pay the excess, if any, of the cost of retiree medical coverage for the coverage category elected by such Covered Retiree over the Company's annual contribution limits set forth in Section VII.3.B of the 2008 MOU.

(iii) For Plan Years beginning on and after January 1, 2016, the Company's annual contribution toward the cost of coverage for the coverage category and medical option elected by a Covered Retiree shall be capped at the greater of (A) the Company's annual contribution limits set forth in Section VII.3.B of the 2008 MOU or (B) the COBRA contribution rate established in December 2014 for the 2015 Plan Year for pre-Medicare and Medicare-eligible retirees, as applicable, for the Health Care PPO Option, HCN Option, or for any Other Medical Option, an amount no greater than the COBRA contribution rate established for the HCN Option (the "2016 Company Contribution Cap"). Each such Covered Retiree's annual contribution toward the cost of retiree medical coverage (such amount to be paid by the Covered Retiree on a monthly basis) for each Plan Year beginning on and after January 1, 2016 will be equal to the greater of (1) the excess, if any, of the cost of coverage for the coverage category and medical option elected by such Covered Retiree for such Plan Year over the 2016 Company Contribution Cap, or (2) the annual contribution amount(s) for such Plan Year, calculated based on the monthly contribution amounts set forth in paragraph (a) above for retiree medical coverage.

IX. LIFE INSURANCE VEBA RESERVES

The Companies will have discretion to utilize the assets of the NYNEX Corporation Non-Management Employees' Benefits Trust that currently funds the retiree life insurance benefit under Verizon Plan 501, to also fund medical and dental claims for retirees under Verizon Plan 576 (the Verizon Post-1995 Collectively Bargained Retiree Health Plan (Post-1992 Retirees)), and will have discretion to merge Verizon Plan 501 and Verizon Plan 576.

X. SHARING OF CALLS AMONG CENTERS

1. The Companies may implement and expand upon call routing capabilities allowing for the routine transfer and/or routing of calls between and among centers in any location performing like functions, on a next available agent, balanced load or any other basis determined by the Companies, consistent with the terms of this Article X – Sharing of Calls

Among Centers. For example, a routine routing of a call between Customer Sales and Service Centers ("CSSCs") is between centers performing like functions. A routine routing of a call from an Enhanced Verizon Resolution Center ("EVRC") to a Fiber Solutions Center ("FSC") is another example of a routing between centers performing like functions, as is a routine routing of a call from an FSC to an EVRC if qualified employees are available at the EVRC to handle the call. On the other hand, a routing of a call from a CSSC to a Business Sales and Billing Center ("BSBC") is not an example of a routing between centers performing like functions.

2. The centers ("Centers") subject to this Article X – Sharing of Calls Among Centers include: CSSCs, BSBCs, FSCs, EVRCs, Multilingual Sales and Service Centers ("MSSCs") and any other or future center designed to combine or integrate the work of these existing Centers.

3. Except as provided in this provision, there will be no limitations, geographic or otherwise, on the Companies' right to transfer and route calls between and among the Centers, contractor locations and/or individuals working at home, performing like functions. Such calls (other than HSI technical support as described below) subject to this 2012 MOU shall first be routed to available union-represented employees at like-function call centers located in the state in which the calls originate. If no union-represented employees at like-function call centers located in the state in which the calls originate are available to handle calls, the calls will be routed to other union-represented employees in the Northeast. If no union-represented employees in the Northeast are available to handle calls, the calls will be routed to union-represented employees in Mid-Atlantic (except the Pennsylvania EVRC). If no union-represented employees in Mid-Atlantic are available to handle calls, the calls will be routed to union-represented employees in the United States in a call center outside of the Northeast or

Mid-Atlantic footprint. If no union-represented employees in the United States in a call center outside of the Northeast or Mid-Atlantic footprint are available to handle calls, the calls will be routed to contractors.

4. Notwithstanding the foregoing, for the time periods of January 1, 2013 to December 31, 2013, January 1, 2014 to December 31, 2014, and January 1, 2015 to December 31, 2015 CSSCs, BSBCs, and MSSCs (collectively referred to in this provision as "Sales and Service Centers") in the New York/New England footprint will together handle an aggregate regional call volume that is equivalent to at least 82% of all calls originating from New York/New England footprint customers between January 1, 2013 and December 31, 2013, between January 1, 2014 and December 31, 2014, and between January 1, 2015 and December 31, 2015 that are routed through the electronic routing system ("ERS") to Sales and Service Centers, contractor locations and/or individuals working at home. The Companies will provide the Union quarterly with the following information broken out by month: (a) the aggregate regional call volume percentage as described above, (b) the total number of New York/New England footprint sales and service calls handled in Sales and Service Centers, contractor locations and/or by individuals working at home, and (c) the total number of calls handled by Sales and Service Centers in the New York/New England footprint and/or employees working at home in the New York/New England footprint. Upon request of the Local Union the Company will meet quarterly to discuss the information provided.

5. If the aggregate regional call volume percentage is less than 82% during the first six months of 2013, there shall be no layoffs during the last six months of 2013 of New York/New England footprint Sales and Service Center associates holding a job title that handles calls that are subject to this paragraph. If the aggregate regional call volume percentage is less

than 82% during the second six months of 2013, there shall be no layoffs during the first six months of 2014 of New York/New England footprint Sales and Service Center associates holding a job title that handles calls that are subject to this paragraph. If the aggregate regional call volume percentage is less than 82% during the first six months of 2014, there shall be no layoffs during the last six months of 2014 of New York/New England footprint Sales and Service Center associates holding a job title that handles calls that are subject to this paragraph. If the aggregate regional call volume percentage is less than 82% during the last six months of 2014, there shall be no layoffs during the first six months of 2015 of New York/New England footprint Sales and Service Center associates holding a job title that handles calls that are subject to this paragraph. If the aggregate regional call volume percentage is less than 82% during the first six months of 2015, there shall be no layoffs during the last six months of 2015 of New York/New England footprint Sales and Service Center associates holding a job title that handles calls that are subject to this paragraph. If the aggregate regional call volume percentage is less than 82% during the last six months of 2015, there shall be no layoffs during the first six months of 2016 of New York/ New England footprint Sales and Service Center associates holding a job title that handles calls that are subject to this paragraph.

6. For the time period of January 1, 2013 to December 31, 2013, EVRCs and FSCs (collectively referred to in this provision as "Tech Support Centers") in the New York/New England footprint will together handle an aggregate regional call volume that is equivalent to at least 59% of all fiber and copper calls (other than HSI calls that are initially routed by the ERS to contractors) originating from New York/New England footprint customers between January 1, 2013 and December 31, 2013 that are routed through the ERS to Tech Support Centers, contractor locations and/or individuals working at home. The Companies will provide the Union

quarterly with the following information broken out by month: (a) the aggregate regional call volume percentage as described above, (b) the total number of New York/New England footprint tech support calls (other than HSI calls that are initially routed by the ERS to contractors) handled in Tech Support Centers, contractor locations and/or by individuals working at home, and (c) the total number of calls handled by Tech Support Centers in the New York/New England footprint and/or employees working at home in the New York/New England footprint. Upon request of the Local Union the Company will meet quarterly to discuss the information provided.

7. If the aggregate regional call volume percentage is less than 59% during the first six months of 2013, there shall be no layoffs during the last six months of 2013 of New York/New England footprint Tech Support Center associates holding a job title that handles calls that are subject to this paragraph. If the aggregate regional call volume percentage is less than 59% during the last six months of 2013 there shall be no layoffs during the first six months of 2014 of New York/New England footprint Tech Support Center associates holding a job title that handles calls that are subject to this paragraph.

8. For the time period of January 1, 2014 to December 31, 2014, Tech Support Centers in the New York/New England footprint will together handle an aggregate regional call volume that is equivalent to at least 60% of all fiber and copper calls (other than HSI calls that are initially routed by the ERS to contractors) originating from New York/New England footprint customers between January 1, 2014 and December 31, 2014 that are routed through the ERS to Tech Support Centers, contractor locations and/or individuals working at home.

9. If the aggregate regional call volume percentage is less than 60% during the first six months of 2014, there shall be no layoffs during the last six months of 2014 of New

York/New England footprint Tech Support Center associates holding a job title that handles calls that are subject to this paragraph. If the aggregate regional call volume percentage is less than 60% during the last six months of 2014, there shall be no layoffs during the first six months of 2015 of New York/New England footprint Tech Support Center associates holding a job title that handles calls that are subject to this paragraph.

10. For the time period of January 1, 2015 to December 31, 2015, Tech Support Centers in the New York/New England footprint will together handle an aggregate regional call volume that is equivalent to at least 60% of all fiber and copper calls (other than HSI calls that are initially routed by the ERS to contractors) originating from New York/New England footprint customers between January 1, 2015 and December 31, 2015 that are routed through the ERS to Tech Support Centers, contractor locations and/or individuals working at home.

11. If the aggregate regional call volume percentage is less than 60% during the first six months of 2015, there shall be no layoffs during the last six months of 2015 of New York/New England footprint Tech Support Center associates holding a job title that handles calls that are subject to this paragraph. If the aggregate regional call volume percentage is less than 60% during the last six months of 2015, there shall be no layoffs during the first six months of 2016 of New York/New England footprint Tech Support Center associates holding a job title that handles calls that are subject to this paragraph.

12. For purposes of this article, a calculation of "aggregate regional call volume," shall include all calls, regardless of geographic origin, handled by applicable Centers and/or employees working at home during the applicable time period, and "aggregate regional call volume percentage" shall include calls handled by both IBEW and CWA-represented employees in the New York/New England footprint. For example, if the regional call volume originating in

the New York/New England footprint for calls routed through the ERS to Sales and Service Centers, contractor locations and/or individuals working at home is 40 million in 2013, Sales and Service Centers in the New York/New England footprint and/or New York/New England employees working at home will handle an aggregate of at least 32.8 million calls (82%) in 2013, which may originate anywhere in the country, provided those calls are routed consistent with the call routing provisions of this Article X – Sharing of Calls Among Centers. Nothing in this provision should be construed or interpreted as a guarantee that a certain amount of work will be performed in any single Center or location.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

16. If the Companies wish to add additional cross functional duties beyond those set forth above, they will provide written notice to the Unions, and they will not implement the additional cross functional duties until 20 days after this written notice is provided. Any such additional cross functional duties will involve customer inquiries and requests that can be resolved by application of representative training comparable to that required for the above lists. In calendar year 2013 and in each succeeding calendar year, the Companies will be permitted to add two additional tasks in each calendar year to the Sales and Support Centers and two additional tasks in each calendar year to the Technical Support Centers subject to the above-stated notice and comparable training requirements. The additional tasks added pursuant to this paragraph will not require training in excess of 120 minutes per task. Other than the additions set forth in the preceding sentences, the Companies will not add any additional cross functional duties in calendar year 2013 or any succeeding calendar year, absent the Union's agreement. The assignment of any duties pursuant to paragraphs 14, 15 and/or 16 will not entitle associates to additional pay.

17. FSC and EVRC representatives will only make sales that are initiated by the customer. FSC and EVRC representatives will also transfer the following types of sales to CSSCs, BSBCs, MSSCs and VCCD even if the services are requested by the customer: HSI to FiOS service, new video service (FiOS or DirecTV orders), new data service (HSI or FiOS), and changes to bundle packages to add data or video. Types of calls that are currently routed through the ERS to CSSCs, BSBCs, MSSCs and VCCD will continue to be routed to CSSCs, BSBCs,

MSSCs and VCCD, and types of calls that are currently routed through the ERS to FSCs and EVRCs will continue to be routed to FSCs and EVRCs. While customers may provide insufficient or incorrect information through the ERS that can result in misrouting, if the customer's identified reason for a call routed through the ERS is a sales or billing matter, the ERS will seek to route such calls to CSSC, BSBC, MSSC or VCCD representatives. If the customer's identified reason for a call routed through the ERS is a problem with the functioning of a service, the ERS will seek to route the call to FSC or EVRC representatives.

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

19. All New England CSAs will be upgraded to the FCSA position after passing the second training module (data). Any CSA that has been upgraded to an FCSA position that fails the third training module (video) will be returned to the CSA position.

20. CSAs in the EVRCs will be tested for FCSA positions, and CSAs who test qualify and pass training will become FCSAs and will be assigned FCSA work, which can support fiber or copper network customers. As set forth in paragraph 18, prior to such testing the Companies will offer CSAs training for the CIKT.

21. Beginning within eighteen months of ratification of this 2012 MOU, when High Speed Internet ("HSI")(copper DSL) technical support calls arrive at an FSC or EVRC, either because they are misdirected or otherwise, the FSC or EVRC will provide the appropriate resolution with associates who are test-qualified and trained in HSI work. When such calls arrive at a CSSC, BSBC, MSSC, or VCCD, the associates will attempt a resolution involving tasks which management determines to assign consistent with the technical support list set forth above (including any tasks added to that list in the future, consistent with the terms of paragraph 16 above). If those actions will not resolve the issue the call will be transferred to HSI technical support. Customer calls for HSI technical support may be routed to FSCs or EVRCs, such as when FSCs or EVRCs are not fully occupied with other calls, but such calls shall not be required to be routed to FSCs or EVRCs rather than to HSI technical support center contractors.

22. During the term of this 2012 MOU the Company will maintain a BSBC presence in New England. The Company's obligation to maintain a BSBC presence in New England will terminate with the expiration of this 2012 MOU and at that time the parties' rights and obligations with respect to maintaining a BSBC presence in New England will return to those in effect prior to the effective date of this 2012 MOU. All terms of the Marketing Campaign Call trial letter in the 2008-2011 IBEW New England Sales CBA and the December 19, 2007 FiOS Service Calls agreement are superseded by this Article X - Sharing of Calls Among Centers.

XI. SALES COMPENSATION PLAN TITLES

The agreement of the Companies and Union regarding the discussion of additional Sales Compensation Plan Titles during the term of this 2012 MOU is set forth in Attachment 1.

XII. ABSENCE FROM DUTY

A. Effective January 1, 2013:

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

2. All employees may take up to four (4) incidental absence days in a calendar year which shall not be charged against an employee's record for purposes of determining attendance performance on the Company's applicable absence control plan ("Exempt Days"). Incidental absence days, in excess of the four (4) Exempt Days, may be treated in accordance with the Company's applicable absence control plan. This Section XII.A.2 will not apply to an associate until such associate reaches one year of net credited service. The number of Exempt Days for such an associate will be prorated in the year he or she reaches one year of net credited service as follows: (a) an associate who reaches one year of net credited service in the first quarter of the calendar year will receive four (4) Exempt Days; (b) an associate who reaches one year of net credited service in the second quarter will receive three (3) Exempt Days; (c) an associate who reaches one year of net credited service in the third quarter will receive two (2) Exempt Days and (d) an associate who reaches one year of net credited service in the fourth quarter will receive one (1) Exempt Day.

3. Employees who use four days or fewer of paid or unpaid incidental absence in a calendar year will receive the following lump sum payment, prorated for part-time employees, which will be paid no later than the first paycheck in March of the following year. All existing provision(s) pertaining to unpaid incidental absence, including waiting days, will continue in full force and effect.

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

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

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

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

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

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

XIII. TUITION ASSISTANCE PLAN

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

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

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

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

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

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

   (a) complete repayment within 90 days after notification by the Plan Administrator, or

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

3. Associates who fail to comply with their repayment obligation as set forth herein will be ineligible for future participation in the TAP until they have satisfied their repayment obligation in full, at which point their eligibility will be restored. If such an associate whose eligibility is restored subsequently participates in the Plan, the associate will be required to pay all monies owed for future TAP-eligible courses directly to the educational

institution. The Companies will reimburse to the associates amounts authorized to be paid under the Plan if, within sixty days of the course end date, the associate submits a receipt from the educational institution showing the amount of tuition paid for the course(s).

XIV. WORK AT HOME ARRANGEMENTS

The agreement of the Companies and the Union regarding Work at Home Arrangements is set forth in Attachment 2.

XV. NATIONAL HEALTH CARE REFORM

The agreement of the Companies and the Union regarding health care reform, which is set forth in the 2008 MOU, is eliminated and the Labor and Management Partnership for Health Care Reform is dissolved.

XVI. HALF-DAY TIME OFF ON CHRISTMAS EVE

In the absence of a written agreement stating otherwise, the Companies will grant an associate one-half day off with pay in observance of Christmas Eve work and load permitting and only to the extent the employee is scheduled and works on December 24 as part of his or her basic work week. If the Companies cannot grant an associate a half-day off with pay on December 24 due to workload or other Company needs, that associate will be granted one-half day off with pay within the next 30 days.

XVII. MOVING PAYDAY TO FRIDAY

Effective with the week ending January 5, 2013, the payday for all associates will move from Thursdays to Fridays.

XVIII. WORK AND FAMILY

Funding for the Work and Family Committee during the term of this 2012 MOU will be a total of $2.0 million (i.e., $500,000 per contract year which includes funding for 2011). Any funds contributed by the Companies for these committees that have not been expended by the end of the contract term will be returned to the Companies.

XIX. COPIES OF CBA

The Companies will provide to each associate a copy of the collective bargaining agreement (union printed). The Company and the Union shall agree on a final version of the collective bargaining agreement that can be submitted to be printed within 75 days from ratification of the agreement.

The Companies will provide the Union with copies of the 2012 MOU and each 2012 collective bargaining agreement (union printed) as well as electronic versions of the 2012 MOU and the 2012 collective bargaining agreements. The Company and the Union shall agree on a final version of the collective bargaining agreements that can be submitted to be printed within 75 days from ratification of the agreement.

XX. ADDITIONAL CENTER JOBS AGREEMENT

The Agreement Regarding Additional Center Jobs is set forth in Attachment 3.

XXI. AGREEMENT REGARDING FIOS DISCOUNT

The agreement regarding a FiOS discount is set forth in Attachment 4.

XXII. 2012 MEMORANDUM OF AGREEMENT

The 2012 Memorandum of Agreement, which updates the 2008 Memorandum of Agreement, is set forth in Attachment 5.

XXIII. DURATION

All provisions of the parties' agreements will remain in full force and effect until 11:59 p.m. on August 1, 2015.

September 19, 2012

ATTACHMENT 1

September 19, 2012

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

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

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

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

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

This will confirm our agreement that the parties to the 2012 MOUs covering the Communications Workers of America, AFL-CIO, Local 2213 and Council T-6 and its affiliated Locals of the International Brotherhood of Electrical Workers, AFL-CIO will jointly meet periodically to discuss the addition of Sales Compensation Plan titles, and variable compensation for these titles, during the term of the 2012 MOU. The parties' first meeting shall take place within 90 days after ratification of the 2012 MOU. Absent mutual agreement of the parties, the Company will not add Sales Compensation Plan titles to any bargaining unit.

Very truly yours,

Joseph Gimilaro
Executive Director – Labor Relations

September 19, 2012

Patrick Prindeville
Executive Director – Labor Relations

AGREED:

CWA

By:____________________________
Gail Evans
Administrative Director to the V.P.

By:____________________________
Dennis Trainor
Assistant to the Vice President

System Council T-6, IBEW
AFL-CIO

By: Myles J. Calvey
Myles J. Calvey
Chairman, System Council T-6

IBEW, Local 2213

By:____________________________________
Mary Jo Arcuri
Business Manager

September 19, 2012

ATTACHMENT 2

WORK AT HOME

For a trial period beginning on the Effective Date and ending on December 31, 2013, the Companies may implement work at home arrangements at one location. The Companies shall select the location with the agreement of the Union, which shall not be unreasonably withheld. The participating associates' wages, benefits coverage and other terms and conditions of employment including but not limited to tour selection, vacation scheduling (vacation weeks, days, EWDs, etc.), and overtime scheduling will continue to be governed by the applicable collective bargaining agreements. Associates will be expected to comply with the same rules and policies of the Companies with which all associates must comply. During the trial, the Companies will meet with the Union quarterly to discuss any concerns that may arise. Additional terms, conditions and principles for associates working at home are as follows:

1. The Companies will designate the specific job titles and work groups eligible for each work at home arrangement with the agreement of the Union, which shall not be unreasonably withheld.
2. The Companies will select associates who volunteer in the eligible job titles and designated work groups, by seniority, who have the following qualifications:
    a. A current overall performance rating of Exceeds Requirements or Meets Requirements;
    b. At least six months experience in the associate's present title and at least one year of net credited service;

c. The at-home work location has adequate space with privacy and sufficient electric power and outlets for all equipment necessary to perform the associate's work;

d. No deed, lease, condominium or co-op restrictions would be violated by performance of the work at the home residence. The associate is accountable for determining such occupancy/use restrictions; and

e. The associate's residence or home must have broadband capability with a minimum of 3 MB upload and 3 MB download bandwidth.

3. The associate's normal reporting location when not working at home will remain unchanged provided the employee would not have been relocated had he or she not taken the work at home assignment. All work schedules will be posted electronically. No payment for mileage or travel time will be made when the associate is directed to report to his/her normal reporting location for meetings with his/her supervisor or training, or when the associate visits the location to pick up work related materials. Regardless of the geographic relationship between this normal reporting location and the work at home location, the associate's Local Union alignment will continue to be controlled by the normal reporting location – not the work at home location. The associate is required to notify his manager at least four weeks in advance of any planned change of residence.

4. The Companies will bear the cost of providing a Verizon computer with agent image, headset, and business voice service. Bargaining unit employees will install and maintain computer equipment and landlines provided by the Company. All equipment and items provided must only be used for business purposes. To the extent an associate requires an accommodation, the Companies will provide equipment and items as required by law. All Verizon equipment and

other materials provided to an associate in connection with the work at home arrangement, and all equipment, materials, correspondence, records, documents, software, promotional materials and other Company property, including all copies, summaries, synopses, or portions thereof, which come into the associate's possession, whether or not created by the associate, and regardless of whether they were received by the associate at his/her residence, will at all times remain the sole and exclusive property of the Companies. At any time that the Companies request, and immediately upon the termination of an associate's employment, the associate will return to the Companies all such Company property, and will not keep any copies of such Company property. An accepted IPP/EIPP volunteer must return all Company property no later than seven days prior to his or her off payroll date otherwise he/she will not receive the IPP/EIPP payment until such equipment is returned in working condition. Removal and return of Company-provided computer equipment, landlines and/or related peripherals will be performed by either the employee or another bargaining unit member.

5. The work at home arrangement must enable the supervisor to evaluate associate performance, certify the accuracy of time sheets and attendance records and perform other supervisor responsibilities to the same extent as if the participating associate were working at his/her normal reporting location. Associates will be required to: (i) be logged into the Companies' instant messaging ("IM") system during all work hours, and (ii) send an IM or e-mail to their supervisor at the commencement of their shift in order to be recorded as having timely reported to work. Supervisors will call the associate's home for work related matters and may make announced and unannounced home visits.

6. The participating associate will be responsible for providing the broadband connection, a quiet and safe work environment, ergonomic furniture, utilities and liability

homeowners or renters insurance. Associates will take all steps necessary to ensure that all Company equipment that is used in the residence is covered by such insurance policies and must supply the Company with the applicable insurance certificate if required to do so. If an associate already has liability, homeowners or renters insurance but must purchase additional liability, homeowners or renters insurance as a result of working at home, the Companies will reimburse the associate for the cost of any such additional insurance. In the event the associate receives any insurance payment arising from the insured loss of any Company property, he/she must immediately remit payment to the Company.

7. It is the associate's responsibility to use Company equipment in a reasonable and safe manner and to protect Company equipment and software against damage, abuse, misuse or other violation of existing rules of the Companies concerning protection of its property and information. Associates may not use Company equipment, materials, systems or software in any manner or for any purpose that violates the Companies' policies, the Verizon Code of Conduct, or federal, state or local laws. Associates will adhere to the Companies' policies regarding the protection of Company information from disclosure to third-parties who do not have a need to know such information. No third party, including family or friends, may use Company equipment or software for any reason.

8. Associates will work their full tours, including split tours where such tours are permitted by existing collective bargaining agreements and will adhere to their work schedule. They will also begin work on time and give their full time and attention to the performance of their job duties. Work at home time will not be spent on dependent care activities. In the event associates need to leave their work positions at times other than scheduled breaks and the lunch hour (e.g., feeling ill), they must first confer with supervision and secure permission. If an

emergency situation develops requiring immediate action on the part of the associate, he/she should react appropriately then notify his/her supervisor as soon as practicable. Upon returning to their work positions, associates must inform supervision. Associates will be expected to communicate to their family members and friends that distractions such as personal telephone calls, visitors and interruptions by children while on duty can be very disruptive to their ability to perform the job, and should be limited to emergencies. During working hours, associates will not be permitted to invite business visitors or social guests of the associate to their residence without the express written authorization of their supervisor.

9. Associates will be expected to keep their work at home area free from potential hazards and obstructions, and generally to treat it as if it were a primary Company office. If an associate suffers a work-related injury or illness in his/her residence, the associate must report the injury or illness in accordance with Company policy.

10. Associates will be expected to inform supervision expeditiously of the malfunction of any work-at-home equipment. Supervision may require the associate to report to the normal reporting location or other Company work location until malfunctioning equipment is repaired and/or replaced. As per Paragraph 3 above, no payment for mileage or travel time will be made when the associate is directed to report to his/her normal reporting location.

11. Associates may be required to report to Company or non-Company locations for purposes such as supervisor meetings, medical visits, training sessions and policy/practice coverage. Associates will be given notice of such meetings by noon the day before.

12. Emergency call outs and overtime will be handled as outlined in the applicable collective bargaining agreement and/or local practice provided it does not violate any applicable collective bargaining agreement. Overtime must be approved in advance by the associate's

supervisor or authorized designee, unless an associate is in the process of completing a customer call.

13. Upon thirty days' notice to the Companies, an associate may withdraw from and discontinue a work at home arrangement. The Companies will provide an associate with fourteen (14) days' notice of a Company decision to remove the associate from a work at home arrangement. Notwithstanding the foregoing, when an associate is removed for performance reasons or a violation of the Verizon Code of Conduct the associate will be notified no later than noon the day before.

14. The Companies will designate one work day per month at the associate's normal reporting location. Associates will have the option of working from their normal reporting location or from home on that day. The Companies will notify the Union at least 48 hours in advance of the designated date. If requested by the Local Union representative or steward, associates will be permitted on a voluntary basis to meet with the representative or steward on such days. Such meeting will be permitted to occur for up to thirty minutes during normal work time at the Companies' discretion. If requested by the Local Union representative or steward, the Companies will permit such meetings to occur for up to forty-five minutes during normal work time during the months of March and September only, on a day scheduled at the Companies' discretion. Pay for any such meeting will be limited to the associate(s) participating in the meeting. The Union representative conducting the meeting shall not be paid by the Company for that time. As per Paragraph 3 above, no payment for mileage or travel time will be made when the associate is directed to report to his/her normal reporting location.

15. Alleged violations of this Article XIV – Work at Home Arrangements are subject to the grievance and arbitration procedures of the applicable collective bargaining agreements.

September 19, 2012

ATTACHMENT 3

ADDITIONAL CENTER JOBS AGREEMENT

This agreement ("Agreement") is made and entered into by the Communications Workers of America, AFL-CIO and its local unions and affiliates ("CWA"), International Brotherhood of Electrical Workers Locals 2213, 2222, 2313, 2320, 2321, 2322, 2323, 2324, 2325 and 2327 ("IBEW") (CWA and IBEW shall herein be collectively referred to as "Unions"), Verizon New York Inc. ("VZNY"), Verizon Avenue Corp. ("VZA"), Verizon Advanced Data Inc. ("VZAD"), Verizon New England Inc. ("VZNE"), Empire City Subway Company (Limited) ("ECS"), Verizon Services Corp. ("VSC"), Verizon Corporate Services Corp. ("VCSC") (company parties herein collectively referred to as "Companies").

WHEREAS, the Companies and the Unions are parties to various collective bargaining agreements ("Labor Agreements");

WHEREAS, the Unions represent employees in a number of bargaining units ("Bargaining Units") covered by the above-mentioned Labor Agreements;

WHEREAS, the Companies employ Bargaining Unit employees in, among others, Customer Sales and Service Centers ("CSSCs"), Business Sales and Billing Centers ("BSBCs"), Multilingual Sales and Service Centers ("MSSCs") (CSSCs, BSBCs and MSSCs will collectively be referred to herein as "Sales and Service Centers"), Fiber Solutions Centers ("FSCs"), and Enhanced Verizon Resolution Centers ("EVRCs") (Sales and Service Centers, FSCs and EVRCs will collectively be referred to herein as "Centers");

WHEREAS, the Unions and the Companies, in conjunction with their negotiation of successor agreements to the Labor Agreements that the parties agreed to in 2008, desire to provide for the addition of newly hired employees into certain Centers during the term of said successor Labor Agreements as provided for herein;

THEREFORE, for good and valuable consideration, the parties agree as follows:

1. The Companies agree that, in return for the Unions' agreement to the Companies' current Sharing of Calls Among Centers proposal, they will add 300 regular full-time, newly hired employees ("Additional Hires") during the term of the successor contract to the 2008 Labor Agreements, into one or more Centers that employ Bargaining Unit employees covered by the Labor Agreements, contingent upon obtaining sufficient qualified and successfully trained candidates.

   (a) The Companies will hire 125 of the Additional Hires into positions in Sales and Service Centers located in NY/NE.

   (b) The Companies will hire 175 of the Additional Hires into the Fiber Customer Support Analyst ("FCSA") position in FSCs and EVRCs located in NY/NE.

(c) The 300 Additional Hires requirement is a single, aggregate number of Additional Hires to be hired pursuant to this Agreement, whether represented by CWA or the IBEW. The Companies will have no obligation pursuant to this Agreement to either maintain any particular headcount or backfill in the event that Additional Hires leave employment or transfer from the Centers.

(d) Initial staffing of the 175 Additional Hires for the EVRCs and FSCs will be applied proportionately to each Union Local based on the current number of employees in the EVRCs and FSCs in each Local. In addition, initial staffing of the 125 Additional Hires for the Sales and Service Centers will be applied proportionately based on the current number of employees in the Sales and Service Centers in each Local. Initial staffing placement may be adjusted if there is insufficient space to accommodate the additional headcount.

2. All Additional Hires will be subject to existing testing, training and other pre- and post-hire procedures as appropriate, except that any internal staffing obligation, such as the 66 2/3% internal staffing obligation, shall not apply to the hiring of Additional Hires pursuant to this Agreement. Individuals who do not successfully complete training will not be counted towards the 300 Additional Hires requirement.

3. The terms and conditions of Additional Hires will be based on the provisions of the 2012 MOU applicable to employees first hired or rehired on or after date of ratification of the 2012 MOU, if any.

For: CWA District 1 ____________________ Date: ____________	For: Verizon New York Inc. ____________________ Date: ____________
For: IBEW Local 2213 ____________________ Date: ____________	For: Verizon New England Inc ____________________ Date: ____________

For: IBEW Local 2222 Myles Calvey _______________ Date: Sept. 19, 2012	For: Verizon Services Corporation _______________ Date: _______________
For: IBEW Local 2313 _______________ Date: _______________	For: Empire City Subway Company Limited _______________ Date: _______________
For: IBEW Local 2320 Ed Starr _______________ Date: _______________	For: Verizon Corporate Services Corp. _______________ Date: _______________
For: IBEW Local 2321 _______________ Date: _______________	For: Verizon Advanced Data Inc. _______________ Date: _______________

For: IBEW Local 2322 ________________________ Date: ________________	For: Verizon Avenue Inc. ________________________ Date: ________________
For: IBEW Local 2323 ________________________ Date: ________________	
For: IBEW Local 2324 ________________________ Date: 10/8/12	
For: IBEW Local 2325 ________________________ Date: ________________	

For: IBEW Local 2327

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Date: __________________________

September 19, 2012

ATTACHMENT 4

September 19, 2012

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

Re: FiOS Discount

Dear Mr. Calvey:

This will confirm our understanding that Verizon New York Inc. (VNY), Empire City Subway, Verizon Avenue Inc., Verizon Advanced Data, Inc., Verizon Corporate Services Corp., Verizon Services Corp. and Verizon New England (collectively "the Company") will continue to offer an employee discount to all associates on the same basis that it offers such discount to the Company's management employees.

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

Sincerely,

Patrick Prindeville
Executive Director, Labor Relations