Code and related regulations.
- A. Medical
 - B. Dental
 - C. Health care continuation coverage
 - D. Flexible Reimbursement Plan Healthcare Reimbursement Account (for IRS Tax Dependents)
 - E. Dependent Care Reimbursement Account (for IRS Tax Dependents)
 - F. Retiree Medical (limited to Domestic Partner and children of Domestic Partner who are covered by medical plan at time of employee's retirement)
 - G. Group Universal Life
6. Employees are entitled to Bereavement Leave in the event of the death of a domestic partner, children of the domestic partner and other domestic partner family members as specified in the relevant Collective Bargaining Agreement.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
DOMESTIC PARTNER BENEFITS
Page 3

7. Employees are entitled to Family and Medical Leave for the care of a seriously-ill domestic partner, or child of a domestic partner, subject to general eligibility requirements.
8. Other benefit programs are also available to domestic partners and/or their children, as applicable. Availability and amount of benefit is governed by the applicable plan or policy.
 - A. Event travel Expense (one guest accommodated)
 - B. Financial Counseling
 - C. Survivor Support
 - D. Dependent Scholarships (children of domestic partner only)
 - E. Adoption Assistance (employee must be adoptive parent)
 - F. Company Discounts (recipient is employee)
 - G. Childcare Discounts (recipient is employee)
 - H. Employee Assistance Program
9. In the event that any of the above Domestic Partner Benefits are found to be discriminatory against non-eligible, unmarried employees in any jurisdiction, then these Domestic Partner Benefits will not be available in that jurisdiction.
10. To the extent that the terms of any plan conflict with the provisions of this Memorandum of Agreement, the terms of such plan shall govern. Notwithstanding the foregoing, this Memorandum of Agreement shall constitute part of the plan to which it relates; provided, however, it may be elaborated upon in other plan materials, such as employee bulletins and enrollment materials, by the Company. To the extent that any provision of this Memorandum of Agreement conflicts with any state or local law, the parties agree to discuss the applicability of such state or local law.

MEMORANDUM OF AGREEMENT
DOMESTIC PARTNER BENEFITS
Page 4

11. This Memorandum of Agreement is effective on August 4, 2002 and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of agreement shall also terminate on July 30, 2005 and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

DURATION OF AGREEMENT

On May 24, 2002, negotiations between Verizon Florida Incorporated and IBEW, Local Union 824, concluded in all respects.

1. The new contract shall date from August 4, 2002 through July 30, 2005.
2. Negotiated wage increases will be placed into effect on August 4, 2002.
3. The language of the current Collective Bargaining Agreement to include current Articles, Letters of Understanding, Memorandum of Agreement and Letters of Intent, will remain in effect for duration of new three (3) year contract unless otherwise indicated.
4. Benefit improvements shall be effective on January 1, 2003 if ratified by July 1, 2002.
5. The Union Bargaining Committee agrees to favorably recommend this Tentative Agreement to the membership. This will include a written recommendation that will accompany the ballot.
6. It is understood that the Collective Bargaining Agreement must be ratified on or before June 29, 2002, or this Memorandum of Agreement is void.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

**INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
LOCAL UNION 824 (IBEW)**

EDUCATION AND LIFE-LONG LEARNING

Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 (IBEW), agree to continue joint efforts (including the 100% tuition reimbursement and the 100% prepaid feature), which allow employees additional opportunities to learn and enhance their knowledge of the jobs being performed. On an "as needed" basis as determined jointly by the parties, a joint study team, consisting of management and union officials, will be created to explore opportunities for joint educational programs. Joint study teams will explore issues such as:

- The level of employee awareness of the Verizon Communications, Inc. tuition assistance program.
- The role of education assistance in the attraction and retention of bargaining unit employees.
- The design and coordination of communication vehicles, in conjunction with NACTEL, to encourage employee and prospective employee participation in the AAS degree in Telecommunications or other programs developed.
- The identification of certain non-degreed programs, which enhance or certify job knowledge.

Any joint study team formed by the parties will report its findings and make recommendations to the Joint Company/Union Steering Committee for review and final determination.

This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of agreement shall also terminate on July 30, 2005 and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

FACILITY PROVISIONING SPECIALIST

Verizon Florida Incorporated and International Brotherhood of Electrical Workers (IBEW), Local Union 824 agree to the following:

1. This title will be responsible for the facility and inventory assignments for residential and business services order request including POTS, ISDN, Centranet, Special Services and CLEC/DLEC activity.
2. These positions will be staffed initially with the employees currently performing this work in the Florida Assignment Provisioning Centers (see attachment #1). These employees will be retitled as Facility Provisioning Specialist. Further, two (2) additional positions will be staffed from the Assignment Clerks based upon their interest and seniority. In conjunction with the upgrade of the Business Response Representatives, Wage Schedule E, to Assignment Clerk, Wage Schedule D.
3. Future positions will be filled according to the Job Application Procedures outlined in Articles XIII and XIV of the Collective Bargaining Agreement. Candidates for these positions will be required to pass appropriate testing for this position, as determined by VERIZON.
4. This Memorandum of Agreement is effective on August 4, 2002 and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement shall also terminate on July 30, 2005 and shall not survive the expiration of this Memorandum of Agreement.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

FAMILY AND MEDICAL LEAVES OF ABSENCE (FMLA)

1. Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 (IBEW) agree to the provisions concerning Family and Medical Leaves of Absence as set forth in this Memorandum of Agreement.
2. The purpose of the leave shall be as follows:
 - a. for the birth and care of a newborn child of the employee, or the placement of a child with the employee for adoption or foster care.
 - b. to care for a spouse, biological or adoptive parent, or person who has acted in role as parent with day-to-day responsibility, or child (biological, adopted, foster or stepchild or legal ward or child for whom the employee has day-to-day parental responsibility) who has a "serious health condition".
 - c. for a serious health condition of the employee which makes the employee unable to perform the functions of the position of such employee. As with any absence for a serious health condition, the Company may require an employee to provide a "fitness for duty" certification to return to work after such leave.
3. The total period of this leave will be up to twelve (12) work weeks within a twelve (12) month period. Any leave of absence provided for in the Collective Bargaining Agreement (CBA), whether paid or without pay, that is qualified under the Family Medical Leave Act, shall run concurrently with the Family and Medical Leave of Absence under the Family and Medical Leave Act of 1993 (FMLA).
4. Employees who have completed at least twelve (12) months of accredited service at the beginning of the leave and worked at least 1,250 hours during such period may be eligible for leave.
5. The FMLA excludes employees where there are less than fifty (50) employees within seventy-five (75) miles of the employee's work site. The Company will attempt to accommodate requests for FMLA leave for employees at remote locations, however, such requests may be denied based on business necessity.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
FAMILY MEDICAL LEAVE OF ABSENCE
Page 2

6. Leave may be taken on an intermittent or reduced schedule basis for reasons

specified in paragraphs 2.b and 2.c if determined to be "medically necessary" as defined in the Departments of Labor Regulations 29 CFR Part 825. It may not be taken intermittently or on a reduced schedule basis for reasons specified in paragraph 2.a unless approved by the Company.

7. If an employee is granted intermittent or reduced schedule leave, the Company may require such employee to transfer temporarily to an available alternative, equivalent position that better accommodates recurring periods of leave than the employee's regular position.
8. The Company may elect to replace any employees on leave with temporary employees or contract workers for the duration of the leave without affecting or being affected by any provisions of the Collective Bargaining Agreement.
9. Employees shall be required to present, to the satisfaction of the Company's Human Resources Department, documentation concerning the basis for the requested leave of absence.
10. Employees shall provide the Company with at least thirty (30) days advance notice of intent to take leave when foreseeable.
11. In cases where both spouses are employed by the Company, and both spouses are eligible for FMLA leave, they will be permitted to take a total of 12 weeks of FMLA leave during the applicable 12-month period for any one qualifying circumstance. Where the husband and wife both use a portion of the total 12 week FMLA leave entitlement for one qualifying circumstance, the husband and wife would each be entitled to the difference between the amount he or she took individually and 12 weeks for FMLA leave for a different purpose.
12. While on FMLA leave, eligible employees are entitled to maintain company-paid basic life insurance, medical and dental benefits to the extent provided to active employees.
13. Upon return to work, employees granted FMLA leave shall receive accredited service for the period of the leave. There is no break in service for purposes of vesting, eligibility to participate in pension plans and other types of benefits and seniority.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
FAMILY MEDICAL LEAVE OF ABSENCE
Page 3

14. Subject to Item 15 below, at the end of the approved leave (or each segment of the leave, as applicable), employees shall be guaranteed reinstatement to the same or equivalent job.
15. Reinstatement is subject to any contractual provisions of the Collective Bargaining Agreement which cover adjustments to the workforce that may have occurred during the leave of affected employees.
16. Employees who wish to change their projected return date, may request the change, in advance, and the Company will endeavor to accommodate such requests.
17. Employees, while on leave, shall be considered to have terminated employment if they accept employment with another employer, engage in business for profit, and/or apply for unemployment insurance benefits.
18. The provisions of this Memorandum of Agreement are not subject to the grievance or arbitration procedure of the Collective Bargaining Agreement except for the application for reinstatement by employees on leave.
19. All terms herein shall be defined as set forth in the Department of Labor Regulations, 29 CFR 825.
20. The Company has the right to act in accordance with the Family and Medical Leave Act of 1993 and to comply with the regulations provided by the Department of Labor.
21. This Memorandum of Agreement is effective on August 4, 2002 and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement shall also terminate on July 30, 2005 and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

FLEX TIME

Verizon Florida Incorporated and IBEW, Local Union 824 agree to implement a Flex Time Program within the Verizon Florida Incorporated bargaining unit. The parties recognize that the Flex Time concept may have some practical application which will work to the benefit of both the Company and employees alike.

Accordingly, the Flex Time Program will be administered under the following provisions:

1. The program will be offered to all departments of the Company on a voluntary basis. The final decision to implement or terminate the program rests solely with local management.
2. The program can be first put in on a pilot or trial basis prior to official implementation.
3. Flex Time participants will continue to work a basic work week consisting of five (5) scheduled days of eight (8) hours per day, unless authorized or assigned to work overtime.
4. Since the Flex Time Program is voluntary, no employee will be required to go on Flex Time. It is permissible, however, for some employees within a work group to be on Flex Time while other employees continue to work a regular schedule.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824

FLEXIBLE REIMBURSEMENT PLAN (FRP)

1. Effective August 4, 2002, Verizon Florida Incorporated agrees to make available and to implement the Verizon Flexible Reimbursement Plan (FRP). The FRP will remain in effect through December 31, 2005.
2. For a summary of details, refer to the Summary Plan Description (SPD), Your Reimbursement Plan.
3. The FRP will be administered solely in accordance with its provisions, and no matter concerning the FRP or any difference arising thereunder shall be subject to the Grievance-Arbitration Procedure of the Collective Bargaining Agreement. The selection of the FRP Administrator, the administration of the FRP, and all the terms and conditions relating thereto, and the resolution of any disputes involving the terms, conditions, interpretation, administration, or reimbursements shall be determined by, and at the sole discretion of, the Company.
4. This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, including the Flexible Reimbursement Plan, shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

**FLEXIBLE REIMBURSEMENT PLAN
PRETAX PAYMENT OF EMPLOYEE PARKING**

Verizon Florida Incorporated and IBEW, Local 824, agree that the parties will consider the feasibility of the development and implementation of a process under which hourly employees may elect to reduce their current compensation to pay for parking costs on a tax-favored basis.

The Company shall have no financial obligation to fund such costs; instead, the arrangement is intended to operate on a basis comparable to the dependent care or health care reimbursement accounts.

Such process must be in full conformity with any requirements under the Internal Revenue Code or applicable Internal Revenue Service or Department of Labor regulations and any applicable state or local requirements relating to payroll practices.

If the parties determine that this process is advantageous, both to employees and to the Company, they will develop a proposal for approval by the Union and the Company setting forth the terms and conditions of the process and its effective date (which shall allow sufficient time for payroll implementation by the Company).

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between
VERIZON FLORIDA INCORPORATED
AND
INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
LOCAL UNION 824
**FOUR (4) DAY WORKWEEK/
TEN (10) HOURS A DAY**
(4/10 PLAN)

Verizon Florida Incorporated, hereinafter referred to as the Company, and IBEW, Local Union 824, hereinafter referred to as the Union, agree that a four (4) day workweek, ten (10) hours a day, forty (40) hours per week, hereinafter referred to as the 4/10 Plan may be implemented. The 4/10 Plan will be implemented pursuant to the below-stated provisions. It is understood that the terms of this Memorandum take precedence over the principal Collective Bargaining Agreement between the parties.

The Company reserves the right based on business requirements, to determine the eligible job classifications and employee(s) assigned to the 4/10 Plan. Eligible employee(s) participation in the 4/10 Plan, however, is voluntary.

The Company will provide a copy of the 4/10 Plan to every employee who requests it and who participates in the Plan.

Overtime: Overtime shall be paid on the basis of time actually worked in excess of ten (10) hours per day, or forty (40) hours per week. All other overtime provisions in the principal Collective Bargaining Agreement will still be applicable.

Breaks & Lunches: The Company shall assign a one-half (1/2) hour for lunch during the middle three (3) hours of the ten (10) hour tour. Each employee shall be provided a fifteen (15) minute relief break during the first half of the tour, and a like relief break during the second half of the tour, provided, the employee has worked or will work a minimum of two (2) hours in each half of the tour. An additional fifteen (15) minute relief break shall be assigned after the affected employee(s) has worked a minimum of eight (8) hours.

Sunday Premium: One and one-half (1 1/2) times the regular rate of pay shall be paid for work performed on a ten (10) hour tour on Sunday.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
4/10 PLAN
Page 2

Meal allowances at Base Location: Meal payment shall be based on the employee working more than thirteen (13) or more consecutive hours which includes those hours worked associated with his/her regular assignment. A meal allowance shall also be paid if the work thereafter continues at six (6) hour intervals.

Vacation: Weekly vacation shall be paid on the basis of (40) hours per week and the employee's 4/10 schedule should not be changed to a 5/8 schedule.

Day-at-a-time vacation shall be paid up to ten (10) hours for each day-at-a-time vacation day, however, the employee will have ten (10) hours deducted from his/her vacation eligibility so that the total vacation paid does not exceed his/her eligibility as prescribed in Article VI of the Collective Bargaining Agreement.

Holidays: Weeks which contain an authorized Holiday, as prescribed in Article VII of the Collective Bargaining Agreement, shall be changed from a 4/10 schedule to a 5/8 schedule.

Floating Holidays will be paid on the basis of ten (10) hours.

Holiday pay, worked or not worked, will be paid in accordance with Article VII of the Collective Bargaining Agreement.

Sickness Disability Benefits: Employees who are absent due to sickness while working on the 4/10 Plan will receive payment based on a ten (10) hour workday up to the maximum absent sickness eligibility as prescribed in Article VIII of the Collective Bargaining Agreement.

Scheduled waiting days will be on the basis of a ten (10) hour workday.

Death in Family and Other Paid Absences: (Jury Duty, etc.): The affected employee's schedule may be changed from a 4/10 to a 5/8 schedule. However, payment may be made for up to ten (10) hours per day not to exceed the allowance authorized under the Collective Bargaining Agreement and/or policies of the Company.

Absent Injury: Payment shall be made pursuant to Article X, Section 4, of the Collective Bargaining Agreement.

MEMORANDUM OF AGREEMENT
VERIZON FLORIDA INCORPORATED
4/10 PLAN
Page 3

Disputes: Any disputes arising out of the interpretation or application of the Agreement shall be administered pursuant to Article XVI of the Collective Bargaining Agreement.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824

GROUP UNIVERSAL LIFE (GUL) INSURANCE

1. Verizon Florida Incorporated agrees to make available, without endorsement, the opportunity for employees to enroll in Group Universal Life (GUL) Insurance.
2. For a summary of details, refer to the brochure, Group Universal Life.
3. GUL will be administered solely in accordance with its provisions, and no matter concerning GUL or any difference arising thereunder shall be subject to the Grievance-Arbitration Procedure of the Collective Bargaining Agreement. The administration of GUL and all the terms and conditions relating thereto, and the resolution of any disputes involving benefits payable shall be determined by and at the sole discretion of the Insurance Carrier.
4. This Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, including Group Universal Life Insurance, shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

HEARING AID BENEFIT

1. Effective January 1, 2003, Verizon agrees to make available a hearing aid benefit to regular full or part time employees of the company who are covered by the Collective Bargaining Agreement.
2. The hearing aid benefit will provide coverage for expenses for a hearing examination by a licensed audiologist or physician, the hearing aid device, molds, repairs, hearing aid check and batteries. The maximum reimbursement under this benefit is \$1,000 per covered individual every twenty-four (24) months. The benefit is not subject to deductible, co-pays or R&C and there are no separate maximums for any in or out of network expenses. Hearing aids are covered for all hearing impairments that are a result of birth defect, illness, accident and/or injury and progressive loss of hearing. Replacement and repair of hearing aids are covered unless due to misuse or loss.
3. The selection of the administrator, the administration of the Plan and all the terms and conditions relating thereto, and the resolution of any disputes involving the terms, conditions, interpretation, administration, or benefits payable shall be determined by and at the sole discretion of the Company. No matter concerning the Hearing Aid Benefit or any difference thereunder shall be subject to the grievance or arbitration procedure of the Collective Bargaining Agreement.
4. This Memorandum of Agreement is effective on January 1, 2003 and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of agreement shall also terminate on July 30, 2005 and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
HEARING AID BENEFIT
Page 2

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

HOURLY EMPLOYEES' PENSIONS

1. Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 (IBEW) agree to the provisions of the Plan for Hourly Employees' Pensions.
2. The following provisions continue to be in place:

Years of Accredited Service	Minimum Pension	
	Annual	Monthly
40 or more years	\$11,700	\$975
35 but less than 40 years	\$10,300	\$858
30 but less than 35 years	\$ 8,900	\$742
25 but less than 30 years	\$ 7,500	\$625
20 but less than 25 years	\$ 6,100	\$508
15 but less than 20 years	\$ 4,700	\$392

3. For employees who retire on or after January 1, 2003 the present Plan for Hourly Employees' Pensions will be modified to effect the following:

<u>Years of Accredited Service</u>	Minimum Pension	
	<u>Annual</u>	<u>Monthly</u>
40 or more years	\$12,200	\$1117
35 but less than 40 years	\$10,700	\$892
30 but less than 35 years	\$9,300	\$775
25 but less than 30 years	\$7,800	\$650
20 but less than 25 years	\$6,300	\$525
15 but less than 20 years	\$4,900	\$408

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
HOURLY EMPLOYEES' PENSION
Page 2

4. This Agreement shall become effective as of August 4, 2002, and shall remain in effect until midnight, July 30, 2005, and shall automatically continue in full force and effect thereafter until terminated, or amended, in accordance with the following procedure:

If this Agreement is to be terminated, a written notice must be sent by either party to the other not less than sixty (60) days prior to any date thereafter on which such cancellation is to become effective.

5. This Agreement may be amended or modified by either party giving written notice to the other of such desire to so amend or modify at least sixty (60) days and not more than ninety (90) days prior to the termination date set forth above. The written notice shall contain a full statement as to the amendments or modifications desired.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824

HOURLY SAVINGS PLAN (HSP)

1. Verizon Florida Incorporated will make the Verizon Hourly Savings Plan (HSP) available to regular full or part-time hourly employees of the Company who are covered by the Collective Bargaining Agreement.
2. The Company reserves the right at any time, and from time-to-time, by action of the Board of Directors, to modify or amend in whole or part, any or all of the provisions of the HSP, but no such amendment or modification shall have the effect of reducing the accrued benefits of members, retired members, former members, or their beneficiaries, or of diverting any part of the Trust Fund to any purpose other than for the exclusive benefit of members, retired members, former members, or their beneficiaries and the payment of reasonable HSP administration expenses.
3. The Company reserves the right, by action of the Board of Directors, to terminate or partially terminate the HSP at any time. Upon the termination or partial termination of the HSP, or upon the complete discontinuance of contributions under the HSP, the member accounts of the members affected by the termination, partial termination, or complete discontinuance of contributions, as the case may be, shall be non-forfeitable.
4. The HSP may be merged into or consolidated with another plan, and its assets or liabilities may be transferred to another plan; provided, however, that no such merger, consolidation, or transfer shall be consummated unless each member and beneficiary under the HSP would receive a benefit immediately after the merger, consolidation, or transfer, if the transferee plan then terminated, that is equal to or greater than the benefit he/she would have been entitled to receive immediately before the merger, consolidation, or transfer, if the HSP had then terminated.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
HOURLY SAVINGS PLAN (HSP)
Page 2

5. The Company and the Union agree that every provision heretofore contained in this Agreement is contingent upon the Company's receipt of a favorable determination that the HSP, as amended, continues to be qualified under Section 401 (a), et. seq., of the Internal Revenue Code. In the event any revision in the HSP is necessary to obtain or maintain a favorable determination from the Internal Revenue Service, the Company will make the revisions, adhering as closely as possible to the level of benefits contained in the HSP.
6. In the event any portion of this Agreement is determined by a court or government agency to be in violation of existing law or is voided by a change in existing laws, the Company retains the unilateral right to make whatever modifications it deems necessary and appropriate to comply with the law, including the right to rescind the Agreement, if it deems no such modification is feasible. The Company shall have no obligation to bargain or negotiate with the Union in the event that this Agreement is modified or eliminated, or in the event the Company does not implement any or all of the provisions of this Agreement because it does not receive Internal Revenue Service approval, any or all of these plans are deemed not qualified, or because of a change in existing laws.
7. The HSP will be administered solely in accordance with its provisions and no matter concerning the HSP or any difference arising thereunder shall be subject to the Grievance-Arbitration Procedure of the Collective Bargaining Agreement, but rather shall be governed by the terms and conditions of the HSP and the interpretation of the HSP Committee.
8. This Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, including the HSP, shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

HOURLY SAVINGS PLAN

Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 (IBEW) agree to increase the Company matching contribution to the Hourly Savings Plan (HSP).

- Effective January 5, 2003, the Company matching contribution will increase from 66 cents to 75 cents for every \$1 contributed by the employee, up to a maximum of six percent of pay.
- Effective January 4, 2004, the Company matching contribution will increase from 75 cents to 82 cents for every \$1 contributed by the employee, up to a maximum of six percent of pay.

This Memorandum of Agreement is effective on August 4, 2002 and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

INCENTIVE PROGRAMS

Verizon Florida Incorporated may develop and implement Incentive Programs, which will provide participating employees the opportunity to earn cash, merchandise and/or other awards based on individual and/or collective performance in achieving objectives developed and administered solely by the Company. It is further agreed and understood that any employee who participates in an Incentive Program will not earn less than his/her basic wage rate as outlined in the Collective Bargaining Agreement. The individual employee will be responsible for any tax liability that may arise out of participation in such Incentive Program.

The development, design, duration, method of compensation and distribution, size, location, frequency, and/or administration of any Incentive Program is wholly within the discretion of the Company and is not subject to the Grievance-Arbitration Procedure of the Collective Bargaining Agreement. However, the Company will thoroughly review and carefully consider valid concerns of the employee(s). Once established, the Union may request specific concerns be reviewed by Verizon Florida Incorporated. Such request shall be in writing to the Director – Labor Relations, and shall include a statement of the reason(s) for review. Verizon Florida Incorporated will investigate the concerns and/or recommendations and respond to the Union within fifteen (15) working days.

The Company agrees to notify the Union of such sales incentive programs prior to implementation by the Company.

It is understood by the parties that there is no guarantee of incentive earnings under this plan. The Company and Union agree that this memorandum applies to any classification deemed appropriate by management.

**VERIZON FLORIDA, INCORPORATED
MEMORANDUM OF AGREEMENT
INCENTIVE PROGRAMS**

This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

INCOME SECURITY PLAN (ISP)

1. Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 (IBEW) recognize the need for technological change in the business and hereby enter into this Memorandum of Agreement (hereinafter referred to as the Agreement). In order to lessen the economic impact upon regular employees who become surplus due to technological change, the Company and the Union agree to establish the INCOME SECURITY PLAN (the Plan). "Technological change" shall be defined as a change in plant or equipment, or a change in a method of operation, diminishing the total number of regular employees required to supply the same services to the Company or its subscribers. "Technological change" shall not include layoffs or force realignments caused by business conditions, variations in subscribers' requirements, or temporary or seasonal interruptions of work.

When technological change brings about any of the following conditions, the Plan shall apply:

- A. A need to layoff and/or force realign employees in any job title:
 - B. Reassignment of regular employees to permanent headquarters fifty (50) miles or more from the employee's permanent headquarters.
2. During the term of this Agreement, if the Company notifies the Union in writing that a technological change has created or will create a surplus in any job title in any work group and/or work location, regular employees meeting the following qualifications shall be eligible for Plan participation:
 - A. Accredited service of one year or more;
 - B. No comparable assignment available within fifty (50) miles of the former permanent headquarters and/or refusal of reassignment to a new permanent headquarters fifty (50) miles or more from the former permanent headquarters.

Company reserves the right to apply this Plan to any surplus in force, whether or not it is brought about by technological change, that the Company deems appropriate. All elections shall be voluntary and acceptance by the Company will be in order of seniority.

3. The Company reserves the right to determine the job titles and work group(s) and/or work location(s) in which a surplus exists, the number of work groups and/or work locations in which a surplus exists, the number of employees in such titles and locations which are considered to be surplus, and the period during which the employee may, if he or she so elects, leave the service of the Company pursuant to this Plan. In no event shall the number of employee elections accepted under the terms of the Plan exceed the number of employees determined by the Company to be surplus.
4. For those employees who are eligible in accordance with Sections 1 and 2, the Company will provide the following ISP Termination pay benefits:
 - A. ISP Termination Allowance of \$1,100, less withholding taxes, for each completed year of accredited service up to and including thirty (30) years for a maximum of \$33,000 prior to withholding taxes. The ISP Termination Allowance is not prorated for any partial year of service.
 - B. In addition to the ISP Termination Allowance, the Company shall pay an employee who has left the service of the Company with ISP benefits an ISP Expense Allowance not to exceed \$750, less withholding taxes, for each completed year of accredited service for a maximum of \$3,750 prior to withholding taxes. The ISP Expense Allowance is not prorated for any partial year of service.

The combined maximum ISP Termination pay benefit payable as set forth in Paragraphs A and B of this Section 4 shall in no event exceed a total of \$36,750.

The dollar amounts set forth in this Agreement shall be prorated for regular part-time employees based on the average hours worked during the last twenty-six (26) pay periods; i.e., average of thirty (30) hours worked per week would result in termination benefits paid at 75% of those set forth in Paragraphs A and B of this Section 4.

5. Employees eligible for ISP Termination Allowance in accordance with Section 2 will receive a lump sum payment for the entire amount of the ISP Termination Allowance paid in the month following the month in which the employee leaves the service of the Company.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
INCOME SECURITY PLAN

Page 3

6. Reemployed employees must complete one (1) full year of accredited service with the Company before coming eligible again for termination benefits. In subsequent terminations to which this Agreement is applicable, the employee shall receive the difference between the termination benefits for which he or she is presently eligible and any benefits previously received.
7. All benefits payable under the Plan are subject to legally required deductions.
8. Termination benefits shall not be made if the termination is the result of any sale or other disposition by the Company of the exchange or office at which the employee is working or from which the employee is assigned to work, when the employee is continued in the employment of the new management of the exchange or office.
9. An employee's election to leave the service of the Company and receive termination pay benefits must be in writing and transmitted to the Company within fourteen (14) calendar days from the date of the Company's offer in order to be effective, and it may not be revoked after such fourteen (14) calendar day period.
10. This Agreement will be implemented prior to invoking the provisions of Article XI – Force Adjustment and Severance Pay of the Collective Bargaining Agreement, when conditions set forth in Section 1 of this Agreement exist as determined by the Company.
11. Neither the right to effect a technological change, the determination of a surplus condition, eligibility for participation in the Plan, nor any part of this Plan or Agreement shall be subject to the arbitration procedure of the Collective Bargaining Agreement.
12. This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And
INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
LOCAL UNION 824

JOINT SAFETY COMMITTEE

Verizon Florida Incorporated and IBEW, Local Union 824, agree to establish a Joint Safety Committee consisting of equal representation from the Company and the Union. A minimum of three (3) management employees shall be appointed to the Committee by the Company and three (3) bargaining unit employees shall be appointed to the Committee by the Union.

The Company and the Union recognize that the safeguarding of employees while at work is in the common best interest of the employees, the parties, and all persons affected by this Agreement. The parties agree the goal of the Committee is to cooperate in promoting an appreciation of safe work habits and an understanding of the means toward accomplishing safe practices among management and the bargaining unit employees. It shall be the responsibility of the Company to provide a safe workplace. The Committee shall not formulate policy nor make operating decisions, but will assume an advisory status in developing recommendations to assist the Company with matters related to safety.

This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005, and shall not survive the expiration of this Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824

LIVING BENEFIT RIDER (LBR)

1. Verizon Florida Incorporated agrees to make available a Living Benefit Rider (LBR) to employees and their spouses who are presently enrolled in Group Universal Life (GUL) Insurance.
2. The Company and the Union recognize that long-term care will continue to be the most likely catastrophic illness risk facing employees. As a result of these concerns, and for these reasons, the LBR option to GUL is established to provide protection against the financial ravages of declining health.
3. The LBR provides a benefit equal to 2% of the face value of the policy (excluding any cash value amounts) per month for a period up to twenty-five (25) months. In effect, the LBR can pay out a maximum of 50% of the face value of the policy (25 months x 2%). The maximum potential benefit is \$10,000 per month, with a minimum potential monthly benefit of \$400.
4. Eligibility for the benefit shall be based on the following conditions:
 - A. Employees or spouses must be continuously unable to care for themselves in a minimum of three (3) activities of daily living for at least six (6) months. Activities of daily living are defined as eating, getting around, transferring, toileting, bathing, and dressing.
 - B. Employees or spouses must submit written medical evidence that shows the inability to perform the activities of daily living.
 - C. The condition causing the inability to care for oneself cannot be a condition for which the individual received medical care or treatment during the six (6) months immediately before LBR coverage became effective (pre-existing condition clause).
 - D. GUL must remain in force.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
LIVING BENEFIT RIDER (LBR)
Page 2

- E. The LBR is paid for a maximum of twenty-five (25) months and permanently reduces any amount of life insurance proceeds by the total amount of the LBR paid.

No matter concerning the Living Benefit Rider or any differences arising thereunder shall be

subject to the Grievance-Arbitration Procedure set forth in the Collective Bargaining Agreement.

This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, including the Living Benefit Rider, shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

LONG TERM DISABILITY (LTD)

In recognition of the impact a prolonged disability can have on income security and as a valuable supplement to the short-term disability benefits currently provided by the Company, Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 (IBEW) agree to continue a Long-Term Disability (hereinafter referred to as LTD) plan subject to the following provisions:

1. Regular full-time employees are eligible to participate in the LTD plan, subject to the following requirements:

Completion of ninety (90) days of continuous employment (new hires).

- Enrollment during the first ninety (90) days of employment (new hires).
- Enrollment during the initial Company-designated enrollment period (incumbents with ninety (90) days of continuous employment).
- Enrollment during periods not mentioned and/or when opting up or increasing the LTD benefit level additionally require regular full-time employees to submit evidence of good health at their expense and approval by the Plan Administrator.
- The disability is not caused by participation in an assault, crime or illegal occupation, an intentionally self-inflicted injury, war or act of war.
- The disability does not result from conditions that existed on the date LTD coverage began or does not result in an absence from work because of the pre-existing condition for ninety (90) consecutive days.
- The contributions are continuously paid following enrollment.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
LONG TERM DISABILITY (LTD)
Page 2

2. The cost of the LTD plan coverage will be paid by the employee. Contributions for coverage may change from time to time. Should this occur, the Company agrees to notify the Union in writing, within fifteen (15) calendar days prior to the date of modification, specifying the cause for any change in the contribution rate.
3. The LTD plan shall pay monthly benefits as follows:
 - Up to 50% of the employee's basic monthly earnings, up to a maximum of \$3,000 per month, or

- Up to 60% of the employee's basic monthly earnings, up to a maximum of \$5,000 per month

Monthly benefits shall be coordinated and reduced by any amount received by Worker's Compensation (or its equivalent), primary and dependent disability or retirement benefits from Social Security, payments under any other State or Federal disability benefits law, GTE pension plan (if applicable), Company-provided salary continuation plan (ISP, layoff allowances) or any other plan which provides income benefits.

- A. The employee must apply for primary and dependent (if applicable) Social Security disability benefits.
- B. Plan benefits are not payable for any period of disability during which the employee refuses or fails to apply for Social Security disability benefits or to appeal any denied claim for Social Security benefits.

4. Benefits will be paid, provided the Plan is in force, if eligible employees have been continuously and totally disabled, under the care of a physician and absent from work for twenty-six (26) weeks or if the disability has resulted in twenty-six (26) weeks of absence during a period of fifty-two (52) consecutive weeks and the eligible employees have been under the care of a physician.

- Monthly benefits will be paid for twelve (12) months, if the disability prevents eligible employees from performing their regular work or an alternative occupation with similar earning potential.
- Monthly benefits will be paid following this twelve (12) month period, if the disability prevents eligible employees from performing any work for which they are otherwise qualified to perform.

**VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
LONG TERM DISABILITY (LTD)
Page 3**

- If eligible employees become disabled prior to age sixty (60), benefits will be paid up to their 65th birthday.
- If eligible employees become disabled on or after age sixty (60), benefits will be paid according to the following schedule:

<u>Age of Disability</u>	<u>Benefits Paid to Age</u>
60	65
61	66
62	67
63	68
64	69
65	70

66	70
67	70
68	71
69	72
70	72
71	72.5
72	73.5
73	74.5
74	75.5
75+	For 1 year

- Disabilities as a result of a mental health disorder, alcoholism or drug addiction, will generally result in monthly LTD benefits for no longer than twelve (12) months.

5. During the period LTD benefits are paid, eligible employees will continue to receive life, medical and dental insurance coverage in accordance with the Collective Bargaining Agreement between Verizon Florida Incorporated and IBEW, Local 824. Accredited Service will be applied toward eligible employees' pension calculations until the disability benefits end or the eligible employee retires, quits or dies.

**VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
LONG TERM DISABILITY (LTD)
Page 4**

6. The amount and availability of benefits under the LTD Plan are governed by the provisions of the Plan and the insurance contract. Any benefits received will be determined under the terms of the Plan in effect at the time eligible employees receive the benefits in question. The operation and administration of the LTD Plan, selection of the insurance carrier, eligibility for the benefits, cost of coverage, eligibility requirements, all terms and conditions related thereto and the resolution of any disputes involving the terms, conditions, interpretation, administration or benefits payable shall rest with the Company and shall not be subject to the grievance or arbitration procedures set forth in the Collective Bargaining Agreement.
7. This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, relating to the Long-Term Disability Plan, shall terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824

LUMP-SUM PAYMENT OPTION

1. Verizon Florida Incorporated and IBEW, Local Union 824, agree to modify the Plan for Hourly Employees' Pensions (hereinafter referred to as the Plan). Such modifications are conditional upon the approval from the appropriate Board of Directors and a favorable determination from the Internal Revenue Service that the Plan is and continues to be qualified under Section 401(a) of the Internal Revenue Code. Therefore, the effective date of January 1, 1994, for the following modification will be contingent upon the receipt of the necessary approvals.
2. Regular employees who are eligible to receive a single-life annuity from the Plan will be

provided a Lump-Sum Payment Option which will be based on the present value of their single-life annuity.

3. The amount and availability of benefits under the Plan are governed by the provisions of the Plan and are subject to the Internal Revenue Code and related regulations. Any payments received will be determined under the terms of the Plan in effect at the time regular employees separate from service. The operation and administration of the Plan, the calculation of the lump-sum benefit, eligibility requirements, all terms and conditions related thereto, and the resolution of any disputes involving the terms, conditions, interpretation, and administration of the Plan, shall rest with the Company and shall not be subject to the Grievance-Arbitration Procedure set forth in the Collective Bargaining Agreement.
4. This Memorandum of Agreement is effective on August 4, 2002, and shall expire on December 31, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, relating to the Lump-Sum Payment Option, shall terminate on December 31, 2005, and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
LUMP-SUM PAYMENT OPTION
Page 2

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824

MAIL ORDER PRESCRIPTION PLAN (MOPP)

1. Verizon Florida Incorporated and IBEW, Local 824, agree to extend the provisions of the Mail Order Prescription Plan (the Plan) to regular full-time and part-time employees.
2. A ninety (90) day prescribed supply of medication will be provided at a \$5 per generic prescription or \$15 per brand-name prescription co-payment. This co-payment cannot be reimbursed through the Company Medical Plan and does not apply to deductibles or out-of-pocket maximums. Generic drugs will be provided when available and permissible by law.

3. Employees and dependents currently covered under the Company Medical Plan will be eligible to participate in the Mail Order Prescription Plan. Once employees (who are covered under the Company Medical Plan) retire, they and their eligible dependents may continue to participate in this Mail Order Prescription Plan on the same basis as active employees. The Plan is not available to participants in Health Maintenance Organizations (HMOs).
4. The Plan will be administered solely in accordance with its provisions, and no matter concerning the Plan or any difference arising thereunder shall be subject to the Grievance-Arbitration Procedure of the Collective Bargaining Agreement. The selection of the Plan Carrier, the administration of the Plan and all the terms and conditions relating thereto, and the resolution of any disputes involving the terms, conditions, interpretation or administration shall be determined by, and at the sole discretion of, the Company.
5. The Company shall have the right to amend the Plan in any way, including the selection of the Plan Carrier. However, any amendment diminishing the level of benefits contained in this Memorandum of Agreement, or increasing the cost per prescription to the employee/dependent, will be limited to those changes applicable to the Verizon Mail Order Prescription Plan.

VERIZON FLORIDA INCORPORATED
 MEMORANDUM OF AGREEMENT
 MAIL ORDER PRESCRIPTION PLAN (MOPP)
 Page 2

6. This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, including the Mail Order Prescription Plan, shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
 Director - Labor Relations

Danny L. Johnson
 Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

MERIT INCREASES

Verizon Florida Incorporated and IBEW, Local 824 mutually agree to the following provisions that govern merit increases for employees who have completed the probationary period.

It is agreed that merit increases are appropriate under certain situations. However, it is recognized that any application of a merit increase be carefully considered and based on uniform guidelines. A joint committee comprised of two (2) members named by the Local 824 Business Manager and two (2) members named by the Director of Human Resources will oversee the process.

Each department at the (General Manager level) may develop and submit criteria for the application of merit increases. These criteria must be approved by the joint committee prior to implementation.

Additionally, the joint committee will meet to review any individual application of the merit increase submitted by management.

This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in the Memorandum of Agreement, including the provisions of Merit Increases, shall terminate July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date:

Date:

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL 824 Union (IBEW)

NETWORK ASSISTANT

Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 (IBEW) agree to the following:

1. The title of Network Assistant will be responsible for providing assistance to the central office based CZT I switch technician in the installation, operation, and maintenance of communications equipment such as digital and analog carrier and switching systems, microwave and associated equipment, trunking equipment, fiber optics systems, alarm systems, test equipment, etc. This title is also responsible for providing assistance in the repair of such equipment and systems.
2. This title is intended to be an entry level developmental position for new direct hires or existing employees that wish to be "ready now" candidates for central

office based CZT I technical positions within Network Operations. Employees in this title shall be awarded the respective higher classification automatically should the time in the Network Assistant title exceed a maximum of twenty-four (24) consecutive months of accredited service and the employee has successfully completed all appropriate training, CZT I prerequisite testing, and performance requirements. Staffing of the Network Assistant title is intended for workforce augmentation and not as a substitute for CO based CZT I replacement openings. An employee in the Network Assistant title will be afforded no more than two (2) opportunities to successfully complete the prerequisite CZT I testing in order to be placed in the higher classification. Provisions for those employees that are unsuccessful in meeting expectations as outlined are detailed in item 4 of this document.

3. Employees in the Network Assistant title will be placed in Wage Schedule D. Since this title is intended to be a developmental position, employees in the Network Assistant title may not bid on other job opportunities unless they are subject to force adjustment. Upon successful completion of all training, testing, and performance requirements, and the passing of the required tests for the CZT I position, the employee will be awarded the position of central office based Customer Zone Technician I. The location will be determined by the Company, with input from the employee, based upon availability and service requirements.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
NETWORK ASSISTANT
Page 2

4. If an employee in the Network Assistant title is a direct hire and is unable to successfully meet expectations as outlined, the employee will be released from employment with the Company.

An existing employee who accepts the Network Assistant title and is unsuccessful in meeting expectations as outlined shall be returned to his/her previous position and reporting location, if available. Should the previous position not be available for any reason, the employee may be placed into any other vacancy for which he/she is qualified as determined by the Company. Being qualified includes successfully passing any required job test associated with the position. Should the employee be unsuccessful in obtaining a position, the employee will be released from the Company,

5. Network Assistant positions will be filled according to the Job Application Procedures outlined in Articles XIII and XIV of Collective Bargaining Agreement. Candidates for these positions will be required to pass appropriate testing for this position as determined by Verizon.
6. This Memorandum of Agreement is effective on August 4, 2002 and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of agreement shall also terminate on July 30, 2005 and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

NEUTRALITY AND CONSENT ELECTION

This agreement between Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 (IBEW) covers all understandings between the parties concerning union organizing; access to employees and code of conduct applicable to union organizing efforts.

The Union and the Company recognize that it is in their mutual interest to enhance the success and image of the Company, to acknowledge the Union as a valued partner, and to foster the pride and commitment of the employees. The parties also share the mutual goals of building a world class, high performance enterprise and addressing employment security through business success and employee development. As a means to enhance these goals, the parties will mutually support regulatory and legislative efforts, marketing/sales and service efforts and other business initiatives leading to employment security and Verizon's business success.

The parties also recognize that the Union's goal of growing membership is intrinsically linked to the successful growth of the business. In order to maintain this perspective and to

avoid unnecessary confrontation, the parties agree that the following principles regarding neutrality and consent election will be applicable to Verizon's former "GTE Network Services Companies" (Incumbent Local Exchange Carriers and Logistics). This shall be the exclusive means by which the Union, their locals, or individuals acting on their behalf, will conduct an effort to organize eligible employees in the covered Verizon's former "GTE Network Services Companies" (Incumbent Local Exchange Carriers and Logistics) as defined by the National Labor Relations Act.

1. Employee Choice

Both the Union and the Company support and agree with the principle that the decision as to whether or not to become represented by a union is one that does not belong to either the Union or to the Company. Rather, it is an individual decision that belongs to the employee. With the parties' mutual recognition of this fundamental tenet, the following provisions are intended to establish, encourage and nurture an environment during a union organizing drive that will allow employees to choose whether or not to become represented in a fully informed and uncoerced manner.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
NEUTRALITY AND CONSENT ELECTION
Page 2

All negotiations concerning appropriate unit, access, conduct and voting will be performed by Verizon Labor Relations Staff in conjunction with local management and designated Union representatives.

2. Neutrality

The Company and the Union agree that an organizing drive will be met by a neutral position by the Company. This statement is consistent with and reinforces the previously established principle of employee choice. It should follow that an environment intended to foster employee choice would be a neutral environment and that information communicated by either party would be fact based and not misleading, distorted or disparaging. Neutrality means the following:

- (a) Management will not be anti-Union nor will the Union be anti-management.
- (b) Management will not advocate that employees should not vote for a Union to represent them.
- (c) The Unions will be afforded reasonable opportunities for access to employees to get their message communicated.
- (d) Management will respond to employee questions and is obligated to correct inaccurate or misunderstood information by employees.
- (e) The Union(s) will be referred to by name and will not be characterized as a "third party" or "outsider".

- (f) Any written information distributed to employees by either party relative to the organizing campaign will be shared with the other. The parties' communications with employees will be shared with the other. The parties' communications with employees will be in accordance with this agreement.
- (g) Neither party will hire consultants who encourage an adversarial relationship.
- (h) Neither managers nor Union representatives will be personally attacked.
- (i) Neither the Union nor the Company will be attacked as institutions.

**VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
NEUTRALITY AND CONSENT ELECTION
Page 3**

- (j) The Company will not conduct meetings for the sole purpose of discussing organizing activities without inviting appropriate Union representatives to attend.

Allegations of violations of these provisions will be handled via the dispute resolution process contained in this Agreement.

3. Rules

The procedures to be followed are listed below:

- (a) The Union must show a minimum of 50% + 1 show of interest on signature cards of the appropriate unit.
- (b) A vote of 50% + 1 of those votes, validated by the Third Party Neutral (TPN), will determine the outcome.
- (c) If the Union is not successful, another election will not be scheduled for twelve months.
- (d) The TPN will resolve any issue concerning challenged ballots in similar fashion to the National Labor Relations Board (NLRB) process.

4. Time Bound

It is in the interest of both parties that the organizing campaign be conducted expeditiously. The Union is therefore obligated to notify management of its intention to conduct a formal organizing drive before it begins. The date of this

notification will "start the clock". The entire campaign, including the consent election, will be concluded in 90 days. It is the intent of the parties that the 90-day time frame will include discussion and agreement on the unit. In the event the parties are unable to agree on the unit, the dispute resolution process set forth below will be utilized and the time period will be extended by the number of days required to reach agreement on the unit, but in no event will the total campaign, including resolution of the scope of the bargaining unit and the consent election process exceed 120 days. If employees vote not to be represented, the Union agrees not to initiate another campaign (nor continue the current campaign) in that same work group for 12 months from the date of the conclusion of the campaign. This would not preclude the local Union from having contact with the workers in the group. If employees vote to be represented, collective bargaining over the terms and conditions of employment will commence within 60 days and will be limited to the agreed upon unit.

**VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
NEUTRALITY AND CONSENT ELECTION
Page 4**

5. Informed Decision

Both parties agree that employees should be fully informed about all aspects of Union representation. The Union will provide fact-based information to employees as it endeavors to convince prospective members of the merits of being represented by a Labor Union. Management's role during this process will include:

- (a) responding to individual employee inquiries;
- (b) explaining the organizing process, including obligations and responsibilities; and
- (c) correcting any inaccuracies, misstatements or misunderstandings disseminated by the Union.

6. Free from Coercion

Consistent with the basic tenet of employee choice, the parties want to ensure that employees have expressed their choice from an informed position and are completely free from any coercion by the Company, the Union or any other party or parties. One way to ensure this objective is to have a NLRB conducted election.

In the alternative, the Company and the Union agree to use a process that is called "Consent Election." This process will work as follows:

- (1) As part of the access discussions, the parties agree to use "Consent Election".
- (2) The Unions shall initiate the consent election process by providing to a

TPN proof of support by means of show of interest cards from 50% + 1 of the employees in the unit. The TPN will then notify Verizon Labor Relations Staff and request a list of names, job titles and home addresses. The Company will furnish the list within five working days. The Union will also be furnished with the list. The "show of interest" cards will clearly state their purpose and that a secret ballot consent election will be conducted to determine the will of the unit. If the TPN determines that the Union has a sufficient show of interest, he/she will schedule a Consent Election process in accordance with this agreement.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
NEUTRALITY AND CONSENT ELECTION
Page 5

- (3) The election process will be supervised by a mutually selected TPN, whose role is to ensure the integrity of the process itself, and will be conducted within two weeks of the submission of the Union's show of interest to the TPN. Employees will be asked to express their individual preference in a manner that will ensure that their choice will not be known to either party. The TPN will count the votes and advise the parties of the outcome. Consistent with this agreement, a vote of 50% + 1 of those who vote will control. The parties may have an observer present when the TPN counts the ballots.
- (4) In all cases, the election process shall take place within 14 days of receipt and verification of the Union's show of interest cards by the TPN. In those cases where there is no dispute about the composition of the unit, the election process will be held within seven days. The election may be held at the Company location or at a neutral site as agreed by the parties. The cost of using a neutral site will be split equally by the parties.

If there is a dispute as to composition of the unit, the TPN shall decide the issue within an additional seven days.

7. Access Agreement

As soon as reasonably practicable after a request by the Union for access, Verizon Labor Relations Staff, in conjunction with local management and Union representatives, will meet to discuss the details related to reasonable access to the unit by the Union representatives.

The Union will be allowed reasonable opportunities for access to Verizon facilities. It is the intent and commitment of Verizon and IBEW that the access agreed upon will not interfere with the operation and other normal and routine business activities, plans and programs of Verizon generally, and specifically, the selected

unit. Access agreed upon will be in non-working areas and during employee non-working times. Agreements as to eventful access, such as access to conference rooms, will be reasonable in length and there will be reasonable periods between requests for eventful access. However, an uneventful access, such as a prearranged meeting with an individual employee, will not be affected.

If Verizon and IBEW are unable to agree on reasonable access, the TPN will be asked to resolve the issue. Successful access agreements utilized at other units will be looked to for guidance as to what works and is reasonable. Verizon and IBEW commit that they will reach such an access agreement in each instance in an expeditious manner.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
NEUTRALITY AND CONSENT ELECTION
Page 6

8. Dispute Resolution

- (a) Questions or disputes arising during the course of an organizing effort within a particular unit of non-represented employees will, in all cases, be addressed first by and between the parties themselves and, in particular, Labor Relations Staff in conjunction with local Verizon management and appropriate IBEW representatives. It is the intent and desire of Verizon and the IBEW that such matters are dealt with by and between the parties themselves, particularly at the local level, without having to resort to the assistance of a third party. It is also agreed, however, that if every good faith and reasonable effort has been made, but the matter unresolved, the process described below will be utilized.
- (b) The TPN will resolve disputes in the manner set forth in this agreement. Either Verizon or IBEW can refer a question or dispute, unresolved after good faith efforts have been made to resolve the dispute locally, to the chosen TPN by providing three working days' written notice to both the other party and the TPN. The notice will provide concise statement of the question or dispute to be addressed and a statement that the parties have attempted in good faith but have been unable to resolve the matter by and between them.
- (c) If the question or dispute involves a matter related to access (i.e., the nature, event, time, location, individuals involved, etc.) the TPN will fully investigate all relevant facts surrounding the question or dispute. The TPN will then call the parties together and attempt to facilitate resolution of or otherwise mediate the matter.

If, after a good faith attempt at facilitated resolution or mediation, the access question or dispute is still not resolved, the TPN will attempt to render an immediate decision, which includes a method or alternative methods of resolving the perceived problem. However, in no event will the TPN take longer than five days thereafter to render a decision. The decision of the TPN will be final and binding and the parties agree to

abide by his/her decision. This process, from the time the TPN is contacted to the time his or her opinion is issued, will not take more than 15 days unless the parties agree otherwise.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
NEUTRALITY AND CONSENT ELECTION
Page 7

- (d) If the dispute involves the appropriateness of the bargaining unit the Union seeks to organize and the parties are unable to agree, after negotiating in good faith for a reasonable time, upon the description of an appropriate unit for bargaining, the issue of the description of such unit shall be submitted to TPN and a hearing shall be conducted consistent with the rules of the American Arbitration Association. The TPN shall be confined solely to the determination of the appropriate unit for bargaining and shall be guided in such deliberations by the statutory requirements of the National Labor Relations Act and the decisions of the NLRB and Appellate reviews of such Board decisions.
- (e) Regardless of the type of question or dispute that is submitted to the TPN, the parties will each be given a full opportunity to present their positions and supporting factual information prior to the issuance of any opinion. No written briefs will be submitted. There shall be no ex parte contact with the TPN without the concurrence of all parties. Verizon and IBEW believe that matters pertaining to these values are best handled by and between the parties themselves and resort to a TPN should be necessary in only a limited number of cases.

Verizon and IBEW agree that the parties may distribute a decision of the TPN to employees in the selected unit but not outside to the public such as the press.
- (f) The parties agree that the process set forth herein shall be the exclusive means for resolving disputes covered by this dispute resolution process, and neither party will utilize any other forum (e.g. NLRB, federal court, etc.) to address issues subject to resolution pursuant to this process.
- (g) All expenses, resulting from the use of the TPN process, shall be split equally by Verizon and IBEW.

9. The parties recognize the rapidly changing nature and structure of the communications industry. Verizon may acquire (or be acquired by) another entity. It has and may in the future form joint ventures or strategic alliances, may license its brand or technology, or may be a financial investor in other entities. The

employees in those entities may be non-represented, represented in whole or in the part of the Union, or represented in whole or in part by some other labor organization. It is not possible to structure a single rule which will apply to all such circumstances and the Company cannot compel other entities to abide by this agreement.

**VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
NEUTRALITY AND CONSENT ELECTION
Page 8**

10. This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of agreement shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

OVERTIME

The Company and Union recognize the continuing issue of overtime assignment that exists between the parties. This complicated issue has many different facets to consider.

As a result, the parties agree to establish a Task Force to review all facets of this issue and create solutions which balance the concerns of the Union and employees while allowing the Company to provide quality/timely service to its customers without increasing costs.

Due to the importance of this issue, the Company and Union agree to dedicate four (4) members each for a period not to exceed forty-five (45) days to identify solutions. The Region President and Union Business Manager will co-chair the committee.

Any work rules, policies, etc. that affect the assignment of overtime can be evaluated by the Task Force Team. Additionally, in an effort to ensure the Task Force maximizes the use of the time allowed, the Company and the Union agree to provide professional facilitation and training to members of the Task Force Team to assist them in identifying and recommending mutually agreed upon solutions to this important issue.

The Task Force is not restricted in its pursuit of solutions by local policies or practices, labor contracts or other "traditional" barriers, which may have limited the scope of review in the past. Further, the Team is encouraged to look at creative non-traditional approaches that provide excellent customer service at no increased cost.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

PENSION PLAN SURVIVOR BENEFITS

1. Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local Union 824 (IBEW) agree to modify the Plan for Hourly Employees' Pensions. Such modifications will be effective January 1, 2003, and are subject to applicable law.
2. The existing pre-retirement survivor pension benefit provisions of the Pension Plan shall be amended to provide a pre-retirement survivor pension benefit for an employee who dies, either during active service or prior to commencing a pension benefit, at a time when he or she is unmarried and has accrued at least five years of vesting service.
3. An unmarried employee may, at any time prior to commencing a pension benefit or dying, designate any living person as the designated beneficiary for the pre-retirement survivor pension benefit. The employee may likewise revise the beneficiary designation at any one or more times prior to commencing a pension benefit or dying. A valid beneficiary designation must be on file for the pre-retirement survivor benefit to be paid.
4. For married employees, the spouse will automatically be considered the beneficiary. However, subject to the requirements regarding non-spouse beneficiaries and with spousal consent, a married employee may name a beneficiary other than the spouse. A single individual must be named as beneficiary; an estate or trust may not be named, nor may multiple individuals.

5. Subject to the provisions of the Plan regarding when the benefit is payable, the pre-retirement survivor pension may be distributed as a 65% survivor annuity, or the lump sum equivalent, based upon the beneficiary's election. However, if the beneficiary is not the participant's spouse and is more than 25 years younger than the participant, the survivor benefit will be the 50% survivor annuity or the lump sum equivalent.

**VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
PENSION PLAN SURVIVOR BENEFITS
Page 2**

6. If a vested employee terminates employment on or after the effective date, the named survivor will be eligible for the survivor pension payable on the date the employee would have reached the age 65. An actuarially reduced benefit may be payable before age 65 if the vested employee would have been eligible for an earlier commencement.
7. In addition, the Pension Plan shall be amended to allow an employee, at the time of commencing a pension benefit, to designate any living person as the beneficiary for any of the forms of joint and survivor annuity offered under the Pension Plan or any of the term-certain forms of benefit. In the case of an employee who is married at the time of commencing a pension, the employee may not designate any beneficiary other than the spouse without complying with the spousal consent rules of the Plan.
8. This Memorandum of Agreement is effective on January 1, 2003 and shall expire on July 30, 2005. The parties specifically agree that all the terms and conditions set forth in this Memorandum of Agreement shall also expire on July 30, 2005 and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida, Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

PERSONAL LINES OF INSURANCE

1. Effective January 1, 2003, Verizon Florida Incorporated agrees to available, without endorsement, the opportunity for regular full or part-time hourly employees of the Company who are covered by the Collective Bargaining Agreement to purchase automobile, home and other personal property and casualty insurance through payroll deduction.
2. Personal Lines of Insurance will be administered solely in accordance with its provisions, and no matter concerning Personal Lines of Insurance or any difference arising thereunder shall be subject to the grievance or arbitration procedure of the Collective Bargaining Agreement. The administration of Personal Lines of Insurance and all the terms and conditions relating thereto, and the resolution of any disputes involving the terms, conditions, interpretation, administration, or benefits payable shall be determined by and at the sole discretion of the Insurance Carrier.
3. The Company reserves the right at any time, and from time to time, to modify or amend in whole or part, any and all provisions of the agreement with the Insurance Carrier, to change Insurance Carriers, or to terminate the agreement with the Insurance Carrier.
4. This Memorandum of Agreement is effective on January 1, 2003, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, including Personal Lines of Insurance, shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

PHONE MART

Verizon Florida Incorporated and IBEW, Local Union 824 are in agreement that in the Phone Marts, Article III, Section 11, and Article V, Section 1, Paragraph 1.1 and Section 7, Paragraph 7.1 will be modified in the following manner:

1. The regular overtime as defined in Article III may be modified in the following manner:
 - A. Overtime will be paid for all hours worked in excess of a ten (10) hour workday.
 - B. Overtime will be paid for all hours worked in excess of forty (40) hours in one week.

2. The regular workweek as defined in Article V, Section 1, Paragraphs 1.1 and 7.1 may be modified in the following manner:
 - A. The regular workweek shall consist of forty (40) hours, of no more than five (5) days.
 - B. Tours may fall on any five (5) working days, consecutive where practical, consisting of no more than ten (10) scheduled hours each necessary to meet customer service requirements.
 - C. Phone Mart employees may be assigned split tours. Split tours consisting of eight (8) scheduled hours shall be divided into no more than two (2) periods of approximately equal length with intervals of not less than four (4) hours between. Split tours shall be assigned so that the spread from the beginning of the first part of the tour to the completion of the second part of the tour shall not exceed thirteen (13) hours and shall terminate on or before 12 midnight.

- Employees will not be required to work the hours between the sessions. A differential payment sixty-five (\$.65) cents per hour shall be paid for all split tours.

VERIZON FLORIDA INCORPORATED
 MEMORANDUM OF AGREEMENT
 PHONE MART
 Page 2

3. When the employee is scheduled for school, vacation, floating holidays or when a holiday falls during a week, the employee's schedule shall be adjusted to ensure a forty (40) hour workweek.
4. Absence for illness or other unplanned reasons will be treated based upon scheduled hours in accordance with existing contract language.
5. A tour premium of ninety cents (\$.90) per hour shall be paid for all hours worked after 9 p.m. during a scheduled tour, or for all hours worked prior to 6 a.m. during a scheduled tour. Employees so scheduled shall not bid off such tours more frequently than every four (4) weeks.
6. Phone Mart employees will recognize an additional floating holiday in lieu of the Day After Thanksgiving Company-observed holiday.

This Agreement is effective August 4, 2002, and shall expire on July 30, 2005.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
 Director - Labor Relations

Danny L. Johnson
 Business Manager

Date:

Date:

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

POINT OF SERVICE (POS) MEDICAL PLAN

1. Verizon Florida, Inc. and International Brotherhood of Electrical Workers, Local 824 agree to continue the provisions of the Point of Service (POS) Medical Plan set forth in this Memorandum of Agreement.
2. For a summary of details refer to the attachment entitled POS Medical Plan Highlights.
3. Some of the major provisions include:
 - A. Company premium contribution effective after ninety (90) days from date of hire or the date which the employee enrolls, whichever is later.
 - B. Maintenance of Benefits permitted to the level of benefits provided in the POS Medical Plan.
 - C. Lifetime benefit limits of \$1,000,000. Effective January 1, 2003, lifetime benefit limits will increase to \$2,000,000.
 - D. Effective January 1, 2003, employees who elect not to enroll themselves or their eligible dependents in a Company-sponsored medical plan or HMO will be eligible for an annual "opt out" credit of five hundred dollars (\$500). This credit will be given to the employee over twenty-four (24) pay periods on his/her bi-weekly paycheck. In order to be eligible for this credit, the employee may be required to provide satisfactory evidence of medical coverage upon request.
4. The POS Medical Plan will be administered solely in accordance with its provisions, and no matter concerning the POS Medical Plan or any difference arising thereunder shall be subject to the grievance or arbitration procedure of the Collective Bargaining Agreement.

5. The selection of the Health Care Plan Administrator, the administration of the POS Medical Plan and all the terms and conditions relating thereto, and the resolution of any disputes involving the terms, conditions, interpretation, administration, or benefits payable shall be determined by and at the sole discretion of the Company.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
POINT OF SERVICE (POS) MEDICAL PLAN
Page 2

6. This Memorandum of Agreement is effective on August 4, 2002 and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, including the Comprehensive Medical Plan, shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

POINT OF SERVICE (POS) MEDICAL PLAN HIGHLIGHTS

	<u>In - Network</u>	<u>Out -of- Network</u>	<u>Out-of-Area PPO</u>
<u>Annual Deductible</u>	No deductible	\$295 per Individual \$855 per family	\$150 per individual \$450 per family
Per Person Annual Out of Pocket Expense	\$1,500 per Individual \$4,500 per family	\$1,750 per Individual \$5,250 per family	\$1,500 per Individual (in network) \$1,750 per individual (out of network) \$4,500 per family (in network) \$5,250 per family (out of network)
<u>Maximum Benefit</u>	No maximum limit No maximum limit	No maximum limit \$1,000,000 (2,000,000 effective January 1, 2003)	No maximum limit \$1,000,000 (2,000,000 effective January 1, 2003)
Per person-annual Per person-lifetime	No charge	70% R&C after deductible	80% R&C after Deductible: 70% non PPO
<u>Inpatient Hospital</u>	No Charge	70% R&C after deductible	80% R&C after Deductible: 70% non PPO
Hospital days, as preauthorized	No Charge	70% R&C after deductible	80% R&C after Deductible: 70% non PPO
Diagnostics, e.g. lab, X-ray, etc.	No Charge	70% R&C after deductible	80% R&C after Deductible: 70% non PPO
Drugs, medications and radiotherapy	No Charge	70% R&C after deductible	80% R&C after Deductible: 70% non PPO
Intensive and coronary care units	No Charge	70% R&C after deductible	80% R&C after Deductible: 70% non PPO
Medical services	No Charge	70% R&C after deductible	80% R&C after Deductible: 70% non PPO
Necessary specialist care or consultants	No Charge	70% R&C after deductible	80% R&C after Deductible: 70% non PPO
Operating and recovery rooms			

POINT OF SERVICE (POS) MEDICAL PLAN HIGHLIGHTS

	<u>In-Network</u>	<u>Out -Of-Network</u>	<u>Out-Of-Area PPO</u>
Anesthesia	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Special duty nursing	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Surgery – Medically Necessary Procedures Physician’s office	\$15 PCP	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Inpatient hospital	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Outpatient hospital	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Physician’s Office Doctor’s visits	\$15 PCP	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Illness or injury visits to PCP	\$15 per visit	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Consult or treatment by a specialist physician	\$15 per visit	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Lab, X-ray and other diagnostic procedures	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Allergy testing	\$15 co-pay	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Allergy injections and serum	\$7 co-pay	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Preventive Care Services Routine Immunizations	\$15 per visit	Covered In-network only	100% R&C after deductible; 90% non PPO (adult only)
Well-baby care examination	\$15 per visit	Covered In-network only	80% R&C; 70% non PPO (no deductible)* (includes immunizations)
Annual well-woman examination	\$15 per visit	70% R&C after deductible	100% R&C after deductible; 90% non PPO

POINT OF SERVICE (POS) MEDICAL PLAN HIGHLIGHTS

	<u>In-Network</u>	<u>Out-Of-Network</u>	Out-Of-Area PPO
Annual physical exam *Mandated by Florida state law	\$15 per visit	Covered In-network only	Covered In-network only
Maternity Care			
• Physicians office Prenatal and postnatal visits	\$15 co-pay (initial visit only)	70% R&C after deductible	80% R&C after deductible: 70% non PPO
• Inpatient hospital Mother's delivery service	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Newborn nursery services	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Physician's care to newborn	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Emergency & Urgent Care (Accident or Sudden Serious Illness or injury) Required advanced authorization	Contact PCP within 24 hours	1 st business day following admission	1 st business day following admission
Hospital emergency room services	\$50 co-pay (waived if admitted to hospital) t	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Urgent care centers	\$25 co-pay	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Skilled Nursing Care	No charge (limited to 120 days per year)	70% R&C after deductible (limited to 120 days per year)	80% R&C after deductible: 70% non PPO (limited to 120 days per year)
Home Health Care Home health care services	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Home physician visits	\$15 PCP	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Hospice Care	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO

POINT OF SERVICE (POS) MEDICAL PLAN HIGHLIGHTS

	<u>In-Network</u>	<u>Out -Of-Network</u>	<u>Out-Of-Area PPO</u>
Ambulance Service	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Transplant Coverage (When Medically Necessary & Pan Approved)	No charge	Covered In-network only	Covered In-network only
Non-Familial Organ Donor Costs	No charge (\$50,000 lifetime per person)	Covered In-network only	Covered In-network only
Physical Therapy	\$15 per visit (limited to 60 days per occurrence)	70% R&C after deductible (limited to 60 days per occurrence)	80% R&C after deductible: 70% non PPO (limited to 60 days per occurrence)
Prescription Drugs Local pharmacy network	\$7 co-pay + difference for brand	\$7 co-pay + difference for brand (covered in-network only)	80% R&C after deductible: (out -of-network pharmacy) \$5 co-pay (generic); \$15 + difference for brand if generic available (90 days)
Mail order service	\$5 co-pay (generic); \$15 + difference for brand if generic available (90 days)	\$5 co-pay (generic); \$15 + difference for brand if generic available (90 days)	
Voluntary Sterilization	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Artificial Insemination	\$200 co-pay (limited to \$1, 000 per member-lifetime)	Covered In-network only	80% R&C after deductible: 70% non PPO (limited to \$1,000 per member-lifetime)
In-Vitro Fertilization	\$200 co-pay (limited to \$10,000 per member-lifetime)	Covered In-network only	80% R&C after deductible: (network PPO coverage only) (limited to \$10,000 per member-lifetime)

POINT OF SERVICE (POS) MEDICAL PLAN HIGHLIGHTS

	<u>In-Network</u>	<u>Out -Of-Network</u>	Out-Of-Area PPO
Durable Medical Equipment (As Determined To Be Medically Necessary) Examples include hospital beds, wheel chairs, prosthetic devices	No charge	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Chiropractor Services	\$15 per visit	70% R&C after deductible	80% R&C after deductible: 70% non PPO
Mental Health Inpatient hospital	No charge up to 30 days per year or 60 days partial hospital	Covered In-network only	No charge up to 30 days per year or 60 days partial hospital (covered In-network only)
Outpatient	\$15 per visit 40 visits per year	Covered In-network only	\$15 per visit 40 visits per year (covered in-network only)
Alcohol/Drug Treatment Inpatient hospital or treatment center	No charge up to 30 days per year or 60 days partial hospital	Covered In-network only	No charge up to 30 days per year or 60 days partial hospital (covered In-network only)
Outpatient	\$15 per visit 60 visits per year	Covered In-network only	\$15 per visit 60 visits per year (covered In-network only)
Vision Care	Provided under carve-out plan	Provided under carve-out plan	Provided under carve-out plan

POINT OF SERVICE (POS) MEDICAL PLAN HIGHLIGHTS

- Spouse
- Dependent children until they marry or reach age 10; or age 25 if they are full-time students at an accredited secondary school, college, university or nursing school and the child is unmarried & dependent on the employee for care and support. Full-time student coverage is to be age 25 or for six months after leaving school, whichever is earlier.
- Dependent children beyond age 25 who have a physical or mental condition that prevents them from working.

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

PROFESSIONAL IMAGE

Verizon Florida Incorporated and IBEW, Local Union 824 are in agreement that it is necessary to enhance and promote a professional business image in a competitive marketplace, and that employees in on-premise, customer contact positions will wear appropriate attire for the location and nature of the work to be performed. The Union also recognizes the right of the Company to establish reasonable guidelines where necessary to promote the professional image in accordance with this Memorandum of Agreement (MOA).

While recognizing the individuality of the employee, it is the intent of this MOA that employees exercise good judgment and common sense in projecting the proper business and professional image consistent with the quality reputation of Verizon Florida Incorporated and consistent with acceptable standards.

This Memorandum of Agreement shall remain in effect for the duration of the Collective Bargaining Agreement and automatically continue in effect unless notice is given by either party stating its intention to terminate this Agreement.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

RETIREE LIFE INSURANCE

1. Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 (IBEW) agree to make available to employees who retire on or after July 1, 1997, with a service or disability pension under the Verizon Florida Incorporated Pension Plan, a \$5,000 retiree life insurance benefit.
2. Employees who retire on or after January 1, 2003, with a service or disability pension under Verizon Florida Incorporated Pension Plan, a \$10,000 retiree life insurance benefit.
3. This Memorandum of Agreement is effective on August 4, 2002 and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, including the Retiree Life Insurance benefit, shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

**INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
LOCAL UNION 824 (IBEW)**

SWITCH PROVISIONING SPECIALIST

Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local Union 824 (IBEW) agree to the following:

1. This title will be responsible for switch provisioning for residential and business service order requests for POTS, Centranet and special services in the GTD5, 5ESS, DMS100, DMS10, and DCO central offices.
2. These positions will be staffed initially with the employees currently performing this work in the Florida Recent Change Mechanized Assignment Centers (see attachment #1) as Switch Provisioning Specialist. In addition, the Assignment Clerks assigned to the RCMAC will be upgraded to Switch Provisioning Specialist and placed in the appropriate step of Wage Schedule C (see attachment #1) of the current Collective Bargaining Agreement.
3. Future positions will be filled according to the Job Application Procedures outlined in Articles XIII and XIV of the Collective Bargaining Agreement. Candidates for these positions will be required to pass appropriate testing for this position, as determined by VERIZON.
4. This Memorandum of Agreement is effective on August 4, 2002 and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement shall also terminate on July 30, 2005 and shall not survive the expiration of this Memorandum of Agreement.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

**INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
LOCAL UNION 824 (IBEW)**

TEAM PERFORMANCE AWARD

1. Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 (IBEW) agree to implement the Team Performance Award set forth in this Memorandum of Agreement. The implementation date of this plan will be January 1, 2003.
2. For a summary of details, refer to the attachment entitled Team Performance Award.
3. This Memorandum of Agreement is effective on August 4, 2002 and shall expire July 30, 2005. The parties specifically agree that all the terms and conditions set forth in this Memorandum of Agreement shall also expire on July 30, 2005 and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

TEAM PERFORMANCE AWARD

1. Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 (IBEW) agree to develop and implement a Team Performance Award, which will provide participating employees the

opportunity to earn compensation based upon collective/team performance results.

2. **ELIGIBILITY**

All full-time and part-time regular hourly employees are eligible to receive an award if they are on a TPA Team for 30 calendar days or more. Employees on other Incentive plans are not eligible, i.e., BSC, Retail, Operator Services.

3. **AWARDS**

Awards are based on performance toward objectives over the period of a calendar year. An award amount is determined for the applicable calendar year, a percentage of which may be earned by eligible employees, depending on team performance during that calendar year. The payout ranges from 0% to 120% of an established target.

The range of the Team Performance Award payout is as follows:

Plan Year	Target Award*			Payable 1 st Quarter
	Min	Target	Max	
2002	0%	4%	4.8%	2003
2003	0%	4%	4.8%	2004
2004	0%	4%	4.8%	2005

* Range is from 0% to 120% based on achievement of objectives.

The payout percentage is applied to an employee's **highest hourly basic rate of pay during the 26 pay periods of the calendar year.**

Employees transferring between teams shall have their award prorated according to the time on each team.

In the event of reorganization which results in employees changing teams, awards shall be prorated based upon each team's performance.

An employee who resigns, is laid off, terminated, dies or retires during the calendar year is eligible for a prorated Team Performance Award if all other eligibility requirements have been met. *

* In case of Termination for Cause the individual situation will be reviewed to determine if the individual is eligible for an award.

* Temporary and seasonal employees are eligible for a prorated Team Performance award if all other eligibility requirements are met.

Employees on approved military leave of absence who have one year or

more service will be given full wage credit up to three months toward the Team Performance Award. Employees on any other unpaid leave will have cumulative leave time excluded from award computation.

4. **TIME OFF FOR UNION ACTIVITIES**

Excused time off for union activity will be counted as time worked when computing Team Performance Awards.

5. **BENEFITS TREATMENT**

Team Performance Award payments are recognized in the calculation of Pension Plan benefits, Group Life Insurance, and the Hourly Savings Plan. Such payments will be applicable in the year payment is received. This is in accordance with benefit plan definitions.

All other benefits are in accordance with the Collective Bargaining Agreement and are based on rates shown in the hourly wage schedules.

6. **TAXES, PERSONAL ALLOTMENT**

Deductions for federal, state, and local tax liabilities will be made in accordance with lump sum distribution tax laws.

Personal allotments such as savings bonds, and United Way contributions will not be made.

7. **OVERTIME**

The Team Performance Award payouts are for hours worked and must be included in overtime payments.

The overtime payment will be calculated as follows:

The Team Performance Award payout divided by the total hours worked equals the award hourly rate. This rate is then multiplied times .5 x number of overtime hours in the same calendar year for which the Team Performance Award was paid. The result of this calculation is the award overtime payment due the employee.

EXAMPLE:

Team Performance Award	\$500
divided by	
Total Hours Worked	1,880
equals	

Award Hourly Rate	\$0.2659
times	
Overtime Rate (1/2)	.5
equals	
Hourly Overtime Rate of Pay	\$0.1329
times	
Total Overtime Hours	100
equals	
Award Overtime Payment	\$13.29

The overtime-incentive payment is not included in benefit plan calculations.

A Team Performance Award overtime payment will be included in the award payout.

8. **OBJECTIVES/MEASURES**

All hourly employees normally will be assigned to teams based on their functional area of responsibility. Teams may consist of a few employees or many.

Each team will be given a set of objectives linked to, but not limited to, one or more of these performances areas:

- Quality/Value of services delivered
- Productivity
- Expense Budget
- Revenue

Teams that satisfy a minimum level of performance will receive an incentive payment. If that minimum level of performance is exceeded, the incentive payment will be larger. Each member of a team will receive the same percentage of target award that the team achieved. An example would be as follows:

<u>Level of Performance</u>	<u>Percentage of Target Award</u>
Below Minimum	0%
Minimum to Target	10 - 99%
Target	100%
Over Target to Maximum	101 - 120%

9. The Company reserves the right to establish objectives and determine performance results. The objectives, the performance results, or any part of the Team Performance Award shall not be subject to the grievance or arbitration provisions of the Collective Bargaining Agreement.

10. Prior to the announcement of objectives and performance targets for the applicable year, company representatives will meet with Union representatives to review the rationale for such objectives and targets.

11. **MODIFICATION OF THE TEAM PERFORMANCE PLAN**

Verizon may at any time modify, in part or in whole, the Team Performance Award Plan. Any modification shall not affect awards already earned under this plan. The Company reserves the right to modify team structure as may be necessary.

12. **TERMINATION OF THE TEAM PERFORMANCE PLAN**

The suspension or termination must be by mutual agreement of the parties.

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

TECHNOLOGICAL CHANGE COMMITTEE

1. Verizon Florida Incorporated and IBEW, Local Union 824 hereby agree to form a Joint Company/Union Technological Change Partnership committee chartered to discuss and Develop recommendations for the Company concerning the effects of technological change on the Company, employees and customers.
2. For the purpose of this committee, "Technological change" shall be defined as a change

in plant or equipment, or a change in a method of operation, diminishing the total number of regular full-time and regular part-time employees required to supply the service to the Company or its customers.

3. The committee will be composed of no more than three (3) Union representatives and a Corresponding number of Management representatives. When deemed necessary, working committees may be established on an ad hoc basis as determined by the Committee.
4. The joint chairpersons shall meet quarterly to determine and assess the need for further committee meetings in that calendar quarter. When deemed necessary, the Committee meetings will be held during normal working hours on Company premises and Union members will be paid basic straight time wages for their attendance.
5. The three (3) Union committee members will be allowed no more than five (5) days off per year, paid at the basic straight time wage rate by the Company. This time off will be for the purposes of research or training.
6. Company representatives will provide the Union advance notice of any significant technological changes as soon as reasonably possible and provide information on completed plans concerning these changes.
7. The Committee shall not formulate policy nor make operating decisions, but will assume an advisory status in developing recommendations to assist the Company with matters related to technological change.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
TECHNOLOGICAL CHANGE COMMITTEE
Page 2

8. This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in This Memorandum of Agreement, shall also terminate on July 30, 2005, and shall not Survive the expiration of this Memorandum of Agreement unless agreed to by the parties in in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director – Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

**INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
LOCAL UNION 824 (IBEW)**

UNION LEAVE OF ABSENCE

WHEREAS former Verizon/IBEW bargaining unit employees have become full-time employees of the IBEW or its local affiliates:

WHEREAS the treatment of such IBEW employees for Verizon/GTE pension benefit credit varies both among former GTE/IBEW bargaining units and between IBEW and local affiliate employment; and

WHEREAS other employers in Verizon's industry permit similarly situated employees greater pension benefits credit than does Verizon/GTE:

NOW THEREFORE THE VERIZON FLORIDA INCORPORATED AND IBEW, LOCAL 824 agree as follows:

1. Any full time employee of Verizon Florida Incorporated who becomes a full-time employee of either IBEW or a IBEW local affiliate (a "Verizon/GTE-Union employee") shall be entitled to be on leave of absence status from Verizon/GTE. While on such leave status, the Verizon/GTE-Union employee shall continue to accumulate seniority and shall retain return rights to the bargaining unit.
2. While on leave of absence status, a Verizon/GTE-Union employee shall accrue Accredited Service under the Verizon/GTE Pension Plan in which the employee actively participated while a bargaining unit employee until either:
 - (a) The Verizon/GTE-Union employee ends his/her full-time employment with the IBEW or a local affiliate; or
 - (b) The Verizon/GTE-Union employee retires from Verizon/GTE or otherwise affirmatively relinquishes his/her leave of absence; or
 - (c) The aggregate length of all such leaves of absence equals fifteen (15) years'.
 - (i) Effective January 1, 2003, the aggregate length of all such leaves of absence equals eighteen (18) years'.

VERIZON FLORIDA INCORPORATED

MEMORANDUM OF AGREEMENT
UNION LEAVE OF ABSENCE
Page 2

(ii) Effective January 1, 2005, the aggregate length of all such leaves of absence equals twenty (20) years'.

3. In the event that any court of competent jurisdiction finds this Agreement to be unlawful, it shall be null and void as of the date of its execution, but Verizon/GTE and the IBEW will immediately negotiate in good faith to provide the most equivalent lawful benefit for Verizon/GTE-Union employees.
4. This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of agreement shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

VACATION CARRY FORWARD (BANKING)

1. Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local 824 (IBEW) agree that eligible employees may carry forward into future years a limited number of weeks of vacation for each vacation year as set forth in this Memorandum of Agreement.
2. Employees eligible for four (4) weeks of vacation may carry forward up to one (1) vacation week for each vacation year; employees eligible for five (5) weeks of vacation may carry forward up to two (2) vacation weeks for each vacation year.
3. Such carried forward vacation shall be subject to supervisory approval.
4. Future scheduling of such accumulated carried forward vacation time is subject to advanced written application and approval.
5. This Memorandum of Agreement is effective on August 4, 2002, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of agreement shall also terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

And

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

VEHICLE MAINTENANCE TECHNICIAN
VEHICLE MAINTENANCE MECHANIC

Verizon Florida Incorporated and International Brotherhood of Electrical Workers, Local Union 824 (IBEW) agree to the following:

1. Establish the Vehicle Maintenance Technician job residing in Wage Schedule A to be utilized for employees hired or selected for promotion/reclassification effective August 4, 2002 or later.

*Requires ASE Master Auto or Truck certification

2. Establish the Vehicle Maintenance Mechanic job residing in Wage Schedule B. Current employees holding the Garage Mechanic title in Wage Schedule B will be retitled to the new title of Vehicle Maintenance Mechanic.
3. The Company will provide funding for initial testing for the required Automotive Service Excellence (ASE) certifications. In addition, the Company will provide funding for the initial retesting for the required ASE certifications.
4. Company provided training necessary to prepare for the qualification criteria will be on Company time. Supplemental training sought by the employee through tuition aid will be on the employee's time.

This Memorandum of Agreement is effective on August 4, 2002 and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement shall also terminate on July 30, 2005 and shall not survive the expiration of this Memorandum of Agreement.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between
VERIZON FLORIDA INCORPORATED
and
INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
LOCAL UNION 824 (IBEW)
VISION PLAN

1. Verizon Florida Incorporated and the International Brotherhood of Electrical Workers, Local 824 (IBEW) agree to implement the provisions of the Vision Plan set forth in this Memorandum of Agreement. The effective date of the Vision Plan will be January 1, 2003.
2. For a summary of details, refer to the attachment entitled Vision Plan Highlights.
3. Some of the major provisions include:
 - No annual deductible
 - Eye exam every twelve months
 - One pair of prescription eyeglasses or contact lenses every 24 months
4. Employees eligible to participate in the Company-sponsored Point of Service are automatically enrolled in the Vision Plan.
5. The cost of the Vision Plan coverage will be paid by the Company.
6. The amount and availability of benefits under the Vision Plan are governed by the provisions of the Plan and the insurance contract. Any benefits received will be determined under the terms of the Plan in effect at the time eligible employees receive the benefits in question. The operation and administration of the Vision Plan, selection of the insurance carrier, eligibility for the benefits, eligibility requirements, all terms and conditions related thereto and the resolution of any disputes involving Vision Plan terms, conditions, interpretation, administration or benefits payable shall rest with the Company and shall not be subject to the grievance or arbitration procedures set forth in the Collective Bargaining Agreement.

7. This Memorandum of Agreement is effective on January 1, 2003, and shall expire on July 30, 2005. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement, relating to the Vision Plan, shall terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

Between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824

VOLUNTARY EMPLOYEES' BENEFICIARY ASSOCIATION (VEBA)

Verizon Florida Incorporated (hereinafter referred to as the Company) and IBEW, Local Union 824, (hereinafter referred to as the Union) hereby mutually agree to the establishment of an Internal Revenue Code Section 501 (c) (9) trust (also known as Voluntary Employees' Beneficiary Association trust) to provide for the payment of medical or other permissible welfare benefits and administrative service costs ("Retiree Medical Benefits") for eligible employees who retire between August 1, 1993, and July 31, 1999, with a service or disability pension under the Verizon Florida Incorporated Pension Plan and their beneficiaries (hereinafter referred to as the Eligible Participants). This trust is being established to provide benefit security for the term of this Memorandum of Agreement.

1. The funding and operation of this trust will be determined by the Company based on reasonable financial standards (and, where applicable, regulatory approval for recovery).
2. The Company agrees that funds placed into this trust will be used exclusively to pay for the benefits and administrative costs described below or for any other purpose permitted by law.
3. Effective July 1, 1997, the level and type of Retiree Medical Benefits shall be governed by the Point of Service (POS) Plan Description for in-area non-Medicare eligible participants and by Verizon Retiree Options Summary Plan Description for out-of-area non-Medicare eligible participants and Medicare eligible participants which may be amended or discontinued by the Company at its discretion subject to paragraph 8 below.

VERIZON FLORIDA INCORPORATED
 MEMORANDUM OF AGREEMENT
 VOLUNTARY EMPLOYEES' BENEFICIARY ASSOCIATION (VEBA)
 Page 2

4. In order to receive Retiree Medical Benefits, the retiree must pay a percentage of the Retiree Medical Benefit Premium ("Retiree Contribution Percentage"). Similarly, the Company will pay a percentage of the premium ("Company Contribution Percentage"), subject to Section 5 below. During the term of this Memorandum of Agreement, the Company and Retiree Contribution Percentages/Amounts will be based on the following contribution schedule:

<u>Years of Accredited Service at Retirement</u>	<u>Company Contribution Percentage</u>	<u>Retiree Contribution Percentage</u>
Less than 10	0%	100%
10 through 14	20%	80%
15 through 19	40%	60%
20 through 24	60%	40%
25 through 29	80%	20%
30 and over	90%	10%

5. A. The Company shall determine the cost of providing Retiree Medical Coverage ("Retiree Medical Benefit Premiums"). Further, it is the Company's intention to cap the amount it pays toward such Retiree Medical Benefit Premiums for employees who retire on or after July 1, 1997.
- B. When the Retiree Medical Benefit Premiums for the Point of Service (POS) Plan (in-area non-Medicare eligible participants) or premiums for the \$350 deductible coverage option under Verizon Retiree Options (Medicare eligible participants and out-of-area non-Medicare eligible participants) reaches the figures set forth in the chart below ("Capped Retiree Medical Benefit Premiums"), the Company Contribution Amount shall be capped and the Company shall make no additional contributions toward Retiree Medical Benefit Premiums.

<u>Coverage Category</u>	<u>Capped Retiree Medical Benefits Premium</u>
Retiree only (primary coverage)	\$ 6,314
Retiree plus one dependent coverage	\$12,628
Family coverage	\$14,144
Medicare coverage retiree (per eligible life)	\$ 1,642

- C. The Maximum Company Contribution Amount applicable to each Coverage Category shall be determined by multiplying the applicable Company Contribution Percentage times the Capped Retiree Medical Benefit Premium as set forth above for that coverage. The applicable Maximum Company Contribution Amount shall not increase when the Retiree Medical Benefit Premium exceeds the amount set forth in the chart above.
6. In order to receive Retiree Medical Benefits, the retiree must pay the Company the amount the Retiree Medical Benefit Premium exceeds the Company Contribution Amount as described in paragraphs 4 and 5 above ("Retiree Contribution Amount"). When the Retiree Medical Benefit Premium reaches or exceeds the Capped Retiree Medical Benefit Premium, the retiree must pay the Company the amount the Retiree Medical Benefit Premium exceeds the Maximum Company Contribution Amount.
7. The Capped Retiree Medical Benefit Premium and the Maximum Company Contribution Amount set forth in paragraph 5 above is based upon the \$350 deductible coverage option. If the retiree elects the \$150 deductible coverage option, the Retiree Contribution Amount will increase by the amount the \$150 deductible coverage option exceeds the \$350 deductible coverage option. If the retiree elects the \$1000 deductible coverage option, the Retiree Contribution amount will decrease by the amount the \$1000 deductible coverage option is less than the \$350 deductible coverage option (not to exceed zero). When the Retiree Medical Benefit Premiums for the \$350 deductible coverage option reach the amounts set forth in the chart in paragraph 5, the Company Contribution Amount for all coverage options, including the \$150 and \$1000 deductible coverage options, shall be capped at that time and the Company shall make no additional contributions toward Retiree Medical Benefits.
8. The Company agrees to notify the Union and to discuss its actions should the Company determine that the funding or operation of the trust and/or applicable sections of this Memorandum of Agreement, other than pooling of claims experience and those sections relating to the level and type of Retiree Medical Benefits, need to be modified or rescinded prior to the expiration of the Collective Bargaining Agreement. This notification will take place, in writing, within fifteen (15) calendar days prior to the date of modification or rescission. This notification will specify the cause for and effect of this action. If the parties are unable to reach agreement on such changes, the funding or operation of the trust and/or applicable sections of this Memorandum of Agreement, other than pooling of claims experience and those sections relating to the level and type of Retiree Medical Benefits, will be modified or rescinded at the Company's discretion.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
VOLUNTARY EMPLOYEES' BENEFICIARY ASSOCIATION (VEBA)
Page 4

9. The funding and operation of the trust; the level and administration of the Retiree Medical Benefits; amount or cost of premiums; premium pricing mechanisms; the attainment of

the Maximum Company Contribution Amount; the selection of the claims administrator, alternate health carrier or insurance carrier; eligibility for the benefits; all terms and conditions related hereto, and the resolution of any disputes involving the terms, conditions, interpretation, administration, or benefits payable shall rest with the Company and shall not be subject to the Grievance-Arbitration Procedure set forth in the Collective Bargaining Agreement.

10. This Memorandum of Agreement is effective on August 4, 2002, and shall be in effect for the duration of this Agreement. The parties specifically agree that this Memorandum of Agreement, the Retiree Medical Benefits described herein, and the terms and conditions set forth in this Memorandum of Agreement relating to Retiree Medical Benefits, including but not limited to the Maximum Company Contribution Amount and the level and type of Retiree Medical Benefits shall terminate on July 30, 2005, and shall not survive the expiration of this Memorandum of Agreement, unless agreed to by the parties in writing.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

MEMORANDUM OF AGREEMENT

between

VERIZON FLORIDA INCORPORATED

and

INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

LOCAL UNION 824 (IBEW)

WORKPLACE PERFORMANCE MONITORING/RECORDING

Verizon Florida Incorporated and IBEW, Local Union 824 recognize the need to balance the legitimate business needs for the highest quality of customer service with employee concerns for workplace privacy.

The parties agree that the primary intent of monitoring/recording of calls is to ensure quality customer service and for the assessment of the employee developmental needs.

The parties agree to the following Performance Monitoring/Recording Guidelines:

1. Employees will receive written advance notice that, in general, customer contacts will be subject to performance monitoring/recording. Employees may not necessarily be given any advanced notice that any particular contact may be monitored/recorded.
2. Employees will be advised that the intent of performance monitoring/recording is to ensure the quality of service provided to customers and to assess employee developmental needs.
3. Specific performance monitoring/recording guidelines will be established - - (e.g., a usual minimum and maximum number of monitoring/recording sessions within a stated timeframe; an exception may be necessary to properly take into account developmental needs.) Employees will be informed of such guidelines.
4. Information related to an employee's performance, obtained as a result of performance monitoring/recording will be used for coaching, counseling and training purposes, and will be kept strictly confidential.
5. Performance monitoring/results will be averaged to ensure that an employee is not adversely impacted by the evaluation of a single call, except as stated in Paragraph 7, below.

VERIZON FLORIDA INCORPORATED
MEMORANDUM OF AGREEMENT
WORKPLACE PERFORMANCE MONITORING/
RECORDING
Page 2

6. The results of performance monitoring/recording will be shared as soon as possible with the employee for developmental purposes with emphasis on re-enforcing the positive and observations that could be improved. The results of the observation will be shared with the employee in the manner it was obtained (e.g., recorded audio,

checklist, etc.)

7. While the primary intent of performance monitoring/recording is to ensure quality customer service and for the assessment of employee developmental needs, there may be situations which require immediate corrective/disciplinary action. Examples of such situations include, but are not limited to:
- A. Revealing any customer, Company or employee information to an unauthorized person, which is a breach of confidentiality and a violation of the Company's Secrecy of Communications Policy and Standards of Business Conduct.
 - B. Falsification of records.
 - C. Inappropriate personal conversations or rudeness or use of profanity with a customer.
 - D. Placing unauthorized personal call(s) from the employee's work position.
 - E. Intentional or malicious misuse of telephone facilities - - e.g., inappropriately disconnecting a customer, leaving a position unattended, or routing calls into a "black hole."

The Union retains all contractual rights to challenge any disciplinary action taken by management as a result of monitoring/recording.

Verizon Florida Incorporated

IBEW, Local Union 824

Kurt M. Naser
Director - Labor Relations

Danny L. Johnson
Business Manager

Date

Date

Appendix I
Exhibit A
Page 1

AREA

- 1. Tarpon Springs Area
Hudson
Moon Lake
New Port Richey
Seven Springs
Tarpon Springs
- 2. Clearwater Area
Clearwater Main
Countryside

Dunedin
Indian Rocks
Largo
Pinellas
Safety Harbor
St. George

3. St. Petersburg Area

Bayou
Communications Training Center
Feather Sound
Gandy
Lealman
North Gulf Beach
Pasadena
Skyway
South
South Gulf Beach
St. Petersburg Main

4. Tampa Area I

Bayshore
Beach Park
Communications Training Center
East
Hyde Park
Seminole
Sulphur Springs
Tampa Main
Wallcraft
Westside
Ybor

Appendix I
Exhibit A
Page 2

AREA

5. Tampa Area II

Carrollwood
Keystone
Land O' Lakes
Lutz
Oldsmar
Sweetwater
Temple Terrace
Thonotosassa
University
Wesley Chapel

- | | | |
|-----|------------------|--|
| 6. | Tampa Area III | Alafia
Brandon
Ruskin
Wimauma |
| 7. | Bradenton Area | Anna Maria
Bay
Bradenton Main
Myakka City
Palma Sola
Palmetto
Parrish |
| 8. | Sarasota Area | Long Boat Key
Northside
Sarasota Main
Siesta Key
Southside
Springs
St. Armands |
| 9. | Venice Area | Englewood
Osprey
North Port
Venice
Venice South
Zephyrhills |
| 10. | Zephyrhills Area | |

Appendix I
Exhibit A
Page 3

AREA

- | | | |
|-----|---------------|--|
| 11. | Plant City | Pinecrest
Plant City Main |
| 12. | Lakeland Area | East
Highlands
Lakeland Main
North Lakeland |
| 13. | Bartow Area | Alturas
Bartow Main
Bradley |

- | | | |
|-----|-------------------|--|
| 14. | Winter Haven Area | Mulberry
Auburndale
AUTOVON
Cypress Gardens
Dundee
Haines City
Haines City North
Lake Alfred
Poinciana
Polk City
Winter Haven Main |
| 15. | Lake Wales Area | Babson Park
Frostproof
Indian Lake
Lake Wales East
Lake Wales Main |

Appendix I
Exhibit B
Page 1

	<u>AREA</u>	<u>ZONE 1</u>	<u>ZONE 2</u>	<u>ZONE 3</u>
1.	Tarpon Springs Area	Clearwater Area Tampa Area II	St. Petersburg Area Tampa Area I Zephyrhills Area	Bartow Area Bradenton Area Lake Wales Area Lakeland Area Plant City Area Sarasota Area Tampa Area III Venice Area Winter Haven Area
2.	Clearwater Area	St. Petersburg Area Tampa Areas I, II Tarpon Springs Area	Plant City Area Tampa Area III Zephyrhills Area	Bartow Area Bradenton Area Lake Wales Area

				Lakeland Area Sarasota Area Venice Area Winter Haven Area
3.	St. Petersburg Area	Clearwater Area Tampa Area I	Plant City Area Tampa Areas II, III Tarpon Springs Area	Bartow Area Lake Wales Area Lakeland Area Sarasota Area Venice Area Winter Haven Area Zephyrhills Area
4.	Tampa Area I	Clearwater Area Plant City Area St. Petersburg Area Tampa Areas II, III	Bartow Area Bradenton Area Lakeland Area Tarpon Springs Area Zephyrhills Area	Lake Wales Area Sarasota Area Venice Area Winter Haven Area
5.	Tampa Area II	Clearwater Area Plant City Area Tampa Area I Tarpon Springs Area Zephyrhills Area	Bartow Area Lakeland Area St. Petersburg Area Tampa Area III	Bradenton Area Lake Wales Area Sarasota Area Venice Area Winter Haven Area

Appendix I
Exhibit B
Page 2

	<u>AREA</u>	<u>ZONE 1</u>	<u>ZONE 2</u>	<u>ZONE 3</u>
6.	Tampa Area III	Bradenton Area Plant City Area Tampa Area I	Bartow Area Clearwater Area Lakeland Area St. Petersburg Area Sarasota Area Tampa Area II Zephyrhills Area	Lake Wales Area Tarpon Springs Area Venice Area Winter Haven Area
7.	Bradenton Area	Sarasota Area Tampa Area III	Plant City Area St. Petersburg Area Tampa Area I Venice Area	Bartow Area Clearwater Area Lake Wales Area Lakeland Area Tampa Area II Tarpon Springs Area Winter Haven Area

				Zephyrhills Area
8.	Sarasota Area	Bradenton Area Venice Area	Tampa Area III	Bartow Area Clearwater Area Lake Wales Area Lakeland Area Plant City Area St. Petersburg Area Tampa Areas I, II Tarpon Springs Area Winter Haven Area Zephyrhills Area
9.	Venice Area	Sarasota Area	Bradenton Area	Bartow Area Clearwater Area Lakeland Area Plant City Area St. Petersburg Area Tampa Areas I, II, III Tarpon Springs Area Winter Haven Area Zephyrhills Area

Appendix I
Exhibit B
Page 3

	<u>AREA</u>	<u>ZONE 1</u>	<u>ZONE 2</u>	<u>ZONE 3</u>
10.	Zephyrhills Area	Plant City Area Tampa Area II	Bartow Area Clearwater Area Lakeland Area Tampa Area I, III Tarpon Springs Area Winter Haven Area	Bradenton Area Lake Wales Area Sarasota Area St. Petersburg Area Venice Area
11.	Plant City Area	Bartow Area Lakeland Area Tampa Areas I, II, III Zephyrhills Area	Bradenton Area Clearwater Area St. Petersburg Area Winter Haven Area	Lake Wales Area Sarasota Area Tarpon Springs Area Venice Area
12.	Lakeland Area	Bartow Area Plant City Area Winter Haven Area	Lake Wales Area Tampa Areas I, II, III Zephyrhills Area	Bradenton Area Clearwater Area Sarasota Area St. Petersburg Area Tarpon Springs Area

				Venice Area
13.	Bartow Area	Lake Wales Area Lakeland Area Plant City Area Winter Haven Area	Tampa Areas I, II, III Zephyrhills Area	Bradenton Area Clearwater Area St. Petersburg Area Sarasota Area Tarpon Springs Area Venice Area
14.	Winter Haven Area	Bartow Area Lake Wales Area Lakeland Area	Plant City Area Zephyrhills Area	Bradenton Area Clearwater Area Sarasota Area St. Petersburg Area Tampa Areas I, II, III Tarpon Springs Area Venice Area

Appendix I
Exhibit B
Page 4

	<u>AREA</u>	<u>ZONE 1</u>	<u>ZONE 2</u>	<u>ZONE 3</u>
15.	Lake Wales Area	Bartow Area Winter Haven Area	Lakeland Area	Bradenton Area Clearwater Area Plant City Area Sarasota Area St. Petersburg Area Tampa Areas I,II,III Tarpon Springs Area Venice Area Zephyrhills Area

Appendix I
Exhibit C
Page 1

<u>AREA</u>				
TARPON SPRINGS AREA	1			
CLEARWATER AREA	2	1	2	3
ST PETERSBURG AREA	3	2	2	3
TAMPA AREA I	4	2	2	3
TAMPA AREA II	5	1	3	3
TAMPA AREA III	6	3	3	3
BRADENTON AREA	7	3	3	3
SARASOTA AREA	8	3	3	3
VENICE AREA	9	3	3	3
ZEPHYRHILLS AREA	10	2	2	3
PLANT CITY AREA	11	3	3	3
LAKELAND AREA	12	3	3	3
BARTOW AREA	13	3	3	3
WINTER HAVEN AREA	14	3	3	3
LAKE WALES AREA	15	3	3	3
1. Tarpon Springs Area				

2. Clearwater Area	1		1	1	1	2	3	3	3	2	2	3	3	3	3
3. St. Petersburg Area	2	1		1	2	2	2	3	3	3	2	3	3	3	3
4. Tampa Area I	2	1	1		1	1	2	3	3	2	1	2	2	3	3
5. Tampa Area II	1	1	2	1		2	3	3	3	1	1	2	2	3	3
6. Tampa Area III	3	2	2	1	2		1	2	3	2	1	2	2	3	3
7. Bradenton Area	3	3	2	2	3	1		1	2	3	2	3	3	3	3
8. Sarasota Area	3	3	3	3	3	2	1		1	3	3	3	3	3	3
9. Venice Area	3	3	3	3	3	3	2	1		3	3	3	3	3	3
10. Zephyrhills Area	2	2	3	2	1	2	3	3	3		1	2	2	2	3
11. Plant City Area	3	2	2	1	1	1	2	3	3	1		1	1	2	3
12. Lakeland Area	3	3	3	2	2	2	3	3	3	2	1		1	1	2
13. Bartow Area	3	3	3	2	2	2	3	3	3	2	1	1		1	1
14. Winter Haven Area	3	3	3	3	3	3	3	3	3	2	2	1	1		1
15. Lake Wales Area	3	3	3	3	3	3	3	3	3	3	3	2	1	1	
	ZONES														

Appendix II
Exhibit A
Page 1

WORKING PRACTICES - OPERATOR SERVICES (EXCLUDING CLERICAL)

When traffic in one (1) or more Operator Services Manager's Unit(s) in a work center is transferred to another Operator Services Manager's Unit(s), and this traffic transfer involves the elimination of all night tours and/or all six-hour evening tours, operators with five (5) or more years of seniority will be given the opportunity to be reassigned, at the time of the initial transfer, to the Unit(s) with all-night tours and/or six-hour evening tours remaining. The number of employees granted transfer will not exceed the equivalent number of employees for the traffic being transferred. Where more transfer requests are received than transfers available, seniority shall be the determining factor.

Eight (8) hour standard tours may be assigned to commence between the hours of 6 a.m. and 9:30 a.m. Standard tours may commence on any fifteen (15) minute interval.

MEMORANDUM OF UNDERSTANDING

The modification and/or changing of software data associated with electronic switching systems will be under the direction of management.

The Company will establish centralized locations where comprehensive diagnostics will be performed concurrently on several switching systems.

Consistent with Article II, Section 1, Paragraph 1.4 of this Working Agreement, management will determine the number and classification of craft employees (as listed in Appendix III) needed at any particular time in these centralized locations.

Appendix III
Page 1

VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE A1

Progression Intervals in Months	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$13.69	\$14.24	\$14.81
6	\$15.06	\$15.66	\$16.29
12	\$16.42	\$17.08	\$17.76
18	\$17.78	\$18.49	\$19.23
24	\$19.15	\$19.92	\$20.72
30	\$20.53	\$21.35	\$22.20
36	\$21.90	\$22.78	\$23.69
42	\$23.26	\$24.19	\$25.16
48	\$24.64	\$25.63	\$26.66
54	\$26.00	\$27.04	\$28.12
60	\$27.36	\$28.45	\$29.59

JOB CLASSIFICATION

Customer Engineer – Data Applications

VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE A

Progression Intervals in Months	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$11.33	\$11.78	\$12.25
6	\$12.74	\$13.25	\$13.78
12	\$14.14	\$14.71	\$15.30
18	\$15.57	\$16.19	\$16.84
24	\$16.98	\$17.66	\$18.37
30	\$18.40	\$19.14	\$19.91
36	\$19.82	\$20.61	\$21.43
42	\$21.23	\$22.08	\$22.96
48	\$22.64	\$23.55	\$24.49

JOB CLASSIFICATION

- Building Services Specialist
- Building Services Technician
- Business Response Specialist
- Business Zone Technician I (BZT I)
- Customer Zone Technician I (CZT I)

Design Technician
 Equipment Installer
 Equipment Technician
 Vehicle Maintenance Technician

Note: Employees in each schedule may be assigned to work in other classifications within the same schedule.

Appendix III
Page 3

VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE B

Progression Intervals in <u>Months</u>	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$10.71	\$11.14	\$11.59
6	\$12.05	\$12.53	\$13.03
12	\$13.38	\$13.92	\$14.48
18	\$14.72	\$15.31	\$15.92
24	\$16.07	\$16.71	\$17.38
30	\$17.41	\$18.11	\$18.83
36	\$18.76	\$19.51	\$20.29
42	\$20.09	\$20.89	\$21.73
48	\$21.41	\$22.27	\$23.16

JOB CLASSIFICATION

Assignor-Dispatcher*
 Cable Splicer
 Customer Zone Technician II (CZT II)
 Facility Tester*
 Vehicle Maintenance Mechanic (formerly Garage Mechanic)

Note: Employees in each schedule may be assigned to work in other classifications within the same schedule.

*DAC Assignor-Dispatchers and Facility Testers, please see Letter of Understanding regarding classifications effective August 16, 1987.

Appendix III
Page 4

VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE C

Progression Intervals in Months	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$10.06	\$10.46	\$10.88
6	\$11.32	\$11.77	\$12.24
12	\$12.57	\$13.07	\$13.59
18	\$13.83	\$14.38	\$14.96
24	\$15.08	\$15.68	\$16.31
30	\$16.33	\$16.98	\$17.66
36	\$17.61	\$18.31	\$19.04
42	\$18.86	\$19.61	\$20.39
48	\$20.11	\$20.91	\$21.75

JOB CLASSIFICATION

Access Order Representative
 Business Sales Support Specialist (BCC)
 Facility Provisioning Specialist
 Repair Shop Mechanic
 Switch Provisioning Specialist

VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE C1

Progression Intervals in Months	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$9.39	\$9.77	\$10.16
6	\$10.59	\$11.01	\$11.45
12	\$11.75	\$12.22	\$12.71
18	\$12.93	\$13.45	\$13.99
24	\$14.08	\$14.64	\$15.23
30	\$15.27	\$15.88	\$16.52
36	\$16.45	\$17.11	\$17.79
42	\$17.63	\$18.34	\$19.07
48	\$18.79	\$19.54	\$20.32

JOB CLASSIFICATION

Business Reponse Generalist
 Business Sales Support Representative
 Customer Care Representative

VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE D1-1

Progression Intervals in <u>Months</u>	8/3/03 Hourly Rate	2/1/04 Hourly Rate	8/1/04 Hourly Rate
START	\$9.56	\$9.75	\$10.14
6	\$10.75	\$10.96	\$11.40
12	\$11.95	\$12.19	\$12.68
18	\$13.15	\$13.41	\$13.95
24	\$14.34	\$14.63	\$15.22
30	\$15.53	\$15.84	\$16.47
36	\$16.73	\$17.06	\$17.74
42	\$17.92	\$18.28	\$19.01
48	\$19.13	\$19.51	\$20.29

JOB CLASSIFICATION

Customer Contact Associate (Effective 8/3/03 through 7/30/05)

VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE D1

Progression Intervals in Months	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$9.02	\$9.38	\$9.76
6	\$10.14	\$10.55	\$10.97
12	\$11.27	\$11.72	\$12.19
18	\$12.41	\$12.91	\$13.43
24	\$13.53	\$14.07	\$14.63
30	\$14.65	\$15.24	\$15.85
36	\$15.78	\$16.41	\$17.07
42	\$16.91	\$17.59	\$18.29
48	\$18.05	\$18.77	\$19.52

JOB CLASSIFICATION

Account Associate
 Business Zone Technician III (BZT III)
 Customer Contact Associate (8/3/03 move to Wage Schedule D1-1)
 Customer Inquiry Advocate

Customer Relations Specialist
 Drafter
 Public Access Sales Technician
 Public Telephone Collector/Maintainer
 Service Representative
 Vivid Advocate

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VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE D

Progression Intervals in Months	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$8.82	\$9.17	\$9.54
6	\$9.92	\$10.32	\$10.73
12	\$11.01	\$11.45	\$11.91
18	\$12.13	\$12.62	\$13.12
24	\$13.24	\$13.77	\$14.32
30	\$14.34	\$14.91	\$15.51
36	\$15.43	\$16.05	\$16.69
42	\$16.55	\$17.21	\$17.90
48	\$17.64	\$18.35	\$19.08

JOB CLASSIFICATION

Assignment Clerk
 Business Dispatch & Control Specialist
 Cable Monitor & Dispatch Specialist
 Customer Zone Technician III (CZT III)
 Network Assistant
 Supply Storekeeper

VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE D2A

Progression Intervals in Months	8/4/02 Hourly Rate	8/3/03 Hourly Rate	2/1/04 Hourly Rate	8/1/04 Hourly Rate
START	\$8.79	\$9.32	\$9.51	\$9.89
6	\$9.90	\$10.49	\$10.70	\$11.13
12	\$10.99	\$11.65	\$11.88	\$12.36
18	\$12.10	\$12.83	\$13.09	\$13.61
24	\$13.21	\$14.00	\$14.28	\$14.85
30	\$14.31	\$15.17	\$15.47	\$16.09
36	\$15.40	\$16.32	\$16.65	\$17.32
42	\$16.50	\$17.49	\$17.84	\$18.55
48	\$17.60	\$18.66	\$19.03	\$19.79

JOB CLASSIFICATION

Business Sales Representative

VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE D1A

Progression Intervals in Months	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$8.26	\$8.59	\$8.93
6	\$9.30	\$9.67	\$10.06
12	\$10.33	\$10.74	\$11.17
18	\$11.36	\$11.81	\$12.28
24	\$12.40	\$12.90	\$13.42
30	\$13.42	\$13.96	\$14.52
36	\$14.47	\$15.05	\$15.65
42	\$15.50	\$16.12	\$16.76
48	\$16.53	\$17.19	\$17.88

JOB CLASSIFICATION

Customer Contact Sales Associate

VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE E

Progression Intervals in Months	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$8.14	\$8.47	\$8.81
6	\$9.16	\$9.53	\$9.91
12	\$10.16	\$10.57	\$10.99
18	\$11.19	\$11.64	\$12.11
24	\$12.21	\$12.70	\$13.21
30	\$13.23	\$13.76	\$14.31
36	\$14.25	\$14.82	\$15.41
42	\$15.25	\$15.86	\$16.49
48	\$16.27	\$16.92	\$17.60

JOB CLASSIFICATION

Business Response Representative
Data Base Representative

Instrument Maintainer
 Maintenance Billing & Quality Representative
 Support Assets Clerk
 Sr. Remittance Clerk

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VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE F

Progression Intervals in <u>Months</u>	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$7.59	\$7.89	\$8.21
6	\$8.55	\$8.89	\$9.25
12	\$9.48	\$9.86	\$10.25
18	\$10.44	\$10.86	\$11.29
24	\$11.39	\$11.85	\$12.32
30	\$12.34	\$12.83	\$13.34
36	\$13.29	\$13.82	\$14.37
42	\$14.24	\$14.81	\$15.40
48	\$15.18	\$15.79	\$16.42

JOB CLASSIFICATION

Accounting Clerk
 Administrative Support Clerk
 Collector
 Off-line Associate

Remittance Clerk
 Secretarial-Stenographer
 Text Processor

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VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE G

Progression Intervals in Months	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$7.36	\$7.65	\$7.96
6	\$8.28	\$8.61	\$8.95
12	\$9.21	\$9.58	\$9.96
18	\$10.12	\$10.52	\$10.94
24	\$11.07	\$11.51	\$11.97
30	\$11.96	\$12.44	\$12.94
36	\$12.89	\$13.41	\$13.95
42	\$13.82	\$14.37	\$14.94
48	\$14.72	\$15.31	\$15.92

JOB CLASSIFICATION

Billing Order Control Clerk
 Business Office Clerk
 Customer Zone Technician IV (CZT IV)
 Data Entry Clerk
 Engineering & Construction Clerk
 Facilities Clerk
 General Clerk

Inventory Control Specialist
 Maintenance Clerk (MC3)
 Operations Clerk
 Operator Services Clerk
 Repair Clerk
 Sales Support Clerk
 Service Clerk
 Supply Clerk
 Telecommunications Operator

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VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE I

Progression Intervals in <u>Months</u>	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$6.79	\$7.06	\$7.34
6	\$7.63	\$7.94	\$8.26
12	\$8.49	\$8.83	\$9.18
18	\$9.33	\$9.70	\$10.09
24	\$10.17	\$10.58	\$11.00
30	\$11.02	\$11.46	\$11.92
36	\$11.88	\$12.36	\$12.85
42	\$12.72	\$13.23	\$13.76
48	\$13.56	\$14.10	\$14.66

JOB CLASSIFICATION

Clerk Typist
 Mechanic Helper

VERIZON FLORIDA INCORPORATED

WAGE SCHEDULE A5

Progression Intervals in Months	8/4/02 Hourly Rate	8/3/03 Hourly Rate	8/1/04 Hourly Rate
START	\$7.09	\$7.37	\$7.66
6	\$7.81	\$8.12	\$8.44
12	\$8.52	\$8.86	\$9.21
18	\$9.24	\$9.61	\$9.99
24	\$9.93	\$10.33	\$10.74
30	\$10.65	\$11.08	\$11.52
36	\$11.35	\$11.80	\$12.27

JOB CLASSIFICATION

Retail Sales Consultant

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