

Settlement MOU for Signatures



2024 CT CWA Negotiations
Presented: September 5, 2025

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

2024 NEGOTIATIONS FINAL SETTLEMENT AGREEMENT

This Memorandum of Understanding ("MOU") dated September 5, 2025, (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 2024 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 upon ratification of this Settlement Agreement, unless a different effective date is specifically stipulated herein, and shall remain in effect through 11:59 p.m. on October 23, 2027, 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 19, 2024, that were valid and enforceable immediately prior to the effective date of this MOA will be extended to 11:59 p.m. on October 23, 2027. 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.



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Unless the parties have specified different effective dates, the provisions of this MOU will be effective upon ratification, if, and only if, the Company receives from the Union, on or before September 24, 2025, 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 extension upon sixty (60) 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

Signed by:
Peter Homes
D12D5E0A0F93463...

Peter Homes
Director, Labor Relations

Dated: September 5, 2025

FOR THE UNION

Signed by:
Katie Montalbano
67EC26E18C044FD...

Katie Montalbano
CWA Staff Rep
District 1, CWA, AFL-CIO
Dated: September 5, 2025

Signed by:
David Weidlich Jr.
AFFF63496984494

David Weidlich, Jr.
President, CWA Local 1298

Dated: September 5, 2025

2024 CWA 1298 CT Negotiations
Presented: September 5, 2025

Comprehensive Settlement Offer

The Company presents this offer for settlement as an entire package. All elements of this package must be agreed to by the CWA and cannot be accepted or rejected except as an entire package. Any remaining Union and Company proposals not specifically addressed below will be considered to be withdrawn and a Memorandum of Understanding will be prepared for both parties to sign. The Union bargaining committee agrees to unanimously recommend ratification of this Settlement Offer to its membership and ask for its ratification.

The following proposals will be incorporated into the new 2024 agreement:

1. Company Proposal #4 Revision 2 - C&M Training Section 9.01 (9/5/25)
2. Company Proposal #7 Revision 1 – EMA (6/26/25)
3. Company Proposal #8 – Plant 9.03 Work Clothes (9/19/24)
4. Company Proposal #9 Revision 1 – AIR Admin Group – TA 10/9/24
5. Company Proposal #11 REV 1– Article XXVIII Duration (8/14/25)
- ~~6. Company Proposal – Term Employee MOA (1/14/25)~~
7. Company Fourth Counter to UP 24.1 - Healthcare (9/5/25)
8. Company Fourth Counter to UP 29.1 – Wages (9/5/25)
9. Company Second Counter to UP 25.2 – 401k Match (9/5/25)
10. Company Second Counter to Plant UP 8.1 - OT (6/26/25)
11. Company Counter to UP 14.1 – Concessions (6/26/25)
12. Company Counter to UP 13.1 – EWD (6/26/25)
13. Union Proposal 9.3 – Short Period Sickness (8/15/25)
14. Company Counter to CM UP 1.1 Working Hours- TA 6-12-25
15. Union Proposal #36 – Call Routing (6/24/25)
16. Union Proposal 7.1 – Vacation – TA 5/30/25
17. Union Proposal HQ 1.2 – Conduit Inspector – TA 6/12/25
18. Company Second Counter to Plant 3.2, C&M 2.1 and HQ 3.2 – On Call (9/5/25)
19. Company Counter to UP #33 – LTD SPD (7/29/25)
20. Company Counter to UP 18.1 – EVSP (8/25/25)
- ~~21. Company Counter to UP 20 and 30 – Agreements (8/25/25) See MOU~~
22. Company Counter to UP 2.1 – Leveraged Title (8/25/25)
23. Company Second Counter to UP 1.2 – Contractors (8/27/25)
24. Company Settlement MOU (9/5/25)

➤ *Revise C & M Article 9 as follows:*

COMMERCIAL & MARKETING

MISCELLANEOUS

9.01 Training by Seniority

~~Training will be provided on a case-by-case basis comparing current individual employee skill sets to work the Company expects to assign the employee; those expectations may change from time to time depending on how the business evolves over time. This may include potential business needs to train for certain skill sets or where the Company finds the need to address skill set deficiencies or developmental needs. All criteria for training, including the subject of training, methods used and employees to be trained, will be at the sole discretion of the Company.~~

All Training will be done on a senior volunteer basis. In the absence of a senior volunteer, inverse seniority will apply by work group.

- A. Work group will be defined as: Manager group, by title, home station, or job function.
- B. When all job holders are to receive the same training over a limited period of time, seniority may be waived after discussion and mutual agreement is reached between management and the appropriate business agent.
- C. Notwithstanding the above, the Company may introduce pilot programs where training for specific employees may be necessary. When training for pilot programs the senior volunteer/inverse seniority process will not apply. However, should the Company determine that the pilot program is going to be rolled out to the entire work group, all employees in the work group will be trained. This section is not intended to bypass C&M 2.02B, 1, C.



Frontier Proposal #7 REVISION 1 Electronic Monitoring

Initial
PH

9/5/2025

Initial
KM

9/5/2025

**2024 CWA 1298 CT Negotiations
Presented: June 26, 2025**

Revise Supplemental Agreement as follows:

MONITORING – Call Observing – Service Representative / Sales Consultant / Repair Service Specialist

Background

Frontier major goals include increased revenues, cost control, improved customer service and creating a positive work environment for our employees. To that end the Company and the Union agreed during 2001 bargaining to establish a Monitoring Task Force to balance company goals and employee concerns around call observing. The output of this task force is policies and procedures for monitoring that the Company and the Union agreed to implement at Frontier.

Why do we Monitor Calls?

- To train and develop employees
- To ensure call flow process is being followed
- To ensure legal/regulatory requirements are met, i.e., CPNI
- To ensure integrity of sales practices, i.e., no slamming or cramming
- To identify training opportunities
- To identify customer needs
- To evaluate new/changed practices and procedures
- To evaluate product acceptance
- To measure overall impact of the company processes

How do we monitor customer calls?

Call Observing may be characterized as:

1. Individual Employee Evaluation
2. Team Measurement Observing
3. Side by Side Observations
4. Management Calibration Observations

1. Individual Employee Evaluation Observations

This form of remote observation evaluates an individual employee's performance against standardized call flow parameters. Management or its designee performing Individual Employee Evaluation observing will utilize the following guidelines:

- 2 – 10 remotely observed calls will be evaluated monthly on all Service Reps. The number of calls will vary based on employee skill and specific developmental needs. Observations will be done remotely, either live or recorded with the current observing system.
- Calls for evaluation purposes will be chosen randomly and cannot be chosen exclusively because of key words, call length or by CRIFT scores, etc.
- Calls used for evaluative purposes will be differentiated in the employee's coaching log from those calls used for coaching and development purposes by the Manager/Coach (e.g., "Eval" or "C&D").
- Any full call is applicable and cannot be deemed non-applicable because it is a "non-sale" call.
- Employees who have achieved "Notification" will be advised as to when these call observations will be scheduled.
- Employees who have not achieved "Notification" will not be advised as to when the observations will occur.

2024 CWA 1298 CT Negotiations
Presented: June 26, 2025

- While it is not the intent of Individual Employee Evaluation, disciplinary action could occur based on observation results if any of the following were to occur:
 - Gross discourtesy or abuse of the customer is observed
 - Attempt to defraud the company through dishonest sales practices (cramming/slamming)
 - The employee violates privacy of communications or demonstrates integrity problems
 - Employee continually fails to meet established performance standards, as identified through the observation process.

Notification

- Employees who qualify will receive 24-hour advance notification, either verbal or written, of when they are scheduled for any remote Individual Employee Evaluation Observations. Employees with notification may be observed for evaluation purposes on up to any three days in an observation month. On the rare occasions when observations need to be rescheduled, employees will receive advance notification (no later than the start of the day that had been scheduled for evaluative observing) that they will not be observed for evaluative purposes on the day that had been scheduled for observing; and the new rescheduled date(s).
- Notification will be revoked if an employee fails to meet any of the established criteria for two consecutive months. For example, an employee may not meet expectations for the call flow process in month one and fail to meet sales attainment in the second month. In this example the employee would lose Notification until they re-qualify. To reacquire Notification, employees must meet and sustain the performance criteria established within each work group for three consecutive months.
- Note: Employees in the probationary period (transfers) or trial period (new hires) are not eligible for Notification. Employees must complete their probationary/trial period to acquire Notification.

Employee Feedback Process

- Observations completed through the current observing system will be reviewed with the employee ~~during the month the observations were recorded unless the observation occurs during the last week of the month.~~ ~~These observations will be reviewed with the employee during the first week of the following month.~~ **within 30 calendar days.**
- Remote observations will be reviewed with the employee by the end of the employee's next tour, but no later than within 48 hours of the observation. Supervision must use complete, uninterrupted calls for remote observations used for evaluation purposes.

2. Team Measurement Observing

This form of remote observing determines the overall quality of service being provided by the team. Results of these observations would ensure that the call flow process is being followed, that legal/regulatory requirements are met and that ethical sales practices are being adhered to. These observations would also identify training opportunities and customer reaction to new products and promotions. Team results could be compiled at the state, office/Manager and Assistant Manager levels. This observing will occur throughout the month on a representative sampling of employees. No advance notice of this observing will be provided since these efforts are oriented toward overall office performance rather than individual.

While not the intent of Team Measurement observing, disciplinary action could occur based on observation results if any of the following were to occur:

- Gross discourtesy or abuse of the customer is observed
- Attempt to defraud the company through dishonest sales practices (cramming/slamming)
- The employee violates privacy of communications or demonstrates integrity problems

Team observing results may be documented and given to the observed employee for developmental/diagnostic purposes only. These calls will be differentiated in the employee's coaching log from those calls used for evaluative purposes by the Manager/Coach (e.g., "Eval" or "C&D").

**2024 CWA 1298 CT Negotiations
Presented: June 26, 2025**

3. Side by Side Observations

Side by side observations are generally conducted for developmental purposes **however continued deficiencies in performance may lead to progressive discipline being imposed.**

Frequency of these observations will be based on skill and specific developmental plans for the individual employee. These calls will be differentiated in the employee's coaching log from those calls used for evaluative purposes by the Manager/Coach (e.g., "Eval" or "C&D").

4. Management Calibration Observations

These sessions help to hone our Management Team's observation and call flow evaluative skills. They also ensure a level of consistency necessary to fairly evaluate our employees. The office will be informed when Calibration monitoring is being performed. Results of calibration sessions can be shared at the office and AM levels. Calibration observing results may also be documented and given to the observed employee for developmental/diagnostic purposes only. These calls will be differentiated in the employee's coaching log from those calls used for evaluative purposes by the Manager/Coach (e.g., "Eval" or "C&D").

While it is not the intent of Management Calibration Observing, disciplinary action could occur based on observation results if any of the following were to occur:

- Gross discourtesy or abuse of the customer is observed
- Attempt to defraud the company through dishonest sales practices (cramming/slamming)
- The employee violates privacy of communications or demonstrates integrity problems



**Frontier Proposal #8
Mechanic Work Clothes**

Initial
PH

9/5/2025

Initial
KM

9/5/2025

**2024 CWA 1298 CT Negotiations
Presented: September 19, 2024**

➤ **Revise PLANT Article 9 as follows:**

9.03 Work Clothes

The Company will provide for furnishing and laundering work clothes for Motor Equipment Inspector-Maintainers.



Frontier Proposal #9 Revision 1
Creation of Air Pressure Admin Group

2024 CWA 1298 CT Negotiations
Presented: October 9, 2024

New Memorandum of Agreement:
Creation of AIR Administrative Group

Frontier Communications Corporation/SNET ("Frontier" or "the Company") and the Communications Workers of America ("CWA") representing employees in the CWA Local 1298 bargaining unit, upon discussions regarding the proper placement of sixteen (16) employees currently performing air pressure work as Sales and Service Technicians in the NDT administrative group agree to settle this placement in the following manner:

- 1. Revise the 2019 Consolidation of SST I, SST II, NDT and OPT Titles Memorandum of Agreement ("MOA") to add "AIR" as a sixth administrative group under #7, Primary Job Functions.
2. The Company will move the sixteen (16) employees currently performing air pressure work from the NDT administrative group under the Sales and Service Technician job title into the new AIR administrative group as soon as administratively feasible upon ratification of a new 2024 collective bargaining agreement
3. The new AIR administrative group will be governed by the same provisions as the other five (5) current administrative groups with the exceptions of having a 7:00 am to 3:30 pm tour and a Monday to Friday regular work schedule. This tour and work schedule will remain in place for the length of the 2024 collective bargaining agreement unless otherwise mutually agreed to by the parties in writing.
4. All other provisions of the 2019 Consolidation MOA remain unchanged.
5. The names of the affected sixteen (16) employees are provided in Attachment A.
6. Any and all grievances related to the administration of air pressure work by the sixteen (16) employees in the NDT administrative group will be considered permanently withdrawn.

FOR THE COMPANY

Signed by: Peter Homes
Peter Homes
Director, Labor Relations

Dated: September 5, 2025

FOR THE UNION

Signed by: Katie Montalbano
Katie Montalbano
CWA Staff Rep
District 1, CWA, AFL-CIO

Dated: September 5, 2025

Signed by: David Weidlich Jr.
David Weidlich, Jr.
President, CWA Local 1298



Frontier Proposal #11 REVISION 1
DURATION

Initial
PH

9/5/2025

Initial
KM

9/5/2025

**2024 CWA 1298 CT Negotiations
Presented: August 14, 2025**

➤ **Revise Article XXVIII:**

DURATION AND BASIS OF REOPENING

1. This Contract shall commence and be binding upon the parties hereto from the 20th day of October 2024 and shall continue in force and effect until 11:59 PM on October 23, 2027.

If not terminated on said 23rd day of October 2027 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 23, 2027, 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 17, 2021, 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 23, 2027.

Initial
PH

9/5/2025

Initial
KM

9/5/2025

Union Proposal: #24.1

Company Fourth Counter 9/5/25

Date: 6/24/2025

Subject: Healthcare

Section/Article: Healthcare

Healthcare

- ~~FSA on debit card~~
- ~~Increase dental max to \$2500~~
- ~~Any out of network ambulance covered as in-network~~
- **Accept Anthem's Specialty Infusion Drugs Program 1/1/2026**
- Accept proposed Hinge Health **1/1/2026**
- Accept proposed Oshi Health **1/1/2026**

Employee Monthly Contributions

	Tier	2026	2027	
Mon EEC			-	
All Plans (PPO, HCN & HCN OA)	EE	\$175.00	\$190.00	
	EE + 1	\$350.00	\$380.00	





**Frontier Fourth Counter to Union Proposal # 29.1
WAGES**

Initial
PH

9/5/2025

Initial
KM

9/5/2025

**2024 CWA 1298 CT Negotiations
Presented: September 5, 2025**

- 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 2021 CBA (exponentially).

Effective Date	General Wage Increase
Retroactive to 9/29/2024	3.0%
9/28/2025	3.5%
9/27/2026	3.25%

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9/5/2025

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9/5/2025

Union Proposal: #25.2 **Company Second Counter 9/5/25**

Date: 6/10/2025

Subject: 401K

Section/Article: SPD 401K

401K

- ~~• 100% 90% 85% match up to 6%~~
- ~~• Add ability to contribute % of EE deduction to include ALL gross, so it covers OT etc. & has 6% match~~

The Company agrees to increase the Company match to the 401k Plan to 82% of 6% effective **as soon as administratively feasible following ratification.**

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9/5/2025

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9/5/2025

Company **Second** Counter to Plant Union Proposal: #8.1

Date: 5/29/2025 **6/26/25**

Subject: O.T.

Section/Article: Plant

PLT 2.08 b Overtime

- Unscheduled overtime (end of day) will be handled first by employees who are already on duty and have the ability **to perform the required work.** as determined by the supervisor
- Overtime (end of day) will be handled
 - 1st first by employees who have indicated their availability
 - 2nd when there are more volunteers than needed, cumulative OT list will be used
 - 3rd after volunteers are exhausted, then cumulative list will be used

The needs of the business shall be the overriding factor in employee selection. i.e. proximity to work, type of work (cable failure, etc.), employee skill set, and ability as determined by supervisor.

The Union recognizes that in assigning overtime management must also consider employee skills, availability of employees and requirements of the job.

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9/5/2025

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9/5/2025

Union Proposal: #14.1 **Company Counter 6/26/25**

Date: 6/24/2025

Subject: Official and Employee Concession

Section/Article: General 9.04

9.04 Official and Employee Residence Service

- ~~• An active employee is required to select SNET as his or her provider for local, intrastate, and interstate service in order to be eligible for Official Residence Telephone Service or Employee Residence Service.~~
- ~~• (a) Official Residence Telephone Service Local exchange telephone service, including Totalphone, and up to \$35.00 in intrastate toll shall be furnished without charge to active employees with 25 or more years of net credited service. In addition, 20% discount will be extended for usage of interstate toll service, international toll service, and other wireline services such as Caller ID and Message Works.~~
- ~~• (b) Employee Residence Telephone Service Local exchange telephone service will be discounted at 50% for active employees with less than 25 years of net credited service. In addition, a 20% discount will be extended for usage of intrastate toll service, interstate toll service, international toll service, and other wireline services such as Caller ID and Message Works. 50% off regular customer pricing or employee discount program whichever is greater for ALL current and future Frontier products and services~~
- The Company will provide Regular Full-time Employees with discounted telecommunications services and, if available, High Speed Internet and other services, in accordance with existing **employee discount** policies ~~on providing employees with discounts on Company services,~~ as those policies may be amended from time to time by the Company at the Company's discretion but will not be eliminated.
- ~~• Free installations and inside wiring on any products and services~~
- ~~• Future retirees will receive same concessions as current employees~~

Initial
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9/5/2025

Initial
KM

9/5/2025

Company Counter to Union Proposal: #13.1

Date: ~~5/15/2025~~ **6/26/25**

Subject: Excused Absences & Service Termination Payments

Section/Article: General 8.18 (& 3.23)

8.18 Excused Work Days

- ~~• Change to five Excused Work Days (and 1 unpaid)~~
- Remove (f) - **Effective for the 2026 calendar year the Company will no longer require the scheduling of** EWDs ~~do not need to be scheduled~~
- ~~• Unused days will be paid out if not used by first full week in May of following year~~
- ~~• All 3 EWD's may be used in 1 hour increments~~
- ~~• Service Termination Payments 3.23 (d) add EWD time to payment in lieu of unused vacation time~~

CWA reserves the right to change, amend, modify, add to, and or delete proposals.

Initial
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9/5/2025

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9/5/2025

Union Proposal: #9.3
Date: 8/15/2025
Subject: Sickness and Accident Absences

Section/Article: General 6.01

6.01 Short Period Sickness

- ~~• Add additional 5 days sickness when attached to an approved STD (one time per calendar year)~~

NOTE: It is understood that the provisions of Article: General 6, Section 6.01 as revised in 2024 bargaining comply with the Connecticut Paid Sick Leave Law as amended for 2025.

- (a) ~~Annual Grant of Paid Sick Leave- In compliance with the Connecticut Paid Sick Leave Law.~~ The Company provides an annual grant of lump sum of paid sick leave to employees on the 120th calendar day of employment with the Company and at the beginning of each calendar year thereafter based upon their length of service with the Company:

- (1) At the beginning of employment and through the conclusion of the second calendar year of employment (December 31st of the year following commencement of employment)– 40 hours/5 days
- (2) At the beginning of January 1st of an employee's third calendar year of employment, 10 days (either 75 hours for employees with a 37.5 hour per week schedule or 80 hours for employees with a 40 hour per week schedule)

For purposes of this section, the benefit year is a calendar year.

- (b) Paid sick leave that remains unused at the end of a benefit year will be lost and will not carry over from one year to the next.
- (c) ~~Employees may only use 40 hours of paid sick leave per year as protected time under the Connecticut Paid Sick Leave Law. Any use of paid sick leave beyond 40 hours in a calendar year will not be covered by the Connecticut Paid Sick Leave Law protected, and will be subject to the Company's attendance policy and normal call in and use procedures.~~

Employees may only use 40 hours of paid sick leave per year as protected time. Any use of paid sick leave beyond 40 hours in a calendar year will ~~may~~ not be protected.

CWA reserves the right to change, amend, modify, add to, and or delete proposals.

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9/5/2025

This does not preclude additional time being covered by other contractual or state/federal protections.

- (d) Covered Reasons for Use – Paid sick leave may be used only during times that an employee cannot work for the reasons specified in the Connecticut Paid Sick Leave Law.
- (e) Notice Required – If the need to use paid sick leave is foreseeable, employees are expected to provide reasonable advance notice to their supervisor of an absence from work. If the need to use paid sick leave is unforeseeable, employees should provide notice to the entity responsible for attendance in their organization as soon as practicable.
- (1) The entity responsible for attendance in the employees' organization shall be notified of absence due to sickness no later than the start of the day's scheduled work time whenever possible.
 - (2) When notifying the Company of the need to use paid sick leave, an employee should include the anticipated duration of the absence, when possible.
 - (3) In all circumstances, employees are responsible for specifying that the time off is for paid sick leave reasons.
- (f) Separation from Employment – The Company does not pay employees for unused paid sick leave at any time, including upon separation from employment for any reason.
- (g) Consideration of Payment For Absence Beyond Ten Days - It is understood that consideration will be given to payment for necessary incidental sickness absence beyond ten days in a service year, where the circumstances warrant. Important factors in such cases would be the past record of attendance, length of service and the number and duration of Benefit Plan absences.
- (h) A Company-recognized holiday is treated as a day of sickness when:
- (1) the holiday falls on a scheduled working day on which the employee is required to work and is absent because of sickness on that day.
 - (2) the holiday falls on a scheduled working day on which the employee is not required to work and is absent because of sickness on the entire afternoon or session of the scheduled working day preceding and the entire morning or session of the scheduled working day following the holiday.

CWA reserves the right to change, amend, modify, add to, and or delete proposals.

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9/5/2025

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9/5/2025

- (i) No deduction shall be made from the short period sickness allowance of an employee for sickness on a Company-recognized holiday, temporary layoff, excused absence, or leave of absence during the year; but a change shall be made in the service year on which it is computed, in cases where all or part of the absence is not credited.

In the case of a part-time employee, the length of the schedule on the absent days involved shall be considered as constituting a working day and payment shall be based on the length of the schedule on the particular days for which payment is to be made. However, in no case shall short period sickness payments be made for that portion of the absence which extends one full day or more beyond seven consecutive calendar days.

CWA reserves the right to change, amend, modify, add to, and or delete proposals.

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9/5/2025

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9/5/2025

Company Counter to C&M Union Proposal: #1.1

Date: 5/30/2025 **TA 6/12/25**

Subject: Working Hours

Section/Article: 2.02 Working Hours

2.02 Working Hours

- Eliminate Trial of schedules last week and revert to 15th of the previous month
- **Every effort will be made to post** Schedules ~~will be posted~~ before the end of the first tour

CWA reserves the right to change, amend, modify, add to, and or delete proposals.



**Frontier CWA Proposal #36
Acquisition Agreement – Call Centers**

Initial
PH
9/5/2025

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KM
9/5/2025

**2024 CWA 1298 CT Negotiations
Presented: June 24, 2025**

➤ **Revise MOA 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 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.



**Frontier CWA Proposal #36
Acquisition Agreement – Call Centers**

Initial
PH

9/5/2025

Initial
KM

9/5/2025

**2024 CWA 1298 CT Negotiations
Presented: June 24, 2025**

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 by this Section, consistent with the Company's customer service philosophy to have a 100% USA - based workforce.~~

Initial
PH

9/5/2025

Initial
KM

9/5/2025

Union Proposal: #7.1

Date: 5/15/2025 **TA 5/30/25**

Subject: Vacations

Section/Article: General 5.01

5.01 Vacation Allowance

- ~~• Add one week to each tier (a)~~
- ~~• Change eligibility tiers to year 5, 10, 20~~
- Remove carry over & match (h) (3)
- ~~• Remove (i) Any unused vacation not used by first full week in May of following year will be paid out in wages~~

CWA reserves the right to change, amend, modify, add to, and or delete proposals.

Initial
PH

9/5/2025

Initial
KM

9/5/2025

HQ Union Proposal: #1.2

Date: 4/24/2024 **TA**

Subject: Title Salary Upgrade- Conduit Inspector

Section/Article: Appendix A

Appendix A-Conduit Inspector

- Upgrade to VW salary grade @ 75 hours biweekly

CWA reserves the right to change, amend, modify, add to, and or delete proposals.



Company Second Counter to Plant #3.2, C&M #2.1
And HQ #3.2
ON CALL/CALL OUT

Initial
PLH

9/5/2025

Initial
KM

9/5/2025

2024 CWA 1298 CT Negotiations
Presented: September 5, 2025

➤ *Revise the Following Articles:*

All Increases Effective First Pay Period Following Ratification

Plant Union Proposal: #3.2
Date: 7/23/2025
Subject: On-Call Practice

Section/Article: PLT 2.07

PLT 2.07 On-Call Practice

- ~~Increase On Call/Call out to 1 paid hour per day. \$40~~

An employee designated as “on-call” shall receive ~~one hundred forty (\$140.00)~~ **one hundred and seventy five (\$175.00)** **two hundred and ten (\$210.00)** dollars for each week so designated. An employee assigned “on-call” on either a daily basis or on a Company designated holiday will receive ~~twenty (\$20.00)~~ **twenty five (\$25.00)** **thirty (\$30.00)** dollars for that day.

C&M Union Proposal: #2.1
Date: 7/23/2025
Subject: On-Call Practice

Section/Article: C&M 2.03

C&M 2.03 On-Call

- ~~Increase on call/Call out to \$50.00 \$40 per day~~

An employee assigned to “on-call” on either a daily basis or on a Company designated holiday will receive ~~twenty dollars (\$20.00)~~ **twenty five dollars (\$25.00)** **thirty dollars (\$30.00)** for each such designated day.



Company Second Counter to Plant #3.2, C&M #2.1
And HQ #3.2
ON CALL/CALL OUT

Initial
PH
9/5/2025

Initial
KM
9/5/2025

2024 CWA 1298 CT Negotiations
Presented: September 5, 2025

HQ Union Proposal: #3.2
Date: 7/23/2025
Subject: On-Call & Call-Out Practice

Section/Article: HQ 2.03

HQ 2.03 "A" On-Call Practice

- ~~Increase On Call to \$50.00~~ \$40 per day

An employee assigned to "on-call" on any day, including any Company designated holiday, will receive ~~twenty dollars (\$20.00)~~ ~~twenty five dollars (\$25.00)~~ thirty dollars (\$30.00) for each such designated day.



Company Counter to Union Proposal #33
Revise Disability SPD

Initial
PH

9/5/2025

Initial
KM

9/5/2025

2024 CWA 1298 CT Negotiations
Presented: July 29, 2025

➤ *Revise Disability SPD (LTD) as follows:*

You are disabled when the LTD provider determines that you are unable to perform the material substantial duties of your regular occupation due to sickness or injury and under the regular care of a doctor. After 24 months of LTD payments, you are disabled when the LTD provider determines that due to the same sickness or injury you are unable to perform duties of any gainful occupation.

2024 CWA 1298 CT Negotiations
Presented: August 25, 2025

➤ **Revise Article VII FORCE ADJUSTMENTS:**

a. When a surplus condition exists (defined at the job title level within a company-defined entity when the Company determines there are more people on a job title in an entity than are needed to perform the work of that particular job title in the entity) the Company shall (i) notify the Union; (ii) identify the impacted job title, the company-defined entity and the number of surplus employees in the job title and (iii) inform the Union as to whether the Company intends to layoff bargaining unit employees to relieve that surplus.

When the Company has jobs available to offer to surplus employees and therefore notifies the Union that it does not intend to layoff bargaining unit employees, the Company will proceed as follows:

(1) For the remaining life of the current Contract (October 19, 2024), the Company will offer an Enhanced Voluntary Severance Plan¹ (EVSP) to incumbents in the impacted job title within the company-defined entity. The offer may be accepted by incumbents in the impacted job title, in seniority order, up to the number of surplus declared for that job title. The offer will be available for one calendar week, and employees who accept the offer must be off the payroll within 10 weeks from the date of the notification to the Union of the surplus.

(i) **During the term of this Agreement, a qualified retirement eligible (Rule of 75 or Modified Rule of 75, whichever is applicable) employee represented under this Agreement who retires will receive, in lieu of the EVSP cash payment, a pension benefit enhanced by an amount equal to their otherwise applicable EVSP payment. This provision will expire on October 23, 2027.**

(2) If at the end of that week a surplus still exists at the job title level within a company-defined entity, the Company will extend an offer of the EVSP to incumbents, in seniority order, in the impacted job title, in other company-defined entities.² The offer may be accepted, in seniority order, up to the number of surplus remaining in that job title. The offer will be available for one calendar week, and employees who accept the offer must be off the payroll within 9 weeks from the date of the notification to the Union of the surplus. Incumbents within the “surplus” job title in the company-defined entity will be offered, on a senior volunteer basis, any positions vacated, in their job title, as a result of EVSP. Any positions remaining vacant (i.e., not selected by incumbents in the surplus job title within the company-defined entity) will be made available to the Transfer Bureau.

MEMORANDUM OF AGREEMENT

Between

**THE SOUTHERN NEW ENGLAND TELEPHONE COMPANY INC.
(dba FRONTIER COMMUNICATIONS CORPORATION)**

And

COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO

TRANSITION OF LEVERAGED TITLE EMPLOYEES TO THE SERVICE REPRESENTATIVE TITLE

After extensive discussions during 2024-2025 collective bargaining in which CWA proposed the elimination of the Leveraged Title, the Southern New England Telephone Company, Inc. (dba Frontier Communications or the Company) and the Communications Workers of America, AFL-CIO (CWA) do hereby mutually agree to the following terms for the transition of all current employees in the Leveraged Title to the Service Representative title:

1. All employees currently in the Leveraged Title will be transitioned as a group from the Leveraged Title to the Service Representative title as soon as administratively feasible but in any case within three (3) months of ratification.
2. It is understood by the parties that this agreement is limited to the transition of current employees in the Leveraged Title to the Service Representative title and the Company reserves the right to hire employees into the Leveraged Title in the future at its sole discretion. All contract language pertaining to Leveraged Title will remain intact.
3. CWA agrees to permanently withdraw all outstanding grievances including all pending arbitrations **and board charges** related to the Leveraged Title upon the signing of this Agreement.

4. Should the Company make the decision to hire into the Leveraged Title after the execution of this MOA, the parties agree to meet to discuss the compensation formula to be used as well as the attainability factor when setting goals.

The parties agree this one-time transition Memorandum of Agreement creates no practice and sets no precedent.

This Memorandum of Agreement shall become effective upon ratification of the parties overall Tentative Agreement dated September 5, 2025.

Southern New England Telephone, Inc.

Communications Workers of
America, AFL-CIO

Signed by:
Peter Homes
D12D5F8A9E93463

Signed by:
Katie Montalbano
57EC28E1BC044ED

By _____

By _____

Date 9/5/2025

Date 9/5/2025

MEMORANDUM OF AGREEMENT

Between

**THE SOUTHERN NEW ENGLAND TELEPHONE COMPANY INC.
(dba FRONTIER COMMUNICATIONS CORPORATION)**

And

COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO

OVERTIME AVAILABILITY WHEN CONTRACTING WORK SALES AND SERVICE TECHNICIANS

After extensive discussions during 2024-2025 collective bargaining in which CWA presented several proposals on contract work, including overtime implications and the elimination of customer facing contractors, the Southern New England Telephone Company, Inc. (dba Frontier Communications or The Company) and the Communications Workers of America, AFL-CIO (CWA) do hereby mutually agree to the following terms regarding the availability of overtime when work is being contracted outside of the bargaining unit in the Sales and Service Technician job title:

1. The Company agrees to continue its current practice of offering eight (8) hours of overtime per week to employees in the Sales and Service Technician job title who volunteer to work said overtime when contractors are performing the same work within the same reporting center.
2. The type of overtime made available under this Memorandum of Agreement (i.e. end of day or work on a scheduled day off) and any notice required for solicitation of overtime will be at the Company's sole discretion.
3. The parties understand and agree that this Memorandum of Agreement is only meant to memorialize the current Company practice of offering eight (8) hours of overtime to employees in the Sales and Service Technician job title who volunteer to work said overtime when contractors are working in established reporting centers and that

the Supplemental Agreement known as “the Porter Letter”, dated December 17, 2000, will remain unchanged.

4. **This Agreement is not meant to alter any other current practices that may be in place for other job titles as it relates to overtime availability when contracting out work. This Agreement simply memorializes the current practice in the Sales and Service Technician job title that has been the focus of 2024 collective bargaining.**

This Memorandum of Agreement will only become effective with the successful ratification of the parties’ Tentative Agreement, dated September 5, 2025.

Southern New England Telephone, Inc.

Signed by:
Peter Homes
D12D5E8A9F93463...

By _____

Date 9/5/2025

Communications Workers of
America, AFL-CIO

Signed by:
Katie Montalbano
57EC28E1BC044ED

By _____

Date 9/5/2025