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**MEMORANDUM OF UNDERSTANDING
between
SOUTHERN NEW ENGLAND TELEPHONE COMPANY
("dba") FRONTIER COMMUNICATIONS
and
COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO**

2021 NEGOTIATIONS FINAL SETTLEMENT AGREEMENT

This Memorandum of Understanding ("MOU") dated January 17, 2022, (which includes all of the attachments hereto) is agreed to by and between Southern New England Telephone Company (dba, Frontier Communications) (hereinafter referred to as the "Company" or "Frontier") and Communications Workers of America, District 1 (hereinafter referred to as the "Union" or "CWA"), in settlement of all proposals and issues involved in 2021 negotiations between the parties.

It is agreed that this MOU and the new collective bargaining agreement between the Company and the CWA shall become effective on October 17, 2021, unless a different effective date is specifically stipulated herein, and shall remain in effect through 11:59 p.m. on October 19, 2024, when the new collective bargaining agreement shall be subject to termination in accordance with the applicable terms of the collective bargaining agreement.


Except as otherwise provided herein, the provisions of the existing agreement, all supplemental agreements, letters of agreements (LOAs) and letters of understating (LOUs) including MOAs, MOUs and all international union, district and local agreements, including those with an expiration date of October 16, 2021, that were valid and enforceable immediately prior to the effective date of this MOA will be extended to 11:59 p.m. on October 19, 2024. The new collective bargaining agreement shall consist of the provisions of the existing agreement, as modified by the provisions of this MOU and its attachments. The provisions of this MOU will be incorporated into the collective bargaining agreement between the Company and the Union.

Unless the parties have specified different effective dates, the provisions of this MOU will be effective **October 17, 2021**, if, and only if, the Company receives from the Union, on or before **February 25, 2022**, written notice that this MOU was ratified by the results of the voting in the bargaining unit represented by the Union.

This MOU shall constitute a signed extension of the parties' collective bargaining agreement through the date on which this MOU is ratified. If this MOU is not ratified on or before the ratification deadline date set forth above, the parties' collective bargaining agreement shall remain extended subject to the right of either party to terminate the extensions upon 30 calendar days' written notice to the other of its desire to do so.

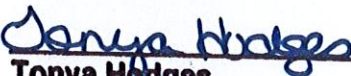
The Union agrees to support this Settlement and recommend ratification of this Settlement to their membership.

FOR THE COMPANY

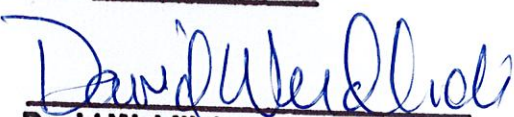

Peter Homes
Director, Labor Relations

Dated: January 17, 2022

FOR THE UNION


Tonya Hodges
CWA Staff Rep
District 1, CWA, AFL-CIO

Dated: January 17, 2022


David Weldlich, Jr.
President, CWA Local 1298

Dated: January 17, 2022



Frontier Counter to Union Proposal 7.3
General Wage Increases

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2021 CT CWA Contract Negotiations
Revised: January 17, 2022

- The Company agrees to the following General Wage Increases, which will be applied to Wage Schedules in the same manner as General Wage Increases were applied under the 2019 CBA (exponentially).

Effective Date	General Wage Increase
10/17/2021 (retro)	2%
4/17/2022	1.5%
9/30/2022	1.5%
4/16/2023	1.5%
9/30/2023	1.5%
4/14/2024	1.0%

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1/1/2022

Plan Design

Plan Features		2021		2022		2023		2024	
		In-Network (Includes PPO, HCN & HCN OIA)	Out-of-Network (Excludes PPO & HCN)	In-Network (Includes PPO, HCN & HCN OIA)	Out-of-Network (Excludes PPO & HCN)	In-Network (Includes PPO, HCN & HCN OIA)	Out-of-Network (Excludes PPO & HCN)	In-Network (Includes PPO, HCN & HCN OIA)	Out-of-Network (Excludes PPO & HCN)
Annual Deductible		Ind= \$500 Fam= \$1,000	Ind= \$1,300 Fam= \$2,600	Ind= \$500 Fam= \$1,000	Ind= \$1,300 Fam= \$2,600	Ind= \$500 Fam= \$1,000	Ind= \$1,300 Fam= \$2,600	Ind= \$500 Fam= \$1,000	Ind= \$1,300 Fam= \$2,600
Medical Annual OOP Max		Ind= \$2,000 Fam= \$4,000	Ind= \$6,000 Fam= \$12,000	Ind= \$2,000 Fam= \$4,000	Ind= \$6,000 Fam= \$12,000	Ind= \$2,000 Fam= \$4,000	Ind= \$6,000 Fam= \$12,000	Ind= \$2,000 Fam= \$4,000	Ind= \$6,000 Fam= \$12,000
Coinurance		10% after deductible	40% after deductible	20% after deductible	40% after deductible	20% after deductible	40% after deductible	20% after deductible	40% after deductible
Rx Retail (30 days)		\$10 Generic \$25 Formulary \$50 Non-Formulary	Greater of applicable Network retail copy or the balance after the plan pays 75% of the Network Retail Cost.	\$12 Generic \$40 Formulary \$80 Non-Formulary	Greater of applicable Network retail copy or the balance after the plan pays 75% of the Network Retail Cost.	\$12 Generic \$40 Formulary \$80 Non-Formulary	Greater of applicable Network retail copy or the balance after the plan pays 75% of the Network Retail Cost.	\$12 Generic \$40 Formulary \$80 Non-Formulary	Greater of applicable Network retail copy or the balance after the plan pays 75% of the Network Retail Cost.
Rx Mail (90 days)		\$20 Generic \$70 Formulary \$120 Non-Formulary	na	\$24 Generic \$80 Formulary \$130 Non-Formulary	na	\$24 Generic \$80 Formulary \$130 Non-Formulary	na	\$24 Generic \$80 Formulary \$130 Non-Formulary	na

Employee Monthly Contributions

Mon EEC	1/1/21	2021	2022	2023	2024
All Plans (PPO, HCN & HCN OA)	EE EE + 1	\$90.00 \$195.00	\$110.00 \$220.00	\$128.00 \$280.00	\$148.00 \$290.00

Currently, eligible EEs may enroll in medical coverage on their date of hire and pay 100% of the premium until the 1st of the month in which they attain 6 months of credited service

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**Company 1-13-2022 reply to:
Unlon Proposal 1.2 Retiree Healthcare Benefit Agreement
1-13-2021**

➤ **Modify the 2013 Benefit Agreement In the 2013 AT&T MOU, as follows:**

BENEFIT AGREEMENT

The means for fulfilling the terms of this Agreement may be the Company's adoption of its own plan and associated plan document or participation in an equivalent plan having a plan document that includes, for bargained-for employees, the benefits agreed to be provided pursuant to this Agreement and substantially the terms, provisions and conditions under which such benefits are to be provided. The sole remedy for issues with respect to the validity or amount of any claim for benefits is the claim and appeal process as defined in the individual benefits plans and programs. The parties agree to the plans and programs described below. Copies of the plan documents, Summary Plan Descriptions (SPDs) and Summary of Material Modifications (SMMs) of these plans, policies and programs have been provided to the Union. If there is any difference between these SPDs and the ERISA plans or programs (including amendments thereto), the plan texts shall govern.

For purposes of this agreement:

- Former AT&T East region core bargained employees hired/rehired on or before August 8, 2009 shall be referred to as "Current Employees".
- Former AT&T East region core bargained employees hired/rehired or transferred into the 2009 Collective Bargaining Agreement (including transfers to a job title under former Appendix F and transfers pursuant to the National Transfer Plan) after August 8, 2009 and on or before the date the 2012 Collective Bargaining Agreement is ratified pursuant to the terms of that Agreement (Ratification Date) shall be referred to as "2009 New Hires". In addition, "2009 New Hires" shall also include individuals who were classified as Temporary or Term Employee as of August 8, 2009 and who were subsequently reclassified to Regular Employee status during the term of the 2009 Collective Bargaining Agreement.
- Former AT&T East region core bargained employees hired/rehired or transferred into the 2012 Collective Bargaining Agreement (including transfers to a job title under former Appendix F and transfers pursuant to the National Transfer Plan) after the Ratification Date shall be referred to as "2012 New Hires".
- Former AT&T East region core bargained employees include titles that were formerly in Appendix F.
- Current Employees who are laid off, excluding those in titles under former Appendix F, who are recalled and whose service is immediately bridged will be treated as Current Employees. 2009 New Hires who are laid off, excluding Employees in titles under former Appendix F, who are recalled and whose service is immediately bridged will be treated as 2009 New Hires.
- Current Employees, 2009 New Hires and 2012 New Hires shall be referred to collectively as "Employees".
- Employees who terminate employment during the term of this Agreement and who meet the applicable requirements to be eligible for post-retirement benefits are referred to as "Eligible Retired Employees".

~~[the Company agrees to deletion] The Agreement Regarding Benefits Rules for Movement of Employees ("Movement Agreement") provides specific rules regarding benefits for Employees who move among job titles or move pursuant to the National Transfer Plan. The provisions of the Movement Agreement take precedence over the provisions of this Benefit Agreement with respect to Employees addressed in the Movement Agreement.~~

1. HEALTH AND WELFARE BENEFIT PLANS

- A. Current Employees, 2009 New Hires and 2012 New Hires shall be eligible to participate in the benefit plans, programs and policies identified in the chart below, with the plan terms, conditions and provisions which were in effect on October 16, 2021, as described in the applicable SPDs and SMMs, except as noted herein. [Existing 2013 Table would be replaced by the Updated Table Below on the right]

2013 AT&T Plan/Program/Policy	2021 Frontier Plan/Program/Policy
AT&T East Bargained Employee Medical Program*	Frontier Communications Corporation Health Care Plan (Medical Plan)
AT&T Employee Assistance Program** (EAP)	Frontier Communications Corporation Health Care Plan (Employee Assistance Program (EAP))
SNET Active Bargaining Unit Employee Health Plan - Dental Plan	Frontier Communications Corporation Health Care Plan (Dental Plan)
SNET Active Bargaining Unit Employee Health Plan- Vision Plan	Frontier Communications Corporation Health Care Plan (Vision Plan)
AT&T CarePlus A Supplemental Benefit Program	[N/A - terminated 10/31/2017 by mutual agreement; delete this row]
AT&T Medical and Group Life Insurance Plan- Group Life Insurance	Frontier Communications Corporation Group Life Insurance Plan, including AD&D
AT&T Supplementary Group Life Insurance Program	
AT&T Dependent Group Life Insurance Program	
AT&T Consolidated Long-Term Care Insurance Plan (Closed to new entrants 5/1/2012)	[N/A - did not transfer to Frontier; delete this row]
AT&T Flexible Spending Account Plan	Frontier Communications Corporation Cafeteria Plan
AT&T East Disability Benefits Program	Frontier Communications Corporation Long Term Salary Continuance
AT&T Health Reimbursement Account Plan	Frontier Communications Corporation Health Care Plan (Health Reimbursement Account (HRA)) – Only Applies to Current Employees
SNET Leaves of Absence Policy	Frontier Communications (former AT&T) Leaves of Absence Policy
AT&T Commuter Benefit Program	Frontier Communications Corporation East Commuter Benefit Program
AT&T Adoption Reimbursement Program	Frontier Communications Corporation East Adoption Reimbursement Policy
AT&T Voluntary Benefits Platform***	Frontier Communications Corporation East Voluntary Benefit Program*
	* The Company may unilaterally modify the Voluntary Benefits Program from time to time or discontinue without further discussions with the Union.

- B. Employees, including newly eligible Employees, and Eligible Retired Employees (as provided for in Paragraph 1.C) shall continue to participate in the same benefit plans, programs and policies on the same terms and conditions which were in effect on October 16, 2021 with 2012 New Hires receiving the same benefits as 2009 New Hires, until the benefits identified in Paragraph 1.A. above become effective, subject to changes to benefits resulting from the operation of existing plan provisions and amendments necessary due to changes in the law.

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The following Paragraph C will apply to employees who retire on or before April 30, 2022.

C Employees who terminate employment with the Company during the term of this Agreement and are eligible for post-retirement medical coverage under the terms of the medical program the Employee was eligible for as an active Employee as of the date of termination (an "Eligible Retired Employee") will be eligible, during the term of this Agreement, for coverage under the SNET Active Bargaining Unit Employee Health Plan (Frontier Communications Corporation CWA 1298 Former Bargained Employees Medical Program (includes Retiree Medical, Dental, Life and Vision))("the Plan"), subject to changes to benefits resulting from the operation of existing plan provisions and amendments necessary to comply with changes in the law, and with the exceptions identified in Exhibit 1. Nothing in this Paragraph 1.C shall be construed to provide benefits for any period subsequent to the term of this Agreement or for any employee other than those referenced above who terminate employment during the term of this Agreement.

The following Paragraph C (and its numbered subsections) will apply to employees who retire on and after May 1, 2022.

C Employees who terminate employment with the Company during the term of this Agreement and are eligible for post-retirement medical coverage under the terms of the medical program the Employee was eligible for as an active Employee as of the date of termination (an "Eligible Retired Employee") will be eligible, during the term of this Agreement, for coverage under the SNET Active Bargaining Unit Employee Health Plan (Frontier Communications Corporation CWA 1298 Former Bargained Employees Medical Program (includes Retiree Medical, Dental, Life and Vision))("the Plan") or the Retiree Medical Access Plan ("RMAP"), each of which is subject to changes to benefits resulting from the operation of existing plan provisions and amendments necessary to comply with changes in the law, and with the exceptions identified in Exhibit 1. Nothing in this Paragraph 1.C shall be construed to provide benefits for any period beyond those specifically set forth herein or for any employee other than those referenced above who terminate employment during the term of this Agreement.

1. An Eligible Retired Employee shall be eligible for post-retirement medical and dental benefits ("Retiree Medical Benefits") for her/himself and her/his dependents beginning on either the first day of the month following the employee's retirement date or the first day of the month in which she/he becomes fifty-nine and one half (59 1/2) years old, whichever is later, and ending when the retiree becomes eligible for Medicare ("Ending Date"). Coverage for a dependent shall end when the dependent becomes eligible for Medicare or upon the Ending Date, whichever occurs first. In the event that the retiree dies or becomes eligible for Medicare due to disability, coverage for dependents shall continue through the date on which the retiree would have become eligible for Medicare based on age, provided that such dependent is not eligible for Medicare and provided further that such dependent remains eligible and covered under the terms of the Plan or the RMAP. For the avoidance of any doubt, the parties agree that in no event shall the Company have an obligation to continue Retiree Medical Benefits for such retirees beyond the Ending Date under any circumstance and that Retiree Medical Benefits shall [the Company agrees if the following modification is made] remain in effect until the Ending Date as provided above and shall terminate on the Ending Date, irrespective of contract expiration or any extension of the collective bargaining agreement.
2. In order to be eligible for Retiree Medical Benefits, an employee must meet the age and service requirements for a pension under the Frontier Communications Pension Plan (East Program) or the Frontier Communications Pension Plan (Bargained Cash Balance Program #2). Nothing herein is intended to confer pension eligibility on 2021 Pension New Hires.



3. The Company shall cap the annual amount it pays toward Retiree Medical Benefits coverage, as set forth below and depending on employee category, and the Company shall make no additional contributions towards Retiree Medical Benefits coverage.

Current Employees	
Coverage Category	Annual Capped Company Contribution
Retiree only	\$15,000
Retiree plus one dependent coverage	\$30,000
Family Coverage	\$37,500

2009 New Hires	
Coverage Category	Annual Capped Company Contribution
Retiree only	\$7,500
Retiree plus one dependent coverage	\$15,000
Family Coverage	\$18,750

The applicable annual cap shall be prorated on a monthly basis, and Current Employees and 2009 New Hires shall be responsible for the excess monthly premium cost of coverage.

2012 New Hires and 2021 Pension New Hires shall be responsible for paying 100% of the monthly premiums.

4. Retiree Medical Access Plan ("RMAP") Alternative Coverage: As an alternative to coverage under the Plan, a retiree may elect the Retiree Medical Access Plan ("RMAP"), as may be amended from time to time. Coverage under the RMAP is subject to the applicable annual cap on Company contributions, as set forth in paragraph 3.
(the Company agrees if the following modifications are made) Each year beginning in 2023 2022, the Company will share all relevant aggregate data concerning retiree medical costs and enrollment under the plan for the CT bargaining unit. Beginning on or about May 1 of and ending no later than July 15, the Company and the Union will discuss potential cost containment/reduction options relating to the design of the Retiree Medical Access Plan for the subsequent plan year. In no event shall any such option increase an affordable and comprehensive medical option(s) that cap Company costs at no greater than the Annual Capped Company Contribution as defined in paragraph 3. The Company and the Union will discuss the design of such option(s) beginning on or about May 1 of the year prior to each such plan year.
5. Health Reimbursement Account ("HRA") Alternative: Current Employees and 2009 New Hires may decline coverage under the Plan or RMAP and instead elect participation in a Health Reimbursement Account ("HRA"), in which the Company contributes on a monthly basis one-twelfth of the applicable annual cap, as set forth in paragraph 3, until the Ending Date. If elected, the HRA shall provide for reimbursement of medical, dental, and other health care expenses permitted by IRS Publication 502. Election of the HRA option requires proof of alternative medical coverage. The HRA option is not available to 2012 New Hires and 2021 Pension New Hires, since they are not eligible for any Company contribution.
(the Company agrees if the following modifications are made) Each year beginning in 2023 2022, the Company and the Union will meet to review enrollment and relevant cost data under the HRA Alternative plan. The Union may, before May 1 of the prior year, terminate the HRA Alternative option plan or request discussion with the Company.

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to change the HRA Alternative, with such discussions ending no later than July 15 plan. The goal of these discussions will be to avoid risks associated with adverse selection that may affect the costs of other retiree health care options.

6. An eligible retiree may elect coverage under the Plan, the RMAP or HRA (if applicable) upon retirement or during annual open enrollment.
- D. Exhibit 1 provides a summary of certain plan terms, conditions and provisions, including any which are exceptions to terms, conditions and provisions described in the applicable SPDs and SMMs as well as any which differ among groups of employees eligible to participate in a particular plan, program or policy, such as the applicable deductible or copayment amount. If there are discrepancies between the specific information provided in Exhibit 1 and the plan documents, SPDs or SMMs, the information provided in Exhibit 1 will govern. It is understood that certain benefits are subject to change to comply with implementation of the Patient Protection and Affordable Care Act (PPACA) and associated regulations and agency guidance. The Company will notify the Union of the changes the Company makes to conform the benefits under this Agreement with final regulations and guidance under PPACA and any amendment determined to be necessary due to changes in the law. Should any of these changes require bargaining, all other terms and provisions of the 2021 Collective Bargaining Agreement will remain in effect through expiration.

2. PENSION AND SAVINGS BENEFIT PLANS

(A) Current Employees

Except as provided below, Current Employees, but excluding those who formerly worked in Appendix F (non-core Sales and Service Technician II) (other than Surplus former Appendix F Employees - former "core" Premises Technician, now Sales and Service Technician (Current Employee) [the Company agrees to delete] as defined in the Movement Agreement), shall continue to participate in the following pension and savings benefit plans, programs, and policies on the same terms and conditions which were in effect on October 16, 2021

- Frontier Communications Pension Plan (East Program)

- i. Cash Balance Interest Credits: Effective October 1, 2013, for Current Employees, the negotiated interest crediting rate under the East Program applicable to cash balance accounts shall be based on the greater of (I) the average yield, expressed as an annual rate of interest, of 30-year Treasury securities for the month of November of the immediately preceding plan year, and (II) 4.00%.

- Frontier Communications 401(k) Savings Plan

- (B) Current Employees who formerly worked in Appendix F, 2009 New Hires and 2012 New Hires Except as provided below, Current Employees who formerly worked in Appendix F classified as Regular Employees (other than Surplus former Appendix F Employees (Current Employee) [Company agrees to delete] as defined in the Movement Agreement), 2009 New Hires and 2012 New Hires (excluding 2009 New Hires and 2012 New Hires who formerly worked in Appendix F but not classified as Regular Employees), shall continue to participate in the following pension and savings benefit plans, programs, and policies on the same terms and conditions which were in effect on October 16, 2021

- Frontier Communications 401(k) Savings Plan

- Frontier Communications Pension Plan (Bargained Cash Balance Program #2)

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- i. Effective January 1, 2014, the basic benefit credits added to the cash balance account will be increased by increasing the age credit factor by 1% such that the age credit factor shall be as follows:

Age	Age Credit Factor
Less than 30	1.77%
30-36	2.27%
37-43	2.78%
44-49	3.28%
50 and older	4.04%

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(C) 2021 Pension New Hires

"2021 Pension New Hires": Any employee who is hired into the bargaining unit on or after October 16, 2021 ("2021 Pension New Hire") will not be eligible to participate in the Frontier Communications Pension Plan (East Program or Bargained Cash Balance Program # 2) ("Pension Plan"). An employee who transfers into the bargaining unit or a former employee who is rehired into the bargaining unit after October 16, 2021, shall be treated as a 2021 Pension New Hire, unless his or her Net Credited Service Date, as determined under the rules of the Pension Plan, is a date earlier than October 16, 2021, in which case he or she shall be eligible to participate in the Pension Plan in accordance with its terms. Company matching contributions under the Frontier Communications 401(k) Savings Plan for each participating 2021 Pension New Hire will be 100% of the eligible contributions up to 6% of eligible compensation. No other employees covered by the 2021 Agreement will be entitled to this increased Company matching contribution.

3. The term of this Agreement shall be contemporaneous with the term of the 2021 Labor Agreement.

[The Company agrees to delete all of the language below on pages 7 and 8.]

~~AGREEMENT REGARDING BENEFITS RULES FOR MOVEMENT OF EMPLOYEES~~

- ~~1. Any employee who moves after the Ratification Date from a job title not covered by the 2021-2012 Collective Bargaining Agreement to a job title covered by 2021-2012 Collective Bargaining Agreement, where the circumstances of the move are not specifically accounted for in one of the following paragraphs, will be treated as a 2012 New Hire for benefit purposes. In addition, any Employee who moves from a non-Appendix F job title to an Appendix F job title, where the circumstances of the move are not specifically accounted for in one of the following paragraphs, will be treated as a 2012 New Hire under the Benefit agreement.~~

~~2. Treatment of Surplus Former Appendix F Employees~~

~~I. Definitions~~

- ~~— Surplus Former Appendix F Employee (Current Employee): A "Surplus former Appendix F Employee (Current Employee)" means an individual who was a Current Employee under the Benefit agreement and who was transferred or transfers during the term of this Agreement to an Appendix F Job Title title that was in former Appendix F pursuant to the Force Adjustment Surplus Process from a non-Appendix F job title that was not in former Appendix F under the 2009 or 2012 Collective Bargaining Agreement.~~
- ~~— Surplus Former Appendix F Employee (2009 New Hire): A "Surplus former Appendix F Employee (2009 New Hire)" means an individual who was a 2009 New Hire under the Benefit agreement and who was transferred or transfers during the term of this Agreement to an former Appendix F Job Title pursuant to the Force Adjustment Surplus Process from a non-Appendix F job title that was not in former Appendix F under the 2009 or 2012 Collective Bargaining Agreement.~~

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ii. **Applicable Benefit Plans:**

- A Surplus Former Appendix F Employee (Current Employee) as defined above will be eligible to participate in the same plans, policies and provisions on the same terms and conditions as will be provided to Current Employees under the Benefit agreement.
- A Surplus Former Appendix F Employee (2009 New Hire) as defined above will be eligible to participate in the same plans, policies and provisions on the same terms and conditions as will be provided to 2009 New Hires under the Benefit agreement.

iii. **Subsequent Movement**

- If the Surplus Former Appendix F Employee (Current Employee) subsequently moves during the term of this Agreement to a non-Appendix F job title that was not in former Appendix F under the 2012 Collective Bargaining Agreement, the benefits available to the Surplus Former Appendix F Employee (Current Employee) will continue to be the benefits provided to Current Employees under the Benefit agreement.
- If the Surplus Former Appendix F Employee (2009 New Hire) subsequently moves during the term of this Agreement to a non-Appendix F job title that was not in former Appendix F under the 2012 Collective Bargaining Agreement, the benefits available to the Surplus Former Appendix F Employee (2009 New Hire) will continue to be the benefits provided to 2009 New Hires under the Benefit agreement.

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EXHIBIT 1

2013 EXHIBITS BEING UPDATED AND TO BE ADDED

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Provision		Current Employees, 2009 New Hires and 2012 New Hires			
Active Employees		Active Employees			
Effective Date(s)		Health & Welfare: 1/1/2014 7/1/2022			
Eligibility		2021 New Hires, 2009 New Hires and Current Employees: Active Employees (current and eligible new hires)			
For Medical, Dental Vision, CerePlus, and Life Insurance, (unless otherwise specified)		Follow provisions of the applicable plan:			
		Medical - No change from current plan except for plan name change: Aetna Easy-Benefit Employee Medical Program eff. 2nd est-2013 Current Medical Plan will continue. Plan name change to Frontier Communications, see Benefit Plan changes below eff 7/1/2022			
		Medical Program eff. 2nd est-2013 7/1/2022			
		Dental - Aetna Dental Plan (same as legacy), \$5,000 and \$W-CWA provides Frontier Dental Plan, no change from current plan			
		Vision - Aetna Vision Plan (same as legacy), \$5,000 and \$W-CWA provides Frontier Vision Plan, no change from current plan			
		Disability - Aetna Easy Disability Benefit Program - No change from current plan Frontier Disability Plan, no change from current plan			
		CerePlus - name change eff. 2nd est-2013: Aetna CerePlus - A Supplemental Benefit Program - No change from current plan CerePlus eliminated effective 11/1/2017			
		Life Insurance - Frontier Life Insurance plan, no change from current plan			
Health Reimbursement Account (HRAs)		2012 New Hires, 2009 New Hires and Current Employees: Active Employees hired prior to 1/1/2014			
		None.			
		Note: No additional Company crediting. Current Employee who have remaining account balance will continue to have access to those account balances subject to provisions of the Program. Any account balance as of 12/31/2022 will be forfeited.			
Medical		2012 New Hires, 2009 New Hires and Current Employees: Active Employees (current and eligible new hires)			
		No change from current plan.			
		Fully insured coverage options, such as HMOCs will be available at the discretion of the Company.			
Eligibility for Company Subsidy		2012 New Hires, 2009 New Hires and Current Employees: Active Employees (current and eligible new hires)			
		No change from current plan.			
Active (Full-Time) Monthly Contributions		2012 New Hires			
		Hired after 8/17/2012 and before 1/1/2014			
		Contribution Amounts:			
		2014	2015	2016-6/30/2022	
		Ind	\$135	\$95	
		Form	\$290	\$195	
		Hired on or after 1/1/2014 and before 1/1/2015			
		Contribution Amounts:			
		2014	2015	2016-6/30/2022	
		Ind	\$135	\$150	
		Form	\$290	\$320	

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	Filed on or after 1/1/2015	Contribution Amounts			
		2015	2016-6/30/2022		
Ind-		\$135	\$150		
Fam		\$300	\$320		
2009 New Hires and Current Employees					
		2014	2015	2016-6/30/2022	
Ind		\$68	\$79	\$95	
Fam		\$121	\$143	\$195	
All Active Employees (current and eligible new hires)					
Contribution Amounts					
		7/1/2022	2023	2024	
Ind		\$110	\$125	\$145	
Fam		\$220	\$250	\$290	
Active (Part-Time) Monthly Contributions	2012 New Hires, 2009 New Hires and Current Employees-Active Employees (current and eligible new hires)				
No change from current plan.					
Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.					
Definition of Pay	2012 New Hires, 2009 New Hires and Current Employees-Active Employees (current and eligible new hires)				
No change from current plan.					
Annual Deductibles	2012 New Hires, 2009 New Hires and Current Employees-Active Employees (current and eligible new hires)				
2014-6/30/2022					
	Network PPO				
	&ONA Non-Network & Non-PPO				
Ind		\$500	\$1,300		
Fam		\$1,000	\$2,600		
	7/1/2022				
	Network PPO				
	&ONA Non-Network & Non-PPO				
Ind		\$550	\$1,300	\$600	
Fam		\$1,100	\$2,600	\$1,200	
	Annual Deductible Provisions:				
No change from current plan.					
General Copay/Coinsurance	2012 New Hires, 2009 New Hires and Current Employees-Active Employees (current and eligible new hires)				
No change from current plan.					
No copay changes from current plan					
Network coinsurance equal to 20% eff 7/1/2022					
Office Visit Copay/Coinsurance	2012 New Hires, 2009 New Hires and Current Employees-Active Employees (current and eligible new hires)				
No change from current plan.					
No copay changes from current plan					
Network coinsurance equal to 20% eff 7/1/2022					

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Urgent Care Facility/Professional Services Copay/Coinsurance	2012 New Hires and Current Employees: Active Employees (current and eligible new hires) No change from current plan: No copay changes from current plan Network coinsurance equal to 20% off 7/1/2022																																								
Emergency Room Facility/Professional Service Copay/Coinsurance	2012 New Hires and Current Employees: Active Employees (current and eligible new hires) No change from current plan: No copay changes from current plan Network coinsurance equal to 20% off 7/1/2022																																								
Hospital Inpatient/Outpatient Facility/Professional Services Copay/Coinsurance	2012 New Hires and Current Employees: Active Employees (current and eligible new hires) No change from current plan: No copay changes from current plan Network coinsurance equal to 20% off 7/1/2022																																								
Tests (all tests including x-ray, radiology, lab test, etc) Copay/Coinsurance	2012 New Hires and Current Employees: Active Employees (current and eligible new hires) No change from current plan: No copay changes from current plan Network coinsurance equal to 20% off 7/1/2022																																								
Mental Health/Substance Abuse (M/H/SA) Copay/Coinsurance	2012 New Hires and Current Employees: Active Employees (current and eligible new hires) No change from current plan: Transitioning the implementation of the MH/SA plan from Beacon Health to Anthem effective 7/1/2022 No copay changes from current plan Network coinsurance equal to 20% off 7/1/2022																																								
Annual Out-of-Pocket Maximums (OOP)	2012 New Hires and Current Employees: Active Employees (current and eligible new hires) Out-of-Pocket Maximum Amounts (excluding Annual Deductible) <table><tr><th>2014</th><th>2014</th><th>2015-6/30/2022</th><th>2015-6/30/2022</th></tr><tr><td>Network PPO & ONA</td><td>Non-Network & Non-PPO</td><td>Network PPO & ONA</td><td>Non-Network & Non-PPO</td></tr><tr><td>Ind \$1,700</td><td>\$6,100</td><td>\$2,000</td><td>\$6,000</td></tr><tr><td>Fam \$3,400</td><td>\$10,500</td><td>\$4,000</td><td>\$12,000</td></tr></table> Out-of-Pocket Maximum Amounts (excluding Annual Deductible) <table><tr><th>2012/2022</th><th>2023</th><th>2024</th></tr><tr><td>Network PPO & ONA</td><td>Non-Network & Non-PPO</td><td>Network PPO & ONA</td><td>Non-Network & Non-PPO</td></tr><tr><td>Ind \$2,000</td><td>\$4,000</td><td>\$2,000</td><td>\$6,000</td></tr><tr><td>Fam \$4,000</td><td>\$12,000</td><td>\$4,000</td><td>\$12,000</td></tr></table> Out-of-Pocket Maximum provisions: No change from current plan										2014	2014	2015-6/30/2022	2015-6/30/2022	Network PPO & ONA	Non-Network & Non-PPO	Network PPO & ONA	Non-Network & Non-PPO	Ind \$1,700	\$6,100	\$2,000	\$6,000	Fam \$3,400	\$10,500	\$4,000	\$12,000	2012/2022	2023	2024	Network PPO & ONA	Non-Network & Non-PPO	Network PPO & ONA	Non-Network & Non-PPO	Ind \$2,000	\$4,000	\$2,000	\$6,000	Fam \$4,000	\$12,000	\$4,000	\$12,000
2014	2014	2015-6/30/2022	2015-6/30/2022																																						
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Ind \$2,000	\$4,000	\$2,000	\$6,000																																						
Fam \$4,000	\$12,000	\$4,000	\$12,000																																						
Medical Plan Programs	The following programs will be effective 7/1/2022 • All Radiology • All Muscular skeletal																																								
Prescription Drug	2012 New Hires and Current Employees: Active Employees (current and eligible new hires)																																								

Program Deductible: None.

Out-of-Pocket Maximum:

2014-2015 2016-12/31/2024

Ind \$900 \$1,200

Form \$1,800 \$2,400

Retail - Network Copays:

(Up to 30-day supply, limited to 2 fills for maintenance)

2014 2015 2016-30/2022

Generic \$10 \$10 \$10

Formulary \$20 \$20 \$35

Non-Formulary \$40 \$60 \$60

7/1/2022-12/31/2024

Generic \$12

Formulary \$40

Non-Formulary \$65

Retail - Non-Network Copays:

Participant pays the greater of the applicable Network copay or balance remaining after the plan pays 75% of network retail cost.

Mail Order Copays:

(Up to 90-day supply)

2014 2015 2016-30/2022

Generic \$20 \$20 \$20

Formulary \$40 \$60 \$70

Non-Formulary \$80 \$120 \$120

7/1/2022-12/31/2024

Generic \$24

Formulary \$80

Non-Formulary \$130

The following provisions will continue to apply:

- Mandatory mail order for maintenance Rx - Applies after second fill at retail.

- Specialty pharmacy program

- Personal Choice - 100% participant-paid

- Mandatory Generic

The following programs will be effective 7/1/2022

- Switching from the ESI Basic Formulary Network to the National Preferred Formulary Network

- Advanced Utilization Management

- Optoid Management

- Exclusive Specialty Pharmacy

- SaveOnSp

Employee Assistance Program EAP

Non 2012 New Hires: 2009 New Hires and Current Employees Active Employees (Current and eligible new hires)

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31 R.H.

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No change from current plan except for name change effective 11/24/2014 to Frontier eff. 2nd qtr 2013 to AT&T Employee Assistance Program.	
Visit Limit	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan.
Disability	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Short Term Disability (STD)	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Long Term Disability	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Leaves of Absence (LOAs)	2012 New Hires and Current Employees Active Employees (current and eligible new hires) SNET Employees - AT&T EAST leave of Absence Policy with the addition of the Company Initiated Leave of Absence (also known as Denied Disability Leave of Absence)
Types of LOAs	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change except for the addition of the Company Initiated Leave of Absence (also known as Denied Disability Leave of Absence)
Dental	2012 New Hires and Current Employees Active Employees (current and eligible new hires) AT&T Frontier Dental Plan (same as legacy T-S&M and SW-GWA provisions) No change from current plan
Eligibility	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Active (Full-Time)	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Monthly Contributions	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Active (Part-Time)	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Monthly Contributions	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Deductible	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Annual Maximum Benefit	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Orthodontic Lifetime Maximum	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Coverage Levels	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Vision	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan
Eligibility	2012 New Hires and Current Employees Active Employees (current and eligible new hires) No change from current plan

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Active (Full-Time) Monthly Contributions	2012 New Hires and Current Employees: Active Employees (current and eligible new hires)
Active (Part-Time) Monthly Contributions	<ul style="list-style-type: none"> No change from current plan 2012 New Hires and Current Employees: Active Employees (current and eligible new hires)
Coverage Levels	<ul style="list-style-type: none"> No change from current plan 2012 New Hires and Current Employees: Active Employees (current and eligible new hires) No change from current plan
Flexible Spending Account (FSA)	
Plan	2012 New Hires and Current Employees: Active Employees (current and eligible new hires)
Contribution Minimum/Maximums	No change from current plan, except those that are mandated by health reform legislation (PPACA). 2012 New Hires and Current Employees: Active Employees (current and eligible new hires) No change from current plan, except those that are mandated by health reform legislation (PPACA).
CarePlus	
Plan	2012 New Hires and Current Employees
Monthly Contributions	Change name to "AET CarePlus - A Supplemental Benefit Program" 2012 New Hires and Current Employees No change from current plan.
General Benefits	Note: Contribution amounts are subject to change from time to time at the sole discretion of the Company. 2012 New Hires and Current Employees Expanded benefits which may be offered under CarePlus to include any benefits determined by the Company to be beneficial to Plan participants. Company retains the unilateral right to change, modify, amend and discontinue the expanded benefits offered under CarePlus. Change frequency of enrollment from every 3rd year to annual.
Life Insurance	
Plan	2012 New Hires and Current Employees: Active Employees (current and eligible new hires)
Active Benefits	No change from current plan. 2012 New Hires and Current Employees: Active Employees (current and eligible new hires) No change from current plan. Note: Contribution amounts are subject to annual adjustments. 2012 New Hires and Current Employees: Active Employees (current and eligible new hires) No change from current plan.
Long-Term Care	
Plan	2012 New Hires and Current Employees
Coverage	AET Consolidated Long-Term Care Insurance Plan 2012 New Hires Not available; closed to new entrants as of 5/1/2012. 2012 New Hires and Current Employees Participants currently enrolled remain in the plan; closed to new entrants as of 5/1/2012.
Adoption	
Plan	2012 New Hires and Current Employees: Active Employees (current and eligible new hires)
Commuter	No change from current plan. 2012 New Hires and Current Employees: Active Employees (current and eligible new hires) No change from current plan.

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Plan		2012 New Hires, 2009 New Hires and Current Employees Active Employees (Current and eligible new hires)
Coverage		No change from current plan. 2012 New Hires, 2009 New Hires and Current Employees Active Employees (Current and eligible new hires) parking and mass transit - \$245 parking, \$125 mass transit. Eligible expense and monthly limits follow IRS Code Section 132 Regulations IRS- Eligible expense and monthly limits follow IRS Code Section 132 Regulations. Note: Annual adjustments apply.
Voluntary		At Voluntary Benefits Platform (products offered as they may change from time to time).
Discretionary Program		At Voluntary Benefits Platform (products offered as they may change from time to time).
Provision		Eligible Employees
Retiree Provisions		Effective 1/1/2014 with retirements on or before 4/30/22 Applicable for the term of the Agreement to Eligible Retired Employees who terminate during the term of the Agreement.
Medical		Plan Eligible Retired Employees shall be eligible to participate in the same plan as a similarly situated active Current Employee, 2009 New Hire or 2012 New Hire, except as noted below:
Eligible Retired Employees (Full Time) Monthly Contributions		2012 New Hires • Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy • Eligible Retired Employees who are Medicare eligible are ineligible for coverage. 2009 New Hires • Eligible Retired Employees who are Non-Medicare eligible will pay 50% of full cost of coverage*. • Eligible Retired Employees who are Medicare eligible are ineligible for coverage. *Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.
Eligible Retired Employees (Part-Time) Monthly Contributions		Current Employees The contribution shall be the same as for similarly situated active Current Employees. 2012 New Hires • Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy. • Eligible Retired Employees who are Medicare eligible are ineligible for coverage. 2009 New Hires • Eligible Retired Employees who are Non-Medicare eligible will pay 50% of full cost of coverage*. • Eligible Retired Employees who are Medicare eligible are ineligible for coverage. *Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.
Medicare Part-B Premium Reimbursement		Current Employees The contribution shall be the same as for similarly situated active Current Employees. 2012 New Hires and 2009 New Hires Not Eligible Current Employees No change from current plan.
Definition of Pay		2012 New Hires, 2009 New Hires and Current Employees Refer to the Summary Plan Description for the plan in which they were active participants.
Health Reimbursement Amount		2012 New Hires, 2009 New Hires and Current Employees None Note: No additional company credits. Current Employees that have current balances will continue to have access to those account balances subject to the provisions of the Plan.

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Pre Medicare Coverage		Pre Medicare Coverage for eligible employees at age 59.5 for retirements as of 5/1/22
Retiree Provisions		Effective with retirements as of 5/1/22
Medical		Retiree Health Coverage and or HRA available until retiree obtains Medicare eligibility.
Plan Options		Eligible Retired Employees shall be eligible to elect to participate in the same plan as a similarly situated active employees or RMAP. Contributions to these plans are based on the applicable Company Contribution or Cop
Eligible Retired Employees (Full Time) Monthly Contributions		2012 New Hires • Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy 2009 New Hires • Eligible Retired Employees who are Non-Medicare eligible will pay for retiree medical with an annual company contribution of : Single \$7,500 Retiree +1 \$15,000 Family \$18,750 Current Employees Eligible Retired Employees who are Non-Medicare eligible will pay for retiree medical with an annual company contribution of : Single \$ 15,000 Retiree +1 \$30,000 Family \$37,500
Eligible Retired Employees (Part-Time) Monthly Contributions		• Calculation of the cost of coverage is subject to change from time to time at the Company's discretion • Eligible Retired Employees who are Medicare eligible are ineligible for coverage. 2012 New Hires • Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy • Eligible Retired Employees who are Medicare eligible are ineligible for coverage. 2009 New Hires • Eligible Retired Employees who are Non-Medicare eligible will pay for retiree medical with annual company contribution of : Single \$7,500 Retiree +1 \$15,000 Family \$18,750 • Eligible Retired Employees who are Medicare eligible are ineligible for coverage. Current Employees Retired Employees who are Non-Medicare eligible will pay for retiree medical with company contribution of : Single \$ 15,000 Retiree +1 \$30,000 Family \$37,500 *Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion Eligible
Medicare Part-B Premium Reimbursement		2012 New Hires, 2009 New Hires and Current Employees
Health Reimbursement Amount		2012 New Hires Not eligible
		2009 New Hires eligible Non Medicare retiree can decline the Frontier Retiree Medical Plan and elect on HRA. The HRA Annual amount will be as follows: Retiree Coverage \$7,500 Retiree +1 \$15,000 Family Coverage \$18,750 An
Definition of Pay		Current Employees An eligible Non Medicare retiree can decline the Frontier Retiree Medical Plan and elect on HRA. The HRA Annual amount will be as follows: Retiree Coverage \$15,000 Retiree +1 \$30,000 Family Coverage \$37,500
CarePlus CarePlus eliminated effective 11/1/2017		2012 New Hires, 2009 New Hires and Current Employees Refer to the Summary Plan Description for the plan in which they were active participants.
Plan		2012 New Hires, 2009 New Hires and Current Employees Change name to "First Care Plus - A Supplemental Benefit Program"

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Monthly Contributions		2012 New Hires, 2009 New Hires and Current Employees Eligible Retired Employees shall be eligible to participate in Affix CarePlus - A Supplemental Benefit Program at the same contribution level as active Current Employees, 2009 New Hires, and 2012 New Hires.
General Benefits		2012 New Hires, 2009 New Hires and Current Employees Expanded benefits which may be offered under CarePlus to include any benefits determined by the Company to be beneficial to Plan participants. Company retains the unilateral right to change, modify, amend and discontinue the expanded benefits offered under CarePlus. Enrollment in the plan will be on an annual basis.
Dental		
Plan		Eligible Retired Employees shall be eligible to participate in the same plan as similarly situated active Current Employees, 2009 New Hires or 2012 New Hires, except as noted in the sections below.
Eligible Retired Employees (Full-Time) Monthly Contributions		<p>2012 New Hires</p> <ul style="list-style-type: none"> Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy. Eligible Retired Employees who are Medicare eligible are ineligible for coverage. <p>2009 New Hires</p> <ul style="list-style-type: none"> Eligible Retired Employees who are Non-Medicare eligible will pay 50% of full cost of coverage*. Eligible Retired Employees who are Medicare eligible are ineligible for coverage. <p>Current Employees</p> <ul style="list-style-type: none"> Eligible Retired Employees who are Non-Medicare eligible will pay the same as for similarly situated active Current Employees. Eligible Retired Employees who are Medicare eligible are ineligible for coverage. <p>*Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion.</p>
Eligible Retired Employees (Part-Time) Monthly Contributions		<p>2012 New Hires</p> <ul style="list-style-type: none"> Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy. Eligible Retired Employees who are Medicare eligible are ineligible for coverage. <p>2009 New Hires</p> <ul style="list-style-type: none"> Eligible Retired Employees who are Non-Medicare eligible will pay 50% of full cost of coverage*. Eligible Retired Employees who are Medicare eligible are ineligible for coverage. <p>Current Employees</p> <ul style="list-style-type: none"> Eligible Retired Employees who are Non-Medicare eligible will pay the same as for similarly situated active Current Employees. Eligible Retired Employees who are Medicare eligible are ineligible for coverage. <p>*Note: Calculation of the full cost of coverage is subject to change from time to time at the Company's discretion. The contribution shall be the same as for similarly situated active Current Employees.</p>
Life Insurance		
Eligible Retired Employees Basic Life (Company Paid)		<p>2012 New Hires</p> <p>\$15,000 Retiree Basic Life</p> <p>2009 New Hires</p> <p>\$15,000 Retiree Basic Life</p> <p>Current Employees</p> <p>1X Annual Pay</p> <p>Note: For the purposes of Retiree Basic Life only, Annual Pay is the Employee's Rate of Pay as of 12/31/2009. Includes base wages, targeted commissions, team award, individual discretionary award, and miscellaneous pay, where applicable.</p>
Supplemental Life (Retiree Paid)		No change from current plan except that contributions shall be the same as for similarly situated active employees.

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Definition of Pay	
2012 New Hires, 2009 New Hires and Current Employees	
No change from current plan	
Vision	
Eligible Retired Employees Vision Plan	<p>2012 New Hires</p> <p>Eligible Non Medicare Retired Employees shall be eligible to participate in the Frontier Communication CWA 1298 Vision Program</p> <p>2009 New Hires</p> <p>Eligible Non Medicare Retired Employees shall be eligible to participate in the Frontier Communication CWA 1298 Vision Program</p> <p>Current Employees</p> <p>Eligible Non Medicare Retired Employees shall be eligible to participate in the Frontier Communication CWA 1298 Vision Program</p>
Eligible Retired Employees Monthly Retiree Contributions	<p>2012 New Hires</p> <ul style="list-style-type: none"> Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy. Eligible Retired Employees who are Medicare eligible are ineligible for coverage. <p>2009 New Hires</p> <ul style="list-style-type: none"> Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy. Eligible Retired Employees who are Medicare eligible are ineligible for coverage <p>Current Employees</p> <ul style="list-style-type: none"> Eligible Retired Employees who are Non-Medicare will pay 100% of full cost of coverage* with no Company subsidy. Eligible Retired Employees who are Medicare eligible are ineligible for coverage <p>*Note: Calculation of the full cost of coverage is subject to change from time to time at the discretion of the Company.</p>
Eligible Retired Employees (Part-Time) Monthly Retiree Contributions	<p>2012 New Hires</p> <ul style="list-style-type: none"> Eligible Retired Employees who are Non-Medicare eligible will pay 100% of full cost of coverage* with no Company subsidy. Eligible Retired Employees who are Medicare eligible are ineligible for coverage. <p>2009 New Hires</p> <ul style="list-style-type: none"> Eligible Non Medicare Retired Employees will pay 100% of full cost of coverage* with no Company subsidy. Eligible Retired Employees who are Medicare eligible are ineligible for coverage <p>Current Employees</p> <ul style="list-style-type: none"> Eligible Non Medicare Retired Employees will pay 100% of full cost of coverage* with no Company subsidy. Eligible Retired Employees who are Medicare eligible are ineligible for coverage <p>*Note: Calculation of the full cost of coverage is subject to change from time to time at the discretion of the Company.</p>
Provision Voluntary	<p>Current Employees, 2009 New Hires, 2012 New Hires and Eligible Retired Employees</p>
Discretionary Program	<p>Frontier Communications Corporation East Voluntary Benefit Program. (Products offered as they may change from time to time)</p>

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- Add a new **WORK AT HOME** Article to the General Section of the Agreement, as follows:

Article _____
Work-At-Home Provisions

Section 1. General

- 1.1 The Company may establish and staff Work-at-Home (WAH) operations in any of its business operations as it deems appropriate. The wages, benefits eligibility and coverage, and other terms and conditions of employment for employees deployed in a WAH arrangement shall be governed by the applicable provisions of this Agreement, except as modified by the following terms, conditions, and principles for working-at-home. Work-at-Home arrangements will be staffed with employees in their current classifications.
- 1.2 Once WAH has been implemented under this Article for at least 90 days, the Company, upon request by the Union, will meet with the Union once every 4 months to discuss any or all ongoing WAH arrangements then in place. After WAH has been implemented for 12 months or longer, these meetings, if requested, will be held semi-annually.
- 1.3 Access to Virtual Union Bulletin Board: Recognizing that the Union may from time to time have legal posting requirements to meet, and to provide a substitute for a physical bulletin board (Article XXVII), the Company will send e-mail to WAH participants that contains a link provided by the Union which will enable employees to access a virtual union bulletin board maintained by the Union. This notification shall occur following ratification of the 2021 Agreement for all employees currently in WAH due to the pandemic, when employees are first placed in WAH under this Article, and in the event there is a legal requirement for a posting.

Section 2. Eligible Employees

- 2.1 All employees who meet the Home Office and other requirements set forth below are eligible to be considered for deployment on a work-at-home basis. The Company may require new hires to meet those requirements so they can be deployed to work from home.
- 2.2 The Company will work with existing employees to enable them to meet WAH requirements. Existing employees who are unable to meet WAH requirements because High-Speed Internet service and/or other technical requirements are not available at their residence (or other approved WAH location) will be accommodated by working from an assigned work location for so long as the requisite Internet service remains unavailable at the employee's residence (or other approved WAH location). Monetary assistance will only be provided to the extent, if any, specifically provided for in these WAH provisions.
- 2.3 The Company will determine the number of employees who will be deployed to work from home when some but not all employees in a particular operation and work group are to be deployed in a WAH arrangement.

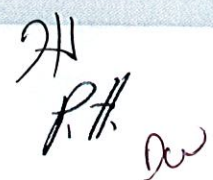
- 2.4 The Company will not require any employee who, as of September 10, 2021, was not working from home, to work from home to the extent the Company implements work at home for that employee's work group under this Article. The Company will provide the Union with a list of all employees who were and were not working from home as of September 10, 2021.

Section 3. Selection of Employees

- 3.1 When some but not all employees in a particular operation and work group are to be deployed in a WAH arrangement, participants will first be selected on a voluntary basis in seniority order.
- 3.1.1 An employee may return to a Company-assigned work location with management approval.
- 3.2 If there are insufficient volunteers to meet the Company's WAH staffing target, employees will be assigned to WAH in inverse seniority order.
- 3.3 Eligibility for WAH will not be based on the achievement of specified performance or attendance metrics.
- 3.4 New hires or employees who will be deployed to work from home who are required to attend training or re-training for their position may be required to attend all or a portion of the training or re-training in a location designated by the Company.

Section 4. Home Office Requirements and Parameters

- 4.1 Adequate space in the employee's residence (or other approved WAH location) with privacy and sufficient electric power and outlets for all equipment necessary to perform the work.
- 4.2 A workspace free of distractions, preferably one with a door that can be closed for privacy. No obtrusive background noise like the television, conversation, radio, or animals. The workspace must be arranged in such a way that proprietary and confidential Company and customer information cannot be viewed or accessed by anyone in the household.
- 4.3 A room with good lighting (overhead lighting and a desk lamp if needed) and appropriate temperature control.
- 4.4 A sturdy desk or table that can handle the weight of the computer and equipment, with sufficient space for a phone and headset.
- 4.5 Work area free from all safety hazards and unsafe conditions, such as slipping, tripping, electrical, fire and other hazards. If an employee suffers a work-related injury or illness in his/her residence, the employee must report the injury or illness in accordance with Company policy.

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- 4.6 High-Speed Internet access meeting technical and other requirements.
- 4.7 No deed, lease, condominium, HOA or co-op restrictions which would be violated by performance of the work at the residence.
- 4.8 In the event the Company requires a WAH employee to use Company-provided High-Speed Internet service to conduct Company business, the Company will reimburse the employee for the full cost of the type of service required to conduct WAH work or, at its option, will provide such service free of charge.
- 4.9 An employee may designate only one remote WAH location, with Company approval.

Section 5. Equipment

- 5.1. The Company will provide, and bear the cost of, any special equipment and special services it determines are needed to perform, at home, the duties and responsibilities of the employee's job. To the extent that the Company determines an employee requires an accommodation, the Company will provide equipment and items required by law. All equipment supplied by the Company remains the property of the Company and may be removed or replaced at the Company's discretion with reasonable notice to the employee, generally twenty-four (24) hours' notice except in exigent circumstances.
- 5.2. The Company will provide a one-time allowance of up to \$250, reimbursable after an employee provides proof of purchase, for buying a workstation (desk or other furniture appropriate for conducting work). The Company will supply WAH participants with ergonomically appropriate chairs.
- 5.3. Web cams may be used for virtual face-to-face meetings, team meetings, training, supervisory feedback, and interview/disciplinary discussions. Web cams will not be used for surveillance and may be covered or deactivated by an employee when not in use for one of the purposes listed.

Section 6. Schedule Adherence; Overtime

- 6.1. The system log-on process must commence at the start of the employee's scheduled tour and not before, and log out must occur at the end of the employee's scheduled tour or working hours, and not after. Employees are expected to start their tours in a punctual manner and adhere to the schedule as if they were at a Company work location and, while working, give their full and undivided attention to the performance of their job duties. In the event participants need to leave their work position at times for other than a scheduled break or meal period or a brief break for immediate personal needs using the appropriate sign out code (e.g., ceasing work due to feeling ill), they must first notify supervision and secure permission. Upon returning to their work position, participants must inform supervision. If an emergency situation develops requiring immediate action on the part of the employee, he/she should react appropriately and notify supervision as soon as appropriate.

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- 6.2. Employees 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 paid working hours, employees will not be permitted to invite business visitors or social guests of the employee to their residence without the express written authorization of their supervisor. Nothing in this Article precludes or prohibits an employee from meeting with other employees or representatives of the Union during the employee's lunch or break periods.
- 6.3. Emergency call outs and overtime will be handled as outlined in the applicable collective bargaining agreement. Overtime must be approved in advance by the employee's supervisor or authorized designee, unless an employee is in the process of completing a customer call.

Section 7. Code of Conduct; Protection of Customer Information; Company Equipment

- 7.1. Employees must comply with Company rules and policies including the Frontier Communications Code of Conduct. Employees will be required to establish and maintain safeguards that will protect from theft, abuse or misuse of all Company records and property, including all customer information, located in or accessible from, their premises. In addition, they must take all necessary steps to protect the secrecy of communications and the confidentiality of customer information and communications. Employees are not permitted during non-working hours to log into the Company systems used to perform their jobs. Working outside of a scheduled tour or approved overtime is strictly prohibited, and this includes checking, reading, or responding to e-mails and receiving or making work-related telephone calls.
- 7.2. All Frontier equipment and other materials provided to an employee 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 an employee's possession, whether or not created by the employee, and regardless of whether they were received by the employee at his/her residence, will at all times remain the sole and exclusive property of the Company. At any time that the Company requests, and immediately upon the termination of an employee's employment, the employee will return to the Company all such Company property, and will not keep any copies of such Company property.

Section 8. Employee Safety; Ergonomics

- 8.1 Employees will be responsible for compliance with Company safety (including ergonomic) standards.

NOTE: The at-home workstation setup should be consistent with the ergonomic setup and related principles set forth in the Ergonomics section of the Company's Environmental, Health and Safety Manual (a copy can be obtained via The Link).

Section 9. Equipment Malfunctions

- 9.1. Employees must immediately inform supervision of the malfunction of any work-at-home terminal/equipment or services, or power outages or other events that disable the use of such terminal/equipment or services for more than fifteen (15) minutes. These situations will be handled on a case-by-case basis.
- 9.2. In such cases, however, employees may be required to come into the office within two (2) hours after receiving notice to do so if they have a Company-provided laptop computer or use of a computer-equipped work station in the office, or within three (3) hours if they must bring in their Company-provided desktop computer, in order to finish their shifts, and for future scheduled shifts until the issue is resolved.

Section 10. Reporting Location: Reporting to Locations Other Than Residence

- 10.1. Employees' current assigned reporting locations at the time they are deployed on WAH will continue to be their assigned normal reporting location for payroll and other purposes. All work schedules, Vacation Rosters, Overtime Rosters, etc. will be posted electronically.
- 10.2. No payment for mileage or travel allowance under applicable contract provisions will be made when the employee is directed to report to their assigned normal reporting location for meetings with their supervisor or training, or when the employee visits the location to pick-up work-related materials except that authorized travel time within the employee's scheduled tour will be paid.
- 10.3. An employee is required to notify their manager at least four weeks, provided there are no extenuating circumstances, in advance of any planned change of their local residence. A planned change that would prevent an employee from reporting to an available Company-designated work location within a two (2) hour time frame must be approved. A planned change of residence to a state (or other geographic location) in which the Company is not registered to do business requires senior-level management approval.
- 10.4. Employees may be required to report to Company or non-Company locations for purposes such as, but not limited to, supervisor meetings, training sessions and policy/practice coverage.
- 10.5. If practicable, participants will be given at least forty-eight (48) hours' notice in advance of the start time of such meetings, sessions, and the like.
- 10.6. In the event WAH is terminated for a work group or groups in which WAH has been implemented under this Article and the employees' assigned reporting center is no longer available for use (due, for example, to the location being sold or leased, termination of a lease, condemnation, destruction, etc.), the employee's assigned reporting center will be a Company location nearest to the former location which the Company has determined to be a suitable substitute location. Consideration will be given to existing Company locations which are within a reasonable commuting distance of the former assigned reporting center. For employees assigned to the New London, New Haven, or Meriden locations, the



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2021 CT CWA Negotiations
Presented: December 8, 2021

new reporting center will be within a radius of no more than 15 miles from their former reporting location in New London, New Haven, or Meriden, respectively.

Section 11. Supervisory Evaluation and Oversight

- 11.1 Supervisors will use the same methods and tools as are used in on-site operations to monitor and evaluate employee performance.
- 11.2. In addition, supervisors will maintain contact with employees through telephone, and electronic, or other messaging. Home visits during scheduled hours may be conducted when requested by an employee, in a dire emergency, or for equipment pick-up as provided for in Section 14.2. The Company will provide advance notice to the Union of a planned home visit.
- 11.3. Any and all discipline meetings (including investigatory interviews and warnings which are to be documented in the personnel file, disciplinary action or discharge) shall be conducted with Union representation, unless the employee declines Union representation.

Section 12. Work Stoppage

- 12.1. In the event of a work stoppage, the work-at-home equipment in participants' homes may be deactivated and the employee may be required to return the equipment to a Company representative or location.

Section 13. New Hire Orientation

- 13.1 The Company will make WAH new hires available at the employee's assigned work location or via virtual means (such as Teams or Zoom) for New Hire Orientation for up to 60 minutes of paid time.

Section 14. Termination of Program

- 14.1 The Company may terminate the work-at-home arrangements, in whole or in part, at any time with reasonable notice to affected employees. In the event the Company plans to terminate work-at-home for any work group or groups, the Company will notify the Union and discuss its plans at least 90 days before the planned WAH termination date for such work group or groups.
- 14.2 When an employee's participation in the WAH program is terminated for any reason, the employee shall make the Company-supplied equipment available for pick-up by the Company within five (5) days of such termination.

➤ ~~The 2019 Center Operations Commitment will not be renewed.~~



Frontier Counterproposal to UP CM #1.4
Leveraged Title

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2021 CT CWA Negotiations
Revised: January 16, 2022

- Modify the Leveraged Title MOA, as follows:

LEVERAGED TITLE

This agreement is entered into by and between AT&T East or "the Company" and CWA District One ("the Union") and sets forth the compensation design and working practices for the a new leveraged title.

~~This agreement will be effective beginning April 8, 2012.~~ All provisions of the Basic Contract between the parties AT&T East and CWA District One will apply except as specified in this Memorandum of Agreement.

1. The Company has established new leveraged titles in Appendix A under the Core Agreements. Compensation will be paid under a leveraged compensation plan consisting of base pay and incentive pay. The Company may establish, modify and/or discontinue target incentive compensation plans, provided that any such plan shall be consistent with this Memorandum.
2. Compensation:
 - a) The maximum wage rate of any leveraged title will be 60% of the maximum base wage rate of the current job title performing like functions.
 - b) The leveraged title will have a 36-month wage schedule with a six (6) month consideration period for wage progression.
 - c) In addition to base wages, leveraged title employees will be eligible for compensation under a target incentive compensation plan once they meet ~~exceed~~ 50% of their established attainable targets. The dollar basis upon which target incentives are initially created may be adjusted. However, effective for March 2022 results, payouts will not fall below the levels in the Table below during the term of the 2021 Agreement:

Attainment to Targets	Monthly Payout of Target Incentive
50% to 74.99%	\$200
75% to 79.99%	50% of Achievement Percentage
80% to 84.99%	75% of Achievement Percentage
85% to 89.99%	85% of Achievement Percentage
90% to 300%	100% of Achievement Percentage

The Company has a discretionary practice of applying attainable multipliers designed to incentivize outstanding performance exceeding 100%. The amount of the multipliers is set at the Company's discretion. During the term of the 2021 Agreement, the Company will not discontinue its use of multipliers for performance exceeding 100%.

- 1) See Attachment A to this MOA, a detailed payout table which applies the Table above to the current October 2021 monthly target incentive (\$1826).
- d) Any General Wage Increases shall be applied to the combined rate of Base Wage and the Target Incentive Amount.
- e) The target incentive dollar amount will be considered eligible compensation under any benefit plans for which the employee is eligible.
- f) The incentive plan will be capped at 300% of target incentive.
- g) Employees in initial training will be eligible to receive 100% of the target incentive amount during initial training.
- h) Incentive pay:
- Will be paid based on monthly results and the payout will be in accordance with the Company's ~~AT&T East~~ pay cycle.
 - May be based on multiple performance measures and paid individually or collectively on those measures
 - Call minimums will be prorated for full calendar work weeks of vacation which may include a combination of vacation and EWD/EWX time (a week occurring between a Sunday and the following Saturday)
 - Goals negatively impacted by a system outage will be adjusted for system outages that last at least 4 continuous hours in a workday.
 - Will be reviewed with the Union prior to changes being made to ~~implementation of~~ the leveraged sales compensation plan, which includes plan stipulations.
 - The Company retains the right to modify or, ~~amend, suspend, or discontinue~~ leveraged compensation at any time, provided it does so consistent with the terms of this MOA, including the provisions of 2(c).
3. Locations
The Company reserves the right to create the leveraged titles in Consumer and Business in the locations it deems necessary based on the needs of the business.
4. Hours
Leveraged job titles will be scheduled for forty (40) hours per week and will be on the appropriate wage schedule.
5. Job Functions
Job assignments generally will include sales, collections and other responsibilities as determined by the Company.
6. Performance Management
Employees in leveraged titles who are not meeting sales and/or other company-established objective(s) will be subject to all the provisions of the Collective Bargaining Agreement and will be performance managed with associated formal discipline steps.

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7. Monitoring
Employees in the leveraged titles may be monitored for service assurance, development, and evaluation based on the Monitoring Agreement for the Service Representative title.
8. Employee Classifications
Leveraged titles may be hired in any employee classification such as, but not limited to, Regular Full Time, Regular Part Time, Term and Temporary.
9. Transfers for Regular Service Representatives
Current employees performing like functions within the same work group of a leveraged title may choose to convert to the leveraged title and associated compensation plan. In addition, on a one-time basis and at the employee's request, the Company will allow these employees to retreat to their former title within six months of transfer. There would be no retreat rights on any other subsequent moves to the leveraged title.
10. Surplus Condition
In the event a force surplus condition occurs in any Company-defined entity in which Leveraged Title employees are part of the entity, the Service Representatives and the Leveraged Title Representatives will be combined and treated as one title for purposes of Article VII administration.
11. Transition Pay
If a surplus employee in a higher wage band accepts a Leveraged Title position as a Guaranteed Job Offer, that employee shall receive Transition Pay. Transition Pay will be computed based on base wages and 100% of Target Incentive. The duration of Transition Pay will be based on the surplus employee's completed years of net credited service as identified in the Layoff Table.
12. Scheduling
For purposes of scheduling, existing Service Representatives and employees on the leveraged titles will be scheduled together by serving team based on seniority and employee preference. Vacation schedules will continue to be completed based on serving team and seniority regardless of title.
13. Trial Period
To ensure the Company has sufficient time to accurately assess the performance of employees on the leveraged titles, new hires in these titles will be considered in the Trial Period until twelve (12) months of service has been achieved, exclusive of any formal training.
14. Leveraged Title Sales Committee
It is the Company's intent to communicate to the Union the contents of sales commissions, incentive plans and promotions applicable to the leveraged title employees. It is also the Company's intent to limit changes in sales commissions, incentive plans or promotions to those required for competitive or business reasons as determined by the Company. While the highly competitive and dynamic nature of the Company's business does not allow the Company to commit to a limitation in sales commission changes, it is the Company's intent that any changes to sales commissions, incentive plans, or promotions will be made in a



Frontier Counterproposal to UP CM #1.4
Leveraged Title

2021 CT CWA Negotiations
Revised: January 16, 2022

manner that fairly recognizes both the contribution of the employees and the desire of the Company to outperform its competitors and is consistent with the provisions of this MOA, including the provisions of 2(c) above. The Company will provide to the Union a copy of the sales, incentive and promotion plans applicable to leveraged title employees. Further, it is the Company's intent to provide, whenever practicable, at least one (1) week's advance notice to the CWA prior to its notice to employees related to any such changes.

The Company agrees to establish a joint committee to meet quarterly, upon request, ~~twice a year~~ to discuss the status of and suggestions regarding additional compensation plans, commissions, bonuses, and incentive programs and ensure compensation practices are consistent with the terms of this MOA. This committee will consist of no more than two (2) representatives each, unless mutually agreed otherwise. The meeting place and time will be by mutual agreement.

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Attachment A

Attainment to Target %	% of Achievement Percentage	Monthly Payout of Target Incentive Earned
< 49%	0%	\$0.00
50%	0%	\$200.00
51%	0%	\$200.00
52%	0%	\$200.00
53%	0%	\$200.00
54%	0%	\$200.00
55%	0%	\$200.00
56%	0%	\$200.00
57%	0%	\$200.00
58%	0%	\$200.00
59%	0%	\$200.00
60%	0%	\$200.00
61%	0%	\$200.00
62%	0%	\$200.00
63%	0%	\$200.00
64%	0%	\$200.00
65%	0%	\$200.00
66%	0%	\$200.00
67%	0%	\$200.00
68%	0%	\$200.00
69%	0%	\$200.00
70%	0%	\$200.00
71%	0%	\$200.00
72%	0%	\$200.00
73%	0%	\$200.00
74%	0%	\$200.00
75%	50%	\$684.75
76%	50%	\$693.88
77%	50%	\$703.01
78%	50%	\$712.14
79%	50%	\$721.27
80%	75%	\$1,095.60
81%	75%	\$1,109.30
82%	75%	\$1,122.99

83%	75%	\$1,136.69
84%	75%	\$1,150.38
85%	85%	\$1,319.29
86%	85%	\$1,334.81
87%	85%	\$1,350.33
88%	85%	\$1,365.85
89%	85%	\$1,381.37
90%	100%	\$1,643.40
91%	100%	\$1,661.66
92%	100%	\$1,679.92
93%	100%	\$1,698.18
94%	100%	\$1,716.44
95%	100%	\$1,734.70
96%	100%	\$1,752.96
97%	100%	\$1,771.22
98%	100%	\$1,789.48
99%	100%	\$1,807.74
100%	100%	\$1,826.00
101%	100%	\$1,844.26
102%	100%	\$1,862.52
103%	100%	\$1,880.78
104%	100%	\$1,899.04
105%	100%	\$1,917.30
106%	100%	\$1,935.56
107%	100%	\$1,953.82
108%	100%	\$1,972.08
109%	100%	\$1,990.34
110%	100%	\$2,008.60
111%	100%	\$2,026.86
112%	100%	\$2,045.12
113%	100%	\$2,063.38
114%	100%	\$2,081.64
115%	100%	\$2,099.90
116%	100%	\$2,118.16
117%	100%	\$2,136.42
118%	100%	\$2,154.68
119%	100%	\$2,172.94
120%	100%	\$2,191.20
121%	100%	\$2,209.46
122%	100%	\$2,227.72

Handwritten initials: JH, PH, PW

123%	100%	\$2,245.98
124%	100%	\$2,264.24
125%	100%	\$2,282.50
126%	100%	\$2,300.76
127%	100%	\$2,319.02
128%	100%	\$2,337.28
129%	100%	\$2,355.54
130%	100%	\$2,373.80
131%	100%	\$2,392.06
132%	100%	\$2,410.32
133%	100%	\$2,428.58
134%	100%	\$2,446.84
135%	100%	\$2,465.10
136%	100%	\$2,483.36
137%	100%	\$2,501.62
138%	100%	\$2,519.88
139%	100%	\$2,538.14
140%	100%	\$2,556.40
141%	100%	\$2,574.66
142%	100%	\$2,592.92
143%	100%	\$2,611.18
144%	100%	\$2,629.44
145%	100%	\$2,647.70
146%	100%	\$2,665.96
147%	100%	\$2,684.22
148%	100%	\$2,702.48
149%	100%	\$2,720.74
150%	100%	\$2,739.00
151%	100%	\$2,757.26
152%	100%	\$2,775.52
153%	100%	\$2,793.78
154%	100%	\$2,812.04
155%	100%	\$2,830.30
156%	100%	\$2,848.56
157%	100%	\$2,866.82
158%	100%	\$2,885.08
159%	100%	\$2,903.34
160%	100%	\$2,921.60
161%	100%	\$2,939.86
162%	100%	\$2,958.12

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163%	100%	\$2,976.38
164%	100%	\$2,994.64
165%	100%	\$3,012.90
166%	100%	\$3,031.16
167%	100%	\$3,049.42
168%	100%	\$3,067.68
169%	100%	\$3,085.94
170%	100%	\$3,104.20
171%	100%	\$3,122.46
172%	100%	\$3,140.72
173%	100%	\$3,158.98
174%	100%	\$3,177.24
175%	100%	\$3,195.50
176%	100%	\$3,213.76
177%	100%	\$3,232.02
178%	100%	\$3,250.28
179%	100%	\$3,268.54
180%	100%	\$3,286.80
181%	100%	\$3,305.06
182%	100%	\$3,323.32
183%	100%	\$3,341.58
184%	100%	\$3,359.84
185%	100%	\$3,378.10
186%	100%	\$3,396.36
187%	100%	\$3,414.62
188%	100%	\$3,432.88
189%	100%	\$3,451.14
190%	100%	\$3,469.40
191%	100%	\$3,487.66
192%	100%	\$3,505.92
193%	100%	\$3,524.18
194%	100%	\$3,542.44
195%	100%	\$3,560.70
196%	100%	\$3,578.96
197%	100%	\$3,597.22
198%	100%	\$3,615.48
199%	100%	\$3,633.74
200%	100%	\$3,652.00
200%	100%	\$3,652.00
201%	100%	\$3,670.26

202%	100%	\$3,688.52
203%	100%	\$3,706.78
204%	100%	\$3,725.04
205%	100%	\$3,743.30
206%	100%	\$3,761.56
207%	100%	\$3,779.82
208%	100%	\$3,798.08
209%	100%	\$3,816.34
210%	100%	\$3,834.60
211%	100%	\$3,852.86
212%	100%	\$3,871.12
213%	100%	\$3,889.38
214%	100%	\$3,907.64
215%	100%	\$3,925.90
216%	100%	\$3,944.16
217%	100%	\$3,962.42
218%	100%	\$3,980.68
219%	100%	\$3,998.94
220%	100%	\$4,017.20
221%	100%	\$4,035.46
222%	100%	\$4,053.72
223%	100%	\$4,071.98
224%	100%	\$4,090.24
225%	100%	\$4,108.50
226%	100%	\$4,126.76
227%	100%	\$4,145.02
228%	100%	\$4,163.28
229%	100%	\$4,181.54
230%	100%	\$4,199.80
231%	100%	\$4,218.06
232%	100%	\$4,236.32
233%	100%	\$4,254.58
234%	100%	\$4,272.84
235%	100%	\$4,291.10
236%	100%	\$4,309.36
237%	100%	\$4,327.62
238%	100%	\$4,345.88
239%	100%	\$4,364.14
240%	100%	\$4,382.40
241%	100%	\$4,400.66



Frontier Counterproposal to UP CM #1.4
Leveraged Title

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2021 CT CWA Negotiations
Revised: January 16, 2022

242%	100%	\$4,418.92
243%	100%	\$4,437.18
244%	100%	\$4,455.44
245%	100%	\$4,473.70
246%	100%	\$4,491.96
247%	100%	\$4,510.22
248%	100%	\$4,528.48
249%	100%	\$4,546.74
250%	100%	\$4,565.00
251%	100%	\$4,583.26
252%	100%	\$4,601.52
253%	100%	\$4,619.78
254%	100%	\$4,638.04
255%	100%	\$4,656.30
256%	100%	\$4,674.56
257%	100%	\$4,692.82
258%	100%	\$4,711.08
259%	100%	\$4,729.34
260%	100%	\$4,747.60
261%	100%	\$4,765.86
262%	100%	\$4,784.12
263%	100%	\$4,802.38
264%	100%	\$4,820.64
265%	100%	\$4,838.90
266%	100%	\$4,857.16
267%	100%	\$4,875.42
268%	100%	\$4,893.68
269%	100%	\$4,911.94
270%	100%	\$4,930.20
271%	100%	\$4,948.46
272%	100%	\$4,966.72
273%	100%	\$4,984.98
274%	100%	\$5,003.24
275%	100%	\$5,021.50
276%	100%	\$5,039.76
277%	100%	\$5,058.02
278%	100%	\$5,076.28
279%	100%	\$5,094.54
280%	100%	\$5,112.80
281%	100%	\$5,131.06



Frontier Counterproposal to UP CM #1.4
Leveraged Title

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2021 CT CWA Negotiations
Revised: January 16, 2022

282%	100%	\$5,149.32
283%	100%	\$5,167.58
284%	100%	\$5,185.84
285%	100%	\$5,204.10
286%	100%	\$5,222.36
287%	100%	\$5,240.62
288%	100%	\$5,258.88
289%	100%	\$5,277.14
290%	100%	\$5,295.40
291%	100%	\$5,313.66
292%	100%	\$5,331.92
293%	100%	\$5,350.18
294%	100%	\$5,368.44
295%	100%	\$5,386.70
296%	100%	\$5,404.96
297%	100%	\$5,423.22
298%	100%	\$5,441.48
299%	100%	\$5,459.74
300%	100%	\$5,478.00



Frontier Proposal #1, Revision 4
Call Center Ops MOA (separated from WAH)

TA JH
P.H. DW

2021 CT CWA Negotiations
Presented: December 8, 2021 (one edit)

- Amend Section III of the 2019 VSP Offering and Call Center Operations MOA, as follows:

III. Center Operations Commitment

- A. ~~In exchange for the elimination of the headcount commitment (also known as the "Guaranteed Workforce"),~~ The Company commits during ~~2021~~ 2049 contract negotiations to keep the following center operations (as constituted by the listed job titles in the event of a name change to any of these centers) open and in operation for the life of the new ~~2021~~ 2049 Collective Bargaining Agreement, upon the expiration of which this commitment shall expire. In the event a listed center operation is virtual, Article XX, Work at Home Provisions, in the General section of the collective bargaining agreement, will apply if Work at Home is discontinued for that center operation.

- New Haven Residential Retention Center
 - Service Representative
 - Sales Consultant
- New London Residential Retention Center
 - Service Representative
 - Repair Service Specialist
 - Sales Consultant
- New Haven Commercial (Business) Support Center
 - Service Representative
 - Service Consultant
- Meriden Commercial (Business) Support Center
 - Service Representative
 - Service Consultant
- New Haven Dispatch Center
 - Maintenance Administrator

This commitment does not preclude attrition, or to the extent permitted by the parties' Collective Bargaining Agreement, force adjustments in any of these center operations. It is understood that technological changes or the needs of the business may affect the functions performed in these centers by the job classifications listed.

Frontier 1-7-2022 Counter (in red) to Plant Proposal: 12.2
Date: 12-17-2021

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Subject: Elimination of Carve Outs

Effective Date: The changes set forth in this Proposal will become effective no later than the 60th day following the date on which a new Agreement is ratified.

Revise the following Articles as follows:

GENERAL Article 1.12 – Immediate Family

1.12 Immediate Family

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

GENERAL Article 2.01 – Work Time

2.01 General

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

GENERAL Article 2.02 – Travel Time

2.02 Travel Time

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

3.19 Differentials for Evening and Night Work - Regular Employees

~~(Also applies to former "core" Premises Technicians)
(For "non-core" Sales and Service Technician II employees see Plant 3.01A)~~

GENERAL Article 3.21 – Differential Overtime

3.21 Differential Overtime

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

Frontier 1-7-2022 Counter (In red) to Plant Proposal: 12.2
Date: 12-17-2021

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Subject: Elimination of Carve Outs

GENERAL Article 3.23 – Service Termination Payments

3.23 Service Termination Payments

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

GENERAL Article 4.01 – Company Recognized Holidays

4.01 Company-Recognized Holidays

(a) The Company recognizes the following holidays which are to be observed on the day so designated by The Federal Government:

New Year's Day	Labor Day
President's Day	Columbus Day
Good Friday	Thanksgiving Day
Memorial Day	Day After Thanksgiving Day
Independence Day	Christmas Day

~~* (Former "core" Premises Technicians retain these holidays; these are not holidays for "non-core" Sales and Service Technician II employees – see Section 3.17, Personal Days)~~

- (a) When a Company recognized holiday falls on Saturday, holiday treatment shall be accorded those regular employees who are scheduled to work on either the designated holiday or the recognized holiday but an employee will not receive holiday treatment for both days.

GENERAL Article 7.03 – Transportation

7.03 Transportation

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

GENERAL Article 7.07 – Moving

7.07 Moving

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

Frontier 1-7-2022 Counter (in red) to Plant Proposal: 12.2
Date: 12-17-2021

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Subject: Elimination of Carve Outs

GENERAL Article 8.02 – Sickness In Family

8.02 Sickness In Family

~~(Not applicable to employees in the Sales and
Service Technician II classification)~~

GENERAL Article 8.03 – Death In Family

8.03 Death In Family

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

GENERAL Article 8.04 – Death of Co-Worker

8.04 Death of Co-Worker or Member of Co-Worker's Immediate Family or Immediate Household

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

GENERAL Article 8.16 – Other Excused Absence With Pay

8.16 Other Excused Absence with Pay

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

GENERAL Article 8.18 – Excused Work Days

8.18 Excused Work Days

~~(Also applies to former "core" Premises Technicians)~~

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Date: 12-17-2021

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Subject: Elimination of Carve Outs

GENERAL Article 9.04 – Official and Employee Residence Service

9.04 Official and Employee Residence Service

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

PLANT Article 1.04 – Overtime

1.04 Overtime

~~(Also applies to former "core" Premises Technicians, except as noted in 1.04-A below.)~~

PLANT Article 2.01 – Construction, Equipment and Switching Field Forces

2.01 Construction, Equipment and Switching Field Forces

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

PLANT Article 2.05 – Changes in Trick and Tour Assignments

2.05 Changes in Trick and Tour Assignments

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

PLANT Article 2.08 – Overall Overtime Administration

2.08 Overall Overtime Administration

~~(Not applicable to employees in the Sales and Service Technician II classification)~~

PLANT Article 3.01 – Differentials for Evening and Night Work

3.01 Differentials for Evening And Night Work

~~(Also applies to former "core" Premises Technicians)~~

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Date: 12-17-2021

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Subject: Elimination of Carve Outs

➤ **Revise PLANT #3- WAGE PRACTICES, 3.03 as follows:**

3.03 Overtime

~~(Also applies to former "core" Premises Technicians; does not apply to "non-core" Sales and Service Technician II employees)~~

6.01 Short Period Sickness (Also applies to former "core" Premise Technicians)
Language should be removed

6.01A Absence

(Applicable only to "non-core" Sales and Service Technician II employees)
Language should be removed

PLANT Article 7.02 – Lodging and Commutation

7.02 Lodging and Commutation

(a) Selection of Commutation or Lodging Plan - When employees (except Temporary) are assigned temporarily away from their home stations to work or attend a training class, the supervisor shall estimate the cost of lodging and commuting and shall authorize either of the Plans, as covered in paragraphs (b) and (c) following, after careful consideration of the needs of the business and economy.

(b) Commutation Plan - When employees are authorized to commute daily, they shall be entitled to:

(1) Meal Expense - In accordance with 7.01 of these Practices;

(2) Transportation Expense - In accordance with 7.03 of General Wage and Working Practices; ~~(Not applicable to employees in the Sales and Service Technician II classification)~~

(3) Travel Time - In accordance with 2.01 (b), (2) and 2.02 of General Wage and Working Practices. ~~(Not applicable to employees in the Sales and Service Technician II classification)~~

➤ **Delete the following Articles applying to the Sales and Service Technician II classification:**

**GENERAL Article 2
Work Time and Scheduling**

2.02-A Travel and Temporary Work Locations

~~(Applicable only to employees in the Sales and Service Technician II classification)~~

~~A. The Company will either furnish all means of transportation or specify what transportation shall be used for travel on Company business.~~

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- B. Employees who agree to use their personal vehicles for Company business will be reimbursed at the then current IRS reimbursement rate for mileage.
- C. Employees may be assigned to work at a temporary work location. When employees are assigned to work at a temporary work location, the employee will be reimbursed for travel time and transportation expenses to and from the temporary work location in excess of that required for the employee's normal commute.
- D. Transportation expenses include, but are not limited to, mileage, bridge toll, parking, airfare, and bus fare.

**GENERAL Article 8
Excused Absence**

8.03-A Death in Family

(Applicable only to Sales and Services Technician II employees)

Employees will be granted up to three (3) paid days of excused time off due to a death in the employee's immediate family. Immediate family includes the employee's parents, stepparents, adoptive parents, children, stepchildren, adoptive children, brothers, stepbrothers, sisters, stepsisters, husband or wife (including Domestic Partner), grandparents, grandchildren, mother-in-law or father-in-law. If more time off is needed, an employee may request vacation time or unpaid time off, all of which is dependent on the needs of the business. In all cases, supervisory approval is required.

8.17 Personal Days Off

(Applicable only to "non-core" Sales and Services Technician II employees)

(a) Employees are allowed flexibility through the use of Personal Days Off to be off work with pay, subject to approval by management. Each employee who has completed six (6) months of service will be eligible for seven (7) paid Personal Days Off each vacation year. The Company may at its discretion place employees on Personal Days Off and require them to take Personal Days Off at a specified time. The number of Personal Days Off that management may place employees on, is limited to not more than one (1) in each vacation year. Should the need to place employees on a Personal Day Off occur, the Company will provide thirty (30) days' notice to the affected employee. The Company shall determine periods available for selection and the number of employees allowed off on Personal Days.

Selection Of Personal Days Off: All Personal Days Off shall be selected based on seniority within a workgroup as determined by the Company. Employees may be permitted to take all of their Personal Days Off in two (2) hour increments. The Company shall determine periods available for selection and the number of employees allowed off on Personal Days Off.

**GENERAL Article 9
Miscellaneous**

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DW

Subject: Elimination of Carve Outs

9.03 — Employee Discount Program

(Applicable only to Sales and Services Technician II employees)

The SBC@Home Employee Discount Program will be offered to all eligible employees for their personal use. This program consists of a package of SBC products and services available at discounted prices. The Company reserves the right to change, amend or cancel this program and/or any parts or terms thereof at its sole discretion.

PLANT Article 1 Definitions

1.04 A — Overtime

(Applicable only to "non-core" Sales and Services Technician II employees)

(NOTE: Overtime will be recorded and compensated in one minute increments upon the implementation of payroll system changes necessary to effect one-minute time recording practices. These changes will be implemented no earlier than January, 2015.)

Employees may be required to work overtime subject to the needs of the business. Overtime hours worked in excess of forty (40) in a calendar week will be paid at the rate of one and one-half (1½) times the basic hourly wage rate and in accordance with applicable Federal and/or State Laws. Union time (paid or unpaid) will be considered work time towards the build-up for the forty (40) hour work week for overtime calculations.

(Applicable to all Sales and Services Technician II employees)

Employees will not be scheduled or assigned overtime in excess of fifteen (15) hours in a work week unless either the employee consents to such overtime assignment or, as determined by management, there exists a service emergency (e.g. an event of national, state or local importance, fire, explosion, or other catastrophe, severe weather conditions, long term service difficulties or an act of God, etc.).

PLANT Article 2 Work Time and Scheduling

2.02 — Scheduling for the Sales and Service Technician II Classification

(Applicable only to Sales and Services Technician II employees)

- (a) The Company will determine and post the work schedules weekly. No later than 12 p.m. on Friday of each week the work schedule for the next calendar week shall be posted or otherwise be made available to show the assigned tours for each employee for the following week. Insofar as the service requirements and abilities of the employees will permit, as determined by management, employee preference in order of seniority shall be taken into account in the assignment of tours.
- (b) Employees will have one (1) guaranteed weekend off per month. Work schedules will be posted for a minimum period of one (1) week and are subject to change with forty-eight (48) hours notice to the employee.

PLANT Article 3 Wage Practices

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3.01-A Shift Differential

(Applicable only to "non-core" Sales and Services Technician II employees)

- (b) Employees who are scheduled to work an evening or night assignment in which more than fifty (50) percent of the time falls between the hours of 6:00 p.m. and 6:00 a.m., shall receive a daily premium payment of ten (10) percent of their base wages for each day worked. Shift differentials will be included in the employee's rate of pay for purposes of computing payments during periods of vacation and holidays, if the following conditions are met:
An employee works one (1) full work week of evening or night assignments before his/her vacation or holiday and is scheduled to work one (1) full work week of evening or night assignments, following his/her vacation or holiday

**PLANT Article 9
Miscellaneous**

9.05 Home Garaging

(Applicable only to Sales and Services Technician II employees)

The Company may, at its discretion, implement a mandatory Home Garaging Program. The Company may change the program at its discretion. Once implemented, the Company can cancel the program with thirty (30) days' notice.

Delete the exception to former Appendix F in Supplemental Agreements -- Porter Letter:

Vice President William H. Porter
Labor Relations

310 Orange Street
5th Floor
New Haven, CT 06510
Phone 203.771.5242

Does not apply to work covered by former Appendix F

December 17, 2000

Mr. Dennis Trainor
International Staff Representative
CWA
193 State Street
North Haven, CT 06473

Mr. Paul J. Hongo, Jr.
President
CWA Local 1298
3055 Dixwell Avenue
Hamden, CT 06518

Dear Dennis and Paul,

In making decisions regarding contracting of work consistently performed by bargaining unit employees, it is management's objective to consider carefully the interests of both customers and employees along with all other considerations essential to the management of the business. For various reasons including but limited to law, regulations, changing industry structure, economic and business conditions, it is not possible to make specific commitments on contracting out work elements of the business.

You can be assured, it continues to be our general policy that traditional telephone work consistently performed by bargaining unit employees will not be contracted out if it will currently and directly cause layoffs or part-timing of employees. In this context, you can also be assured that the company will make every effort, consistent with the needs of the business, to use bargaining unit employees, rather than outside contractors, to perform bargaining unit telecommunications work expected to be of extended duration, including telecommunications work requiring application of new technologies.

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Handwritten initials: JH, RH, DW

Subject: Elimination of Carve Outs

However, prior notice of the decision to contract out such work will be provided in those cases in which it is anticipated that the contracting out is not of an occasional nature. As a part of such notice, information regarding the purpose, scope and expected duration of the work will be discussed along with the reasons for the decision. At that time, the union will be given a full opportunity to discuss their views and review the impact that the decision may have on their members regarding such things as the availability of overtime. In addition, the company will update the union on the progress of the work and any circumstances that might require modification to the original plans and also, provide a semiannual report outlining the number of contract people currently employed in the above work functions.

We will agree that should disagreements arise out of the use of contract labor that by mutual agreement the parties may submit such disagreement for discussion to the Federal Mediation and Conciliation Service, with the intent of reaching a mutually satisfactory resolution. Should this process fail in reaching an agreement, binding arbitration, in accordance with Article XXI of the Labor Contract, can be requested by either party.

Sincerely,

William H. Porter

Delete SUPPLEMENTAL AGREEMENTS -- Contracting Out:

CONTRACTING OUT

Applies only to work covered by former Appendix F

~~It is the Company's objective to consider carefully the interests of both the customer and employee along with all other considerations essential to the management of the business in a highly competitive and dynamic environment. While the Company believes it is in its best interests to utilize its own employees, the Company does use contractors as it deems necessary in order to respond to a highly unpredictable marketplace. For various reasons where the needs of the business require the Company may subcontract.~~

Delete SUPPLEMENTAL AGREEMENTS -- Discretionary Lump Sum Payments

**DISCRETIONARY LUMP SUM PAYMENTS
AND ADDITIONAL CASH AWARDS**

(Applicable to Sales and Services Technician II employees)

~~A lump sum payment of up to five (5) percent of an employee's annualized (52 weeks) weekly wage rate may be granted to individual employees at the Company's discretion. The Company may provide employees with additional cash awards. The selection of employees and the amounts of the cash awards will be made at the discretion of management.~~

Delete SUPPLEMENTAL AGREEMENTS -- Force Movement of Employees MOA:

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Date: 12-17-2021

Subject: Elimination of Carve Outs

**MEMORANDUM OF AGREEMENT
REGARDING
FORCE MOVEMENT OF EMPLOYEES**

This Memorandum of Agreement is entered into, effective this 5th day of April, 2009 by and between, The Southern New England Telephone Company, SNET Diversified Group, Inc., AT&T Services, Inc. and AT&T Corp., (hereinafter referred to individually and collectively as "AT&T East" or the "Company") and the Communications Workers of America (the "Union"), and shall continue in force until 11:59 PM on October 16, 2019.

The CWA and the Company hereby agree to the following terms with respect to former "core" Premises Technicians:

**I. TREATMENT OF "NON-CORE" SALES AND SERVICE TECHNICIAN
II EMPLOYEES**

See "Benefits Rules For Movement of Appendix F, Converted Temp/Term and New Hire Employees," within the attached Benefits Agreements.

II. TREATMENT OF FORMER "CORE" PREMISES TECHNICIANS AND SURPLUS EMPLOYEES WHO IN THE FUTURE ARE MOVED TO THE SALES AND SERVICE TECHNICIAN II JOB TITLE FROM A JOB TITLE UNDER THE CORE AGREEMENT

The Company, at its discretion, may offer employees identified as surplus under the Core Agreement jobs in the Sales and Service Technician II job title through the Core Agreement force adjustment/surplus process. Any job offer to a Sales and Service Technician II job title will meet the commitment of a guaranteed job offer under the Core Agreement memorandum(s) of agreement regarding Employment Security Commitment. Surplus employees who refuse such offers will be treated under the same terms and conditions as other employees who refuse a job offer under the Core Agreement and the aforementioned memoranda. Surplus employees covered by the Core Agreement who are placed in a Sales and Service Technician II job title who meet the eligibility requirements of the Core Agreement's Employment Security Commitment shall continue to be eligible for the Core Agreement's Employment Security Commitment, if they are subsequently declared surplus while in the Sales and Service Technician II job title to which they have been placed as surplus. Any job offer from a Sales and Service Technician II job title position to a job title within the Core Agreement, which may include lateral, downgrade, or upgrade offers, will meet the commitment of a guaranteed job offer under this provision.

If a surplus employee accepts a Sales and Service Technician II job title position, and the employee's current weekly rate of pay is above the maximum

weekly wage rate for the new title, there will be no change in the employee's rate of pay until the weekly rate of pay in the new job title exceeds the employee's weekly rate of pay at the time of the transfer. If, however, the employee's current weekly pay is at or below the maximum weekly wage rate for the Sales and Service Technician II title, the employee will be placed on the lowest step of the new wage schedule that will not result in a wage reduction.

**III. TREATMENT OF EMPLOYEES WHO VOLUNTARILY MOVE
FROM A "NON-CORE" SALES AND SERVICE TECHNICIAN II
JOB TITLE TO ANOTHER JOB TITLE**

Regular full time employees in a "non-core" Sales and Service Technician II job titles are eligible to transfer to a position under the Core Agreement once they have reached at least thirty (30) months' time in title (unless waived by the Company) and have satisfactory attendance and work performance, using the "Transfer Plan" process. All requirements of the Transfer Plan process are applicable for such transfers, including, but not limited to, eligibility requirements, in addition to any additional eligibility requirements provided for under this Memorandum.

**IV. TREATMENT OF EMPLOYEES WHO VOLUNTARILY MOVE INTO
A "NON-CORE" SALES AND SERVICE TECHNICIAN II JOB TITLE
FROM OTHER THAN THE CORE AGREEMENT**

See "Benefits Rules For Movement of Appendix F, Converted Temp/Term

Frontier 1-7-2022 Counter (in red) to Plant Proposal: 12.2
Date: 12-17-2021

JH
RH
DW

Subject: Elimination of Carve Outs

— and New Hire Employees, within the attached Benefits Agreements.

AGREED:
FOR THE UNION: _____ FOR THE COMPANY: _____

By: Patricia Telesco August 18, 2010 By: Kevin Zupkus August 18, 2010
Patricia Telesco Date Kevin Zupkus Date
International Staff Representative Assistant Vice President - Labor
Relations CWA District 1

By: William F. Henderson August 18, 2010
William F. Henderson, III
President, CWA Local 1208

Delete SUPPLEMENTAL AGREEMENTS – Employment Classifications MOA:

**MEMORANDUM OF AGREEMENT
REGARDING EMPLOYMENT CLASSIFICATIONS BASED UPON ENTRY INTO THE
FORMER PREMISES TECHNICIAN TITLE OR, IN
THE FUTURE, INTO THE SALES AND SERVICE TECHNICIAN II JOB TITLE**

This Memorandum of Agreement is entered into, effective this 5th day of April, 2009 by and between, The Southern New England Telephone Company, SNET Diversified Group, Inc., AT&T Services, Inc. and AT&T Corp., (hereinafter referred to individually and collectively as "AT&T East" or the "Company") and the Communications Workers of America (the "Union"), and shall continue in force until 11:59 PM on October 16, 2010.

The CWA and the Company hereby agree to the following terms with respect to the employment classifications of Sales and Service Technician II job title (formerly Premises Technician) which shall depend, for the term of this Memorandum of Agreement ("Memorandum"), upon the circumstances under which such employees entered into the former Premises Technician job title, or in the future enter into the Sales and Service Technician II job title, as described herein:

1. Surplus employees from the Core Agreement who accepted offers into the former Premises Technician job title, or in the future accept job offers into the Sales and Service Technician II job title, as a result of surplus procedures contained in the Core Agreement, as applied in accordance with the BENEFIT RULES FOR MOVEMENT OF EMPLOYEES shall be placed into Sales and Service Technician II positions as Regular Employees. The Employment Security Commitment (Core, page 36) shall apply to all such employees to whom it applied while employees of the Core Agreement while they remain in the Sales and Service Technician II position

AGREED: _____ FOR THE COMPANY: _____
FOR THE UNION: _____

By: Patricia Telesco August 18, 2010 By: Kevin Zupkus August 18, 2010
Patricia Telesco Date Kevin Zupkus Date
International Staff Representative Assistant Vice President - Labor
Relations CWA District 1

By: William F. Henderson August 18, 2010

Frontier 1-7-2022 Counter (in red) to Plant Proposal: 12.2
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D. Red

Subject: Elimination of Carve Outs

William F. Henderson, III
President, CWA Local 129

Delete SUPPLEMENTAL AGREEMENTS – Economic Protection MOA:

**MEMORANDUM OF AGREEMENT
REGARDING
ECONOMIC PROTECTION FOLLOWING PLACEMENT INTO THE FORMER PREMISES
TECHNICIAN JOB TITLE OR, IN THE FUTURE, INTO THE SALES AND SERVICE
TECHNICIAN II JOB TITLE OF
SURPLUS CORE EMPLOYEES**

This Memorandum of Agreement is entered into, effective this, 5th day of April, 2000 by and between, The Southern New England Telephone Company, SNET Diversified Group, Inc., AT&T Services, Inc. and AT&T Operations, Inc., (hereinafter referred to individually and collectively as "AT&T East" or the "Company") and the Communications Workers of America (the "Union"), and shall continue in force until 11:59 PM on October 16, 2010.

The CWA and the Company hereby agree to the following terms with respect to the continued application of specified terms of the 2000 Labor Agreements between the CWA and the Company (the "Core Agreement") when surplus employees under the Core Agreement were moved into the former Premises Technician job title, or in the future are moved into the Sales and Service Technician II job title

ECONOMIC PROTECTIONS FOR SURPLUS EMPLOYEES FROM THE CORE AGREEMENT

When surplus employees from the Core Agreement were moved into the former Premises Technician job title, or in the future are placed into the Sales and Service Technician II position as a result of surplus procedures contained in the Core Agreement as applied in accordance with the Memorandum of Agreement Regarding Force Movement of Employees and Employee Benefit Treatment, the following provisions of the Core Agreement shall continue to apply to such employees while they remain in the position in which they are placed:

- A. Overtime and premium pay pursuant to Headquarters 3.01, Commercial & Marketing 3.01, Plant 3.03 and Customer Information Services 3.04;
- B. Personal illness treatment pursuant to General 6.01;
- C. Shift and differential treatment pursuant to General 3.10;
- D. Recognized holidays pursuant to General 4.01 through 4.05;
- E. Excused work days pursuant to General 8.18; and
- F. Vacation pursuant to General 5.01 through 5.03

AGREED:

FOR THE UNION: _____ FOR THE COMPANY: _____

By: Patricia Telesco August 18, 2010 By: Kevin Zupkus August 18, 2010
Patricia Telesco Date Kevin Zupkus Date
International Staff Representative Assistant Vice President - Labor Relations
CWA District 1

By: William F. Henderson August 18, 2010
William F. Henderson, III Date
President, CWA Local 1298



Frontier Counter 2 to Union Plant Proposal 6.5
Scheduling SST I/SST II

TH JH
PA DW

Presented: November 18, 2021 (1-12-22: format correction; signature line updated)

2021 CT CWA Negotiations

MEMORANDUM OF AGREEMENT
between
SOUTHERN NEW ENGLAND TELEPHONE
DBA
FRONTIER COMMUNICATIONS CORPORATION
And
COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO

Scheduling of SST I/SST II Administrative Group Within SST Title

Southern New England Telephone dba Frontier Communications Corporation ("Company") and the Communications Workers of America ("Union"), representing employees in the CWA Local 1298 bargaining unit, entered into bargaining discussions regarding the Company's scheduling of the Sales and Service Technician I (SST I) and Sales and Service Technician II (SST II) administrative group within the overall Sales and Service Technician (SST) job title. The Union expressed its belief that the scheduling in the SST I/SST II administrative group would improve with additional input from their Chief Stewards prior to the final posting of the schedules. Because the Company performs scheduling on a nationwide basis with its Capacity Team, any deviations from the national process to accommodate a variation in scheduling for Connecticut need to be clearly defined by the parties with the understanding that the emphasis be placed on accuracy and timeliness when working together to produce a schedule that meets the needs of our customers, while giving consideration to reasonable requests for changes from the Union.

After further discussions between the parties, the Company and the Union have mutually agreed to the following:

1. Scheduling Process For SST I/SST II Administrative Group

Notwithstanding the rights currently held by the Company under the Sales and Service Technician (SST) Title Consolidation MOA, #5, Scheduling, of the current collective bargaining agreement, the Company agrees, for the duration of the 2021 collective bargaining agreement, to the following:

- a) Preferences for schedule blocking and rotation will be submitted no less than three (3) weeks in advance of the schedule posting date. The posting date will normally be two (2) weeks prior to the start of the new schedule. Local Managers will be provided with the work schedules for their SST I/SST II administrative group in advance of the required posting date.

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- b) Each Local Manager will provide the upcoming work schedule, including overtake ~~overlaid~~ vacation choices, to his/her Chief Steward or their designee, which they will review.
- c) The Union, through their Chief Stewards or designees, will have two (2) business days from the time of receipt of an upcoming work schedule (48 hours, excluding time on a Saturday, Sunday or holiday) to review the upcoming work schedule and provide the Local Manager with their requests for any scheduling revisions.
- d) The Local Managers will then provide any Union requests to revise the schedule to the Company Resource Management Team for final review and determination.
- ~~e) It is understood, the Company will not be required to review any Union scheduling revisions that may be provided by the Union after the two (2) business day review period has ended.~~
- e) The Company agrees schedules will meet contractual requirements. In the event the Union identifies a contractual mistake and requests a correction to meet contractual requirements, such corrections will be made. The applicable Local Manager will provide the Chief Steward (or designee) with a copy of the corrected schedule as soon as reasonably possible in advance of the posting date.
- f) The Company reserves the right to make all final determinations regarding other, non-contractual requests for scheduling employees in the SST I/SST II administrative group after giving consideration to reasonable requests for changes submitted by the Union.

2. Ratification and Implementation of Agreement

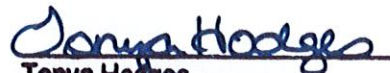
This Memorandum of Agreement will be implemented as soon as administratively feasible after ratification of the new collective bargaining agreement and will remain in effect until the expiration date of the new agreement, at which time this Memorandum of Agreement will expire.

FOR THE COMPANY



Peter Homes
Director, Labor Relations
Frontier Communications

FOR THE UNION



Tonya Hodges
Staff Representative
District 1, CWA, AFL-CIO

Dated: 1-17-22

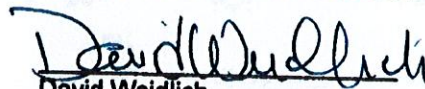
Dated: 1-17-22



Frontier Counter 2 to Union Plant Proposal 6.5
Scheduling SST I/SST II

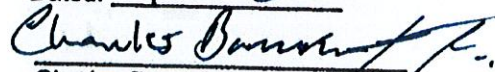
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2021 CT CWA Negotiations
Presented: November 18, 2021 (1-12-22: format correction; signature line updated)



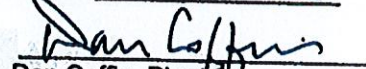
David Weidlich
President, CWA Local 1298

Dated: 1-17-2022



Charles Borchert, Plant 1
Vice President, CWA Local 1298

Dated: 1-17-2022



Dan Coffin, Plant 2
Vice President, Local 1298

Dated: 1-17-2022

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MEMORANDUM OF AGREEMENT
between
SOUTHERN NEW ENGLAND TELEPHONE
DBA
FRONTIER COMMUNICATIONS CORPORATION
And
COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO
TA ONE WAGE SCHEDULE

Southern New England Telephone dba Frontier Communications Corporation ("Company") and the Communications Workers of America ("Union"), representing employees in the CWA Local 1298 bargaining unit, entered into bargaining discussions regarding the TA ONE wage schedule being aligned with the MA wage schedule on a going forward basis.

After further discussions between the parties, the Company and the Union have mutually agreed to the following:


1. **New Wage Schedule for TA ONE Job Title**

As soon as administratively feasible after ratification of the 2021 Collective Bargaining Agreement, the Company will provide to the Union a revised TA ONE wage schedule based on a thirty-seven and a half (37.5) hour work week with an hourly rate equivalent to the hourly rate currently provided in the MA forty (40) hour wage schedule. The wage schedule will be provided to the Union prior to the implementation of any agreed upon first-year general wage increase. Once the revised TA ONE wage schedule is reviewed with the Union, any first-year general wage increase that may be due will be equally applied to the new TA ONE and MA wage schedules.

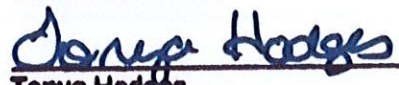
2. **Ratification and Implementation of Agreement**

This Memorandum of Agreement will be implemented as soon as administratively feasible after ratification of the new collective bargaining agreement and will remain in effect until the expiration date of the new agreement, at which time this Memorandum of Agreement will expire.

FOR THE COMPANY


Peter Homes
Director, Labor Relations

FOR THE UNION


Tonya Hodges
Staff Representative



Frontier Proposal #10 Revision 1
Revision of RSS MOA

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2021 CT CWA Negotiations
Presented: January 5, 2021

- ***New Memorandum of Understanding revising the December 9, 2015 Repair Service Specialist Job Title MOA, as follows:***

MEMORANDUM OF UNDERSTANDING
between
SOUTHERN NEW ENGLAND TELEPHONE
DBA
FRONTIER COMMUNICATIONS CORPORATION
and
COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO

Revision of RSS Job Title MOA to Include Sunday Scheduling

Frontier Communications Corporation/SNET ("Frontier" or "the Company") and the Communications Workers of America ("CWA"), representing employees in the CWA Local 1298 bargaining unit, engaged in discussions during 2021 bargaining regarding the Company's desire to add the availability of Sunday scheduling to the Repair Service Specialist (RSS) job title, which had previously only provided for Monday through Saturday scheduling as per the 2015 Repair Service Specialist Job Title MOA. This revision would allow the Company greater workforce flexibility resulting in improved customer service. Based on these discussions, Frontier and CWA do mutually agree to the following terms to revise the 2015 RSS Job Title MOA:

1. **Addition of Sunday Tours:**

Effective **DATE**, 2021, the Company may, at its discretion, include Sunday tours in the scheduling of the RSS titled employees. Sunday tours will be scheduled between the hours of 8 am and 5:30 pm. All other provisions of the 2015 Repair Service Specialist Job Title MOA will remain unchanged.

2. **Revision of RSS Job Title - Job Description (CT162):**

The Company will revise the current RSS job title (job spec) under "Specifics" to include the addition of Sunday tours.

3. Addition of new language to be included in the 2021 Collective Bargaining Agreement

C&M 2.01 Working Hours (A) (5)

A.

5. For the Repair Service Specialist job title, the scheduled work week shall consist of five (5) work days Sunday through Saturday between the hours of 7:00 A.M. and 11:00 P.M. Monday through Friday and between the hours of 8:00 A.M. and 5:30 P.M. on Saturday and Sunday not to exceed a total of forty (40) hours of work, excluding an unpaid meal break of up to one hour per day.

B. Scheduling of Basic Work Week and Tours for Full Time Employees:

6. For Repair Service Specialist Group:

- a) An updated seniority list will be posted in each office.
- b) The employees will prepare a preference card to indicate their choices. All cards must be submitted before the 1st of the previous month, including changes.
- c) Tours will be assigned to the senior employee first, based on company net credited service (and then in turn) in order of seniority as close to the indicated choice as possible.
- d) Swapping of tours will be permitted on a daily and/or weekly basis.
- e) All employees will be granted the Saturday off before and the Sunday after their scheduled weekly vacation, if so desired.
- f) Schedules will be posted no less frequently than quarterly and no more frequently than monthly. Schedules will be posted no later than the 15th of the month preceding the period to be scheduled.
- g) On a voluntary basis by seniority employees may select one of the following Alternate Work Week Schedule (AWS) tours. Alternate Work Schedules (AWS) may consist of a compressed work week or an expanded work week. AWS options will take into consideration both customer and employee needs, as well as departmental staffing and scheduling requirements. AWS may be comprised of the following:



Frontier Proposal #10 Revision 1
Revision of RSS MOA

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- (1) Four (4) day work week
 - (2) Six (6) day work week
 - (3) Split day tours, on a daily or weekly basis
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- Saturday and Sunday tours will be scheduled together when possible
 - There will be no blackouts on vacation availability on weekends

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- **Renew the 2014 Acquisition MOA (as modified in 2019 negotiations), as follows:**

MEMORANDUM OF AGREEMENT
between
FRONTIER COMMUNICATIONS CORPORATION
and
COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO

2014 Acquisition-Related Memorandum of Agreement
(As modified in 2019 and 2021 Contract Negotiations)

By their authorized representatives, and intending to be legally bound, Frontier Communications Corporation ("Frontier" or "Company") and the Communications Workers of America, AFL-CIO ("CWA" or "Union") enter into this Memorandum of Agreement ("MOA") pertaining to CWA-represented employees in Connecticut who will transfer to the Company upon consummation of the transactions contemplated by the *Stock Purchase Agreement*, dated December 16, 2013, between AT&T Inc. and Frontier Communications Corporation (as may be amended from time to time, the "SPA") ("Covered Employees") and related matters.

All of the terms of this MOA are contingent upon the consummation of the transactions contemplated by the SPA ("the Closing").

In order to forge an ongoing Frontier-CWA partnership that benefits the Citizens of the State of Connecticut by providing superior telecommunications services and additional employment opportunities in the State, as well as to benefit the existing CWA-represented Connecticut employee workforce to be acquired in this Acquisition, the Company and Union agree, as follows:

1. **Connecticut Sales and Service Center Call Center Call Routing**
 - a) **Connecticut State-Based Sales and Service Call Routing:** the Company commits that in-bound sales and service calls which are generated within the State of Connecticut and are the types of calls currently handled by Covered Employees will first be routed to the CWA-represented Connecticut call center(s); if those call center(s) are in an overflow situation, calls would then be routed first to other CWA-represented Company call center(s), and if those call center(s) are in an overflow situation, calls would then be routed to other union-represented Company Call centers and if those centers

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are in an overflow state, the calls would then be routed to any available Company call center resources.

b) **Connecticut Residential and Business Sales and Service Call Center Staffing Level**

The Connecticut Center will handle overflow calls from other Frontier Call centers in a virtual queue. (Amended with RSS MOA)

c) **Maintaining the Integrity of this Commitment:** the Company agrees that it will not intentionally undertake any action that in any manner directs in-bound sales and service calls generated outside of Connecticut into Connecticut for the purpose of triggering the application of the overflow provisions of this Agreement. The Company will meet the Union on a regular basis to discuss how we can collectively make the Connecticut Call Centers successful including hiring, training, coaching, incentives, technology improvements and how to create a high performing atmosphere. (Amended With RSS MOA)

d) **Emergency Situations:** it is understood that there may be isolated situations due to emergencies, such as technology failures, weather or acts of God that close or reduce the capacity of another call center that would require the Company to route calls from other states to Connecticut that may create an overflow situation. If there is a dispute over whether there was an emergency warranting an overflow situation described in the preceding sentence, the Company will provide supporting data and documentation upon request within five (5) business day of that request.

e) **Call Routing Overviews:** the Company will, upon request from the Union, provide an overview of its call centers and the routing process across those centers quarterly beginning January 1, 2015.

f) **USA - Based Workforce:** as soon as operationally feasible, the Company will eliminate the use of any personnel outside of the United States of America to handle the calls covered this Section, consistent with the Company's customer service philosophy to have a 100% USA - based workforce.

2. **Commitment on Connecticut Business Customer Premises Equipment ("CPE") Work**

a) The Company commits that Connecticut Business CPE work that is currently performed by NDT Covered Employees will continue to be

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assigned to and will be exclusively performed by Sales & Service
Tech I Covered Employees.

3. **Successorship**

The parties agree that the following language will be treated as incorporated (by reference) into and shall become part of the 2012 CBA as of the date of the Closing:

The collective bargaining agreement shall be binding on the Union and the Company, and their successors and assigns, and shall continue in full force and effect in the event of the sale or other transfer of the business covered by this collective bargaining agreement or any part of the business that employs CWA represented employees. As a condition of the sale or other transfer of the business covered by this collective bargaining agreement or any part of the business that employs CWA represented employees, the Company shall require the sub-lessee, assignee, purchaser, transferee or other successor(s) to assume and adopt the terms and conditions of this collective bargaining agreement in writing and to continue to recognize the Union as the sole bargaining agent for the employees covered by this collective bargaining agreement. A copy of such assumption and adoption of the terms and conditions of the collective bargaining agreement, and recognition of the Union, by the sublessee, assignee, purchaser, transferee or other successor(s) shall be provided to the Union at least thirty (30) business days prior to the effective date of such sale or transfer and shall be subject to a lawful confidentiality agreement executed by the Union. Nothing in the confidentiality agreement shall in any way bar or interfere with the Union's ability to effectively enforce the instant agreement in the courts, arbitration, or at the National Labor Relations Board, nor shall the Union be prevented from using documents provided pursuant to this provision in the forum of its choosing to obtain such a remedy. In the event the Union seeks to use such documents in any forum, it will advise the Company in advance of its desire to do so, and if the Company so requests, the Union will attempt to file them under seal. The Union further agrees that it will support any Company request in any forum to maintain such documents under seal.

4. **Maintaining Positive Labor Relations and Partnering for the Success of the Business Going Forward**

- a) The Company and the Union will engage in an ongoing Partnership Forum process, as set forth in "Exhibit III".

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5. **Local Community Connections and Engagement**

Frontier recognizes and affirms the existence of the CWA/AT&T Family Care Committee and will continue to fund this committee as per the 2012 CBA and this MOA extension. The Company will fund \$50,000 per labor contract year (prorated for the 2014 contract year) for community donations to non-profit organizations in CT. Frontier fully embraces a philosophy that where it does business, its employees at every level of the Company will be engaged with their local communities. Exhibit IV explains the Family Care Committee (FCC). The Family care committee also meets during work hours, to plan events and work on the newsletter.

The Company's obligation for Community Service Fund (CSF) is for the committee members to be able to meet during work hours to perform their duties of disbursing funds, visiting non-profits, performing day of caring etc. Every year there is a Drive to request funding from all employees to make donations. They can choose where their monies are donated, but the regional CSF committees perform the Drives at various work locations throughout the state. There are 7 statewide committees, based on where employees live or work. Exhibit V explains the CSF.

Frontier will continue payroll deductions, as elected by employees, for the Community Services Fund (CSF).

6. **Wage Improvements for Premises Technicians and Other Changes to Improve Customer Service and Operational Efficiencies**

Commensurate with this operational change and on the effective dates set forth below, the following changes will be made to the compensation and duties of the job classifications addressed below. In addition, this Section 11 provides that the parties will execute a "One Technician Out" MOA.

Retain a), b), and c) for historical purposes only

- a) **Higher Wage Schedule for the Premises Technician Job Classification:** on the first full pay period that occurs after six (6) months following the date of the Closing, all active employees in the Premises Technician job classification will be placed on an expanded and improved Wage Schedule (expanded by adding Network Delivery Technician Wage Schedule to Premises Technician Wage Schedule - new Steps 11 through 16), which is attached to this MOA as "Exhibit VI" and which will be incorporated into Appendix F of the 2012 CBA (by reference).



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- Premises Technicians who were former "core" employees will also be placed on this Schedule. This Wage Schedule will replace the existing Premises Technician Wage Schedule in Appendix F.
- b) **Premises Technician Wage Upgrades:** on the first full pay period that occurs after six (6) months following the date of the Closing, all active employees in the Premises Technician job classification, except Premises Technicians who were former "core" employees, will be advanced by one (1) Step on the Exhibit VI Wage Schedule, based the Step they are currently on in their current wage schedule as of the date of the Closing. Premises Technicians who were former "core" employees will be advanced to Step 16 on the Exhibit III Wage Schedule.
- c) **Combination of Job Duties:** effective upon the date of the Closing, the duties of the Network Delivery Technician and Premises Technician job classifications will be combined. There will be no distinction between the job duties these job classifications can perform or be assigned.
- i. The job classification Network Delivery Technician will be redesignated as "Sales and Service Technician I".
- ii. The job classification Premises Technician will be redesignated as "Sales and Service Technician II".
- d) **"One Technician Out" MOA:** see the Supplemental Memorandum of Agreement attached as "Exhibit VII".
- e) **Work Apparel:** the Company and Union agree that the Company may, at its discretion, apply the following uniform provisions to any job classification covered by the ~~2021~~ 2042 CBA:
1. A minimum of seven (7) shirts and seven (7) pants will be issued. For uniform pants, an option will include wearing pants with twill-type fabric, similar to Carhartt pant fabric. Employees may also elect to purchase and wear Carhartt-type pants provided they conform to the general color and style requirements of pants that are available to employees in the uniform program. (This does not include traditional Levi-style "blue jeans" unless they become an approved item in the uniform program.) Shirts will be labeled with "CWA Local 1298" on the front of the shirt.
 2. Uniforms shall be worn so as to have a consistent appearance throughout the workforce and may not be altered in any way by employees.
 3. The Company will issue replacement uniforms or pieces thereof as they become unserviceable due to normal "wear and tear". Where all or part of

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a uniform is lost or damaged due to an employee's negligence, the employee will be responsible for the cost of replacement.

4. Employees may wear CWA-issued jackets bearing only the CWA name/logo instead of the uniform jackets. Employees may wear CWA-issued shirts bearing only the CWA name/logo, and hats bearing only the CWA name/logo, on Thursdays and Union Activity Days only.

Retain f), g), h), and i) for historical purposes only

- f) **Additional Protections for the Sales and Service Technician I Job Title (former Network Delivery Technicians ("NDTs"))**
- i. **Creation of Surplus:** the Company does not intend to declare a surplus or surpluses in the Sales and Service Technician I job title for the purpose of staffing the Sales and Service Technician II job with employees in the Sales and Service Technician I job title or in order to force employees in that job title to choose between taking a Sales and Service Technician II Job Title or severance.
 - ii. **Overtime Availability to Employees in the Sales and Service Technician I and Sales and Service Technician II Job Titles:** the assignment to or approval of employees in these job titles to work non-scheduled, overtime will be based on an employee's coded skills, availability, job in progress, or geographic location. The Company will not manage overtime assignments or approval to favor the lower-paid Sales and Service Technician II job title.
- g) The Company expects to maintain existing practices on work group tour/trick and vacation scheduling, subject to the needs of the business. The Company has faced similar circumstances in many other work groups and understands the importance of seniority preferences.
- h) **Network Deployment Technicians:** the Company will not declare a surplus in the Network Deployment Technician job title due to insufficient splicing and related Construction work, provided that any employee in this classification, with sufficient formal and on-the-job training, is capable of performing Sales and Service Technician I work. In the event any Network Deployment Technician cannot meet any of these requirements, the Company will have the right to address these individual situations consistent with the provisions of

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the 2019 CBA and this MOA.

- i) The Company agrees to eliminate Appendix F of the 2012 CBA and amend the 2012 CBA as set forth in Exhibit VIII. For the avoidance of any doubt, there shall be no changes whatsoever in employee benefits coverages as provided under the applicable Summary Plan descriptions ("SPDs").

7. **CWA Reservation of Rights**: notwithstanding the foregoing, postclosure CWA expressly reserves the right to be fully involved in any regulatory proceedings concerning the Company.

8. **Term of this MOA**

The provisions of this MOA shall expire when the 2021 ~~2019~~ CBA expires at 11:59 PM on October 19, 2024 ~~January 18, 2024~~. For the avoidance of any doubt, the terms Union or CWA, as used in this MOA, include the CWA International, CWA District 1, and CWA Local 1298.

FOR THE COMPANY
Cecilia K. McKenney
Executive Vice President, HR and
Administrative Services

FOR THE UNION
Dennis G. Trainor
Assistant to International Vice
President, District 1, CWA,
AFL-CIO

Dated: 6/25/14

Dated: 6/25/14

William F. Henderson III
President, CWA Local 1298

Dated: 6/25/14

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EXHIBIT III

(2014 Acquisition-Related Memorandum of Agreement)

**Joint National Frontier/CWA Partnership Forum to Promote the Success
and Security of the Business and Its CWA-Represented Workforce**

In recognition of the rapid changes that are occurring in the telecommunications industry and the impact these changes have on the Company, the Union, and employees/members, the parties desire to create a Forum to address areas of common interest and promote principles of partnership between the Union and the Company. Specifically this Forum will support the following principles:

1. Establish a forum for business discussion for early communication and discussion between the parties of business developments that affect the Company and the Union and their respective constituencies, including customers, employees/members, government officials and regulators may have.
2. Discuss and review innovative approaches to equip the Company to maintain high levels of excellence in service, operations, products and technology in an increasingly competitive communications marketplace in both traditional and newly emerging technologies. This will improve the employees' competitive responsiveness while protecting and enhancing opportunities for employment security.
3. Improve the communications and relationships between the parties and thereby avoid unnecessary disputes by cooperatively addressing significant changes, competitive threats, cost challenges and developments in both the Union and Company environments.
4. Provide an opportunity for the Union to discuss at a national level various work being contracted out (recognizing that the Company and the Union may have agreed to engage in forums for discussion on the topic of contractors at the state and local level) and for the Unions to suggest how employees might perform the same work in a practical and effective manner that meets the cost and timeline objectives of the business. The Company will consider such suggestions. As appropriate, the parties may mutually agree that such discussions be continued between designated local management and union representatives.
5. Equal number of key Union and Company representatives shall constitute a Forum (unless otherwise waived by a party). For this

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National Partnership Forum ("NPF"), it is anticipated that the Company attendees would include at least one (1) senior leader with Operations and/or Labor responsibility and one (1) senior level Union leader with telecommunications responsibility at a regional or national level. Union members of the forum would include Local Presidents or national staff Representatives whose position in the Union includes broad authority

and responsibilities. Similarly situated Company leaders would also be expected to participate in the Forum.

6. Regional Partnership Forums ("RPFs") will be formed. These Forums will include Company General Managers, Human Resources representatives, and Local Union Business Managers. The number of Regional Forums to be set up and whether they will be joint Forums with the CWA will be decided within six (6) months of the date of the Closing, as defined in the MOA to which this Exhibit is attached.
7. Meetings will be convened by the parties at a mutually agreeable place and time at least, but not limited to, three (3) times per year. The participants in the Forum shall determine its composition, structure, agenda, and operation.

It is intended that each Forum would support, but not displace, the collective bargaining process, the established dispute resolution procedures, and existing local Union-Company collective bargaining agreements and committees.

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EXHIBIT IV -- Family Care Committee
(2014 Acquisition-Related Memorandum of Agreement)

AT&T / CWA FAMILY CARE COMMITTEE

The Committee is made up of seven representatives including a Chair.

Work & Family Life newsletter

Work & Family Life is a monthly newsletter with information and practical solutions on a wide range of family, job and wellness issues. Its mission is to help the readers reduce stress and find more pleasure and satisfaction in their many roles at home, at work and in their communities. The ATT/CWA Family Care Committee funds and administers distribution of this publication. This newsletter is distributed to 83 of AT&T work locations on a monthly basis. Follow this link for a sample of this very informative newsletter.

<http://www.workandfamilylife.com/msu/march2012/mar12.pdf>

Child Care Reimbursement Program

This program was originally established to reimburse a portion of day care cost on snow days for school age children. Over the years, it has been expanded to include inclement weather days, holidays, and the week of school vacation between Christmas and New Year's which employees may have to work. The Family Care Committee advertises the program in the fall of each year; encouraging employees to preregister. Those who have utilized the program are grateful for its benefits.

Family Care Committee Newsletter

This Newsletter is created and published by the Family Care Committee. It keeps AT&T employees both bargained for and management, current with the programs and services the committee offers. In each publication, we encourage feedback from our readers in order to meet their needs and concerns. We include articles that are helpful to the many aspects of work and family life. The promotion of LifeCare is also done through this publication to make employees aware of the many benefits available to them such as discounts on products and services, webinars, articles and much more. Follow this link to view a copy of this newsletter.

<F:\FCC newsletters\Newsletters 2013\Summer 2013 final.pdf>

LifeCare Seminars

In the first, second and fourth quarter of each year, the committee sponsors evening seminars presented by LifeCare, which are held at an AT&T location.

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LifeCare provides the committee with the current calendar year's educational seminar topics. Based on survey feedback and the current environment, the committee selects the topic and invites the employees, who must RSVP. Past seminar topics have been: managing stress of work and family life, brain health, nutrition, and caring for children and parents; just to name a few. All seminars have been very well received.

Balancing Work and Family Life Expo

The Balancing Work and Family Life Expo is the newest event hosted by the committee. It is always held at an AT&T work location. The committee invites various community organizations, nonprofits, and businesses to setup as vendors to provide information to the employees and their families that are in attendance. To eliminate sales, no products or services are sold. Employees and their families are invited in advance to the event and required to rsvp. This allows our committee to ensure an adequate amount of food for all and enough give-a-ways for those employees in attendance. We ask each employee, as well as the vendors to complete a survey before leaving. The surveys help us to improve the event each year. The committee is in beginning stages of planning its 4th annual event which is normally held in the late August.

ATT/CWA Family Care Committee's Outlook

The members of the ATT/CWA Family Care Committee believe in the mission that was set forth in bargaining many years ago. It is our hope to have the opportunity to continue to provide information, resources and programs to the employees of both AT&T and Frontier Communications through the life of the collective bargaining agreement and beyond. We would like to see the committee and the funding to stay intact until the end of the 2021 ~~2046~~ contract.

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EXHIBIT V – Community Service Fund
(2014 Acquisition-Related Memorandum of Agreement)

**AT&T EMPLOYEE COMMUNITY SERVICES FUND
CONSTITUTION**

ARTICLE I

The name of this organization shall be the AT&T Employees Community Services Fund, herein after known as the Fund.

ARTICLE II

The Fund shall be a voluntary non-profit organization composed entirely of active AT&T employees of the AT&T Corporation (here-in after referred to as either "AT&T" or the "Corporation").

ARTICLE III

The objectives and purposes of the Fund shall be:

Section 1

To establish federated giving on a basis which will free employees from financial appeals conducted by organized national and local social service agencies; thus avoiding excessive solicitation, collection costs and harmful competition, within our Company and community, among the various organizations appealing for financial support.

Section 2

A. To establish Regional Committees ("the Committee") that represents the membership as defined in Article 2 of the Bylaws.

B. To raise funds through an employee contributory plan, such as payroll deductions, in a systematic manner, at least once a year. The time frame to raise funds shall align with the AT&T Corporate Giving Campaign schedule. These funds shall be distributed upon Committee approval and after reasonable expenses, to non-profit private health services and social welfare services primarily in Connecticut, in whole or in part by voluntary contributions in order to carry on their specific programs.

C. To establish a Statewide Board comprised of a representative from each of the Regional Committee's and the two Program Coordinators.

Section 3

It shall be the duty and responsibility of such Regional Committees:

A. To perform the specific function of administration of all monies contributed to the Fund.

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B. To make distributions according to its findings of service and need.
C. To review the operations of agencies receiving contributions from this Fund and to decide on appropriate action when fraud, embezzlement, or other illegal acts warrant possible withholding of contributions. This can be done by (1) reviewing financial statements; (2) reviewing annual reports; and (3) requesting a copy of "Tax Exempt Status for Non-profit Agencies" 501(c) 3 letter issued by the IRS.

D. To select canvassers for any Fund solicitations.

E. To perform all functions that will accomplish the purpose of this organization.

It shall be the duty and responsibility of such Statewide Board

A. To evaluate each campaign and its relationship to AT&T employees as a whole.

B. To perform all functions that will accomplish the purpose of this organization.

C. The Statewide Board shall meet quarterly as a minimum and special meetings may be called by either the Program Coordinator or by the majority of the Statewide Board.

D. Overall responsibility for the annual AT&T Corporate Giving Campaign in Connecticut providing direct support to the campaign coordinators, solicitors and employees.

E. Responsibility for recruiting, training, and communicating with campaign solicitors.

It shall be the duty and responsibility of such Program Coordinators:

To publish an annual report by the end of March of the following calendar year as per bylaws Article I Section 10.

Section 4

The Fund is organized *exclusively* for distribution of funds to organizations that qualify as exempt under section 501 (c) 3 of the Internal Revenue Code of 1986 (or the corresponding provision of any future United States Internal Revenue Law).

Section 5

CSF Conflict of Interest Policy

The purpose of the "Conflict of Interest Policy" is to protect the Community Service Fund organization's interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of a Committee Chair or Committee Member of the CSF organization or might result in a possible excess benefit transaction. The policy is intended to supplement but not replace any applicable State and Federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

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1. Definitions:

- a. "Interested Party" is defined as any committee chair or committee member, or an immediate family member of committee chair or committee member.
 - b. "Related Party" is defined as any party, group or organization to which an interested party has an allegiance or affiliation.
2. A potential conflict of interest exists when actions, contracts, transactions or other dealings between the Community Services Fund (CSF) and an Interested Party or a Related Party may result in a personal financial gain to the Interested Party. A potential conflict of interest may also exist when an Interested Party serves as a Director or officer of an organization involved with seeking funding from the CSF.

3. It is improper of an Interested Party or a Related Party to disclose or use confidential proprietary information relating to CSF for personal profit or advantage of the Interested Party or Related Party.

Section 6

Any amendment to this Constitution shall require a two-thirds vote from all members of the Regional Committees.

Section 7

The Fund shall continue unless terminated by two-thirds of the Statewide Board. Upon the dissolution of the Fund, the Committee shall, after paying or making provision for the payment of all the liabilities of the Fund, dispose of all of the assets of the Fund exclusively for the purposes of the Fund in such manner, or to such organization or organizations organized and operated exclusively for charitable, educational, religious, or scientific purposes as shall at the time qualify as an exempt organization or organizations under section 501(c) 3 of the Internal Revenue Code of 1986 (or the corresponding provision of any future United States Internal Revenue Law), as the Committee shall determine. Any such assets not so disposed of shall be disposed of by the Court of Common Pleas of the county in which the principal office of the Corporation is then located, exclusively for such purposes or to such organization or organizations, as said Court shall determine, which are organized and operated exclusively for such purposes.

**BY LAWS outlined in executed document by the Statewide and
Regional Board members dated 4/5/2013**

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EXHIBIT VI

(2014 Acquisition-Related Memorandum of Agreement)

- On the first full pay period that occurs after six (6) months following the date of the Closing, the 8/14 Premises Technician Wage Schedule will be expanded by adding Network Delivery Technician Wage Schedule to Premises Technician Wage Schedule (new Steps 11 through 16, shaded in blue)
- Increases the 8/14 wage schedule max from \$26.10 to \$39.97
- The 347 non-core Premises Technicians will be moved up one Step on this schedule (non-core means newly hired into Premises Technician title on or after September 28, 2006 and all subsequently hired Sales and Service II Technicians)
- 130 grandfathered (former "core") Premises Technicians go from

Premises Technician Revised Wage Schedule (Effective as per Section 6 of this MOA)						
Current - shaded Yellow						
New Steps and Increases - shaded Blue						
STEP*	8/10/14 BI-Weekly	8/9/2015 BI-Weekly	8/10/14 Hourly	% Increase	8/9/2015 Hourly	% Increase
Entry	\$1284	\$1284	\$16.05		\$16.05	N/A
1	\$1343	\$1346	\$16.79	4.60%	\$16.83	4.83%
2	\$1405	\$1412	\$17.56	4.62%	\$17.65	4.90%
3	\$1470	\$1481	\$18.38	4.63%	\$18.61	4.69%
4	\$1539	\$1554	\$19.24	4.69%	\$19.43	4.93%
5	\$1612	\$1632	\$20.15	4.74%	\$20.40	5.02%
6	\$1688	\$1713	\$21.10	4.71%	\$21.41	4.96%
7	\$1769	\$1800	\$22.11	4.80%	\$22.50	5.08%
8	\$1853	\$1890	\$23.16	4.75%	\$23.63	5.00%
9	\$1943	\$1987	\$24.29	4.86%	\$24.84	5.13%
10	\$2037	\$2088	\$25.46	4.84%	\$26.10	5.08%
11	\$2181.2	\$2210.9	\$27.27	7.08%	\$27.64	5.89%
12	\$2324.5	\$2361.5	\$29.06	6.57%	\$29.62	6.81%
13	\$2477.4	\$2522.4	\$30.97	6.58%	\$31.53	6.81%
14	\$2639.8	\$2693.8	\$33.00	6.56%	\$33.67	6.80%
15	\$2813.1	2877	\$35.16	6.56%	\$35.98	6.80%
16	\$3119.4	3197.4	\$38.99	10.89%	\$39.97	11.14%

*6 month intervals

\$35.35 to \$38.99 (Step 16)



Frontier Partial Counterproposal to Union Proposal # 9:
Renewal of the 2014 Acquisition MOA

JA
RH
DW

2021 CT CWA Negotiations
Revised: January 12, 2022 (added green boxes/removed changes from 1-f))

EXHIBIT VII

(2014 Acquisition-Related Memorandum of Agreement)

SUPPLEMENTAL MEMORANDUM OF AGREEMENT

Between

FRONTIER COMMUNICATIONS CORPORATION ("Company")

And

COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO ("Union")

Job Assignment Flexibility

The following agreement applies to the CWA-represented Connecticut workforce the Company is acquiring from AT&T Inc. and will become effective upon the date of the Closing.

To better enable the Company to meet its ever increasing competitive challenges, the Company needs operational flexibility to improve the customer experience by utilizing a "single tech out" approach to assigning work, as it currently does in all other Frontier locations. To achieve these goals, the Union agrees that in order to complete a customer service order or trouble ticket in a single dispatch and/or work assignment, and irrespective of any job jurisdictional constraints, the Company may assign one bargaining unit employee to perform whatever duties and functions are required to complete the entire job, provided the employee has, in the Company's judgment, the capability and equipment needed to safely complete the job in a single dispatch or work assignment. Should the Company determine that one bargaining unit employee cannot meet the above requirements, it shall dispatch however many bargaining unit employees are necessary to safely complete the job.

Example: using the current title, a Network Delivery Technician (NDT) needs to run a jumper in a central office complete an assigned repair ticket and there is no Network Technician-Electronic (NT-E) in the applicable central office at the time. This MOA allows the NDT to run the jumper for the open ticket and deliver an improved customer experience. For the avoidance of any doubt, it is not the intent of this MOA to eliminate the NT-E classification or supplant their established role of performing Central Office switching work and testing and monitoring switches.

The Company and Union will agree to first meet to discuss the plan to implement "single tech out" on or before January 15, 2015 and as part of these discussions, the Company and the Union will discuss the process for resolving any disputes that may arise from the implementation of this MOU.



Frontier Proposal
Duration

2H
TA
R.H.
DW

2021 CT CWA Negotiations
Presented: January 7, 2022

- Modify the Article XXVII (Duration and Basis of Reopening), as follows:

ARTICLE XXVIII
DURATION AND BASIS OF REOPENING

1. This Contract shall commence and be binding upon the parties hereto from the 17th 46th day of October 2021 ~~2040~~ and shall continue in force and effect until 11:59 PM on October 19, 2024 ~~October 46, 2024~~.

If not terminated on said 19th 46th day of October 2024 ~~2024~~ by either party giving sixty (60) days prior notice in writing of its election to so terminate, it shall be a continuing Contract until terminated by similar sixty (60) days' notice from one party to the other. Subject only to the provisions of any applicable law, it is mutually agreed that after October 19, 2024 ~~46, 2024~~, either party on reasonable notice to the other may reopen negotiations on matters covered by this Contract.

2. This Contract supersedes and revokes a prior Contract dated October 15, 2019 ~~April 5, 2000~~, and constitutes the full and complete agreement between the Company and the Union on all bargainable issues and neither party shall be required to negotiate or bargain upon any issue until after October 19, 2024 ~~October 46, 2024~~.