

REPORTS

Special Edition 2011 | Volume LXXV | Bargaining History



COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO

Local 1105

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June, 2011

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Dear Member:

This special edition shows chronologically the results of Bargaining over the past 50 years. The results were not given to us without sacrifice by our Brothers and Sisters before us.

In 1971, I remember being on the picket line as a little boy with my father. These brave men and women struck New York Telephone Company for seven (7) months and never wavered from their position. The result was \$1 dollar additional per week and the beginning of National Bargaining.

In 1989, we struck for 17 weeks because of medical. We were determined, united and mobilized in our successful fight against the company's demand that we pay for our medical benefits. The result was the benefits we all enjoy today.

We have all worked hard to maintain the benefits for ourselves and our families and will continue to do so to protect those who will follow.

Please take the time and read the history of bargaining and see what was and now what is.

Also ask yourself a very simple question. Am I willing to continue this fight and protect all we have because of the brave Brothers and Sisters before us as well as what we have done up to this present period of time?

I know your answer will be "YES".

In Unity,

KE:hm

Keith Edwards
President, CWA 1105

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From the Desk of Paula Lopez

As we prepare to enter into bargaining, the results of the bargaining survey so many of you responded to has been tallied. The results were identical to the responses we received from the bargaining surveys in 2000, 2003 and 2008. Overwhelmingly, the top three are as follows: 1) JOB SECURITY 2) MEDICAL BENEFITS 3) WAGES. Other major concerns are Improvement in Pensions, expansion of the definition of the Immediate Family when a death occurs, increase of EWD's and Vacation time, appropriate training, and scheduled Saturdays. Major improvements have been negotiated contract after contract and we look forward to that same achievement this year.

I write the following with a heavy heart. As many of you know, I have retired from Verizon and this is my last year in bargaining, as well as my last year as your Executive Vice President. As a reminder, I'd like to reiterate what I've said so many times before. It has been through contract negotiations and the many sacrifices of strong, solid union members that

allow us to maintain a good quality of life with decent wages and benefits. Nothing is further from the truth than anyone believing that they have a great job with great wages and benefits because Verizon is generous and wanted to show their appreciation to their employees by sharing their wealth. Bargaining history clearly shows all of the major gains were negotiated by the union on behalf of the union members. It has never been a gift from New York Telephone, NYNEX, Bell Atlantic or Verizon. In fact if it were up to the company, we would be going backwards and not forward in accomplishments for achieving a better quality of life. At every previous bargaining session, this very profitable company insulted every single union member with their demands for give-backs. We were attacked at the regional table on medical benefits, pension benefits and wages. Corporate greed was the driving force behind their horrendous demands. If history repeats itself, then we can anticipate more of the same. As in the past, we will not reach

deep into our pockets for major give-backs nor will we accept a declining quality of life for union members and their families while Verizon executive officers live in the lap of luxury!

Our success speaks for itself. Look at your contract and benefits package. Don't ever forget how we've gotten where we are today!

We have been successful because of you, the membership-standing strong and solid. Your continued support is necessary to successfully achieve the contract that is well deserved!

Remember to mobilize and wear RED every THURSDAY! UNITED WE STAND!

In Unity There Is Strength,

Paula Lopez



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Hours and Wage Treatment

Prior to 1971, most NYNEX workers were on a 72-month wage progression schedule and progression raises were not automatic, but based on "merit." Workers were not paid time and one-half when working on a holiday; nor did they receive double-time, Saturday differentials, etc.

- 1962** New England Directory Sales unit establishes fair and impartial distribution of accounts.
- 1962** mal hours in a given day.
- 1968** New England Director Sales unit establishes payment for time off to be based on average earnings (including commissions).
- 1968** COLA formula improved once more. Maximum rates for Clerical, Traffic, Commercial, and Accounting workers increase.
- 1970** First double time rate was negotiated for all hours in excess of 49 in any week.
- 1971** First Cost of Living Allowance (COLA) introduced, and Central City Allowance was established. Wage progression schedules shortened to five years for Craft and four years for Clerical workers.
- 1971** First Premium Pay for Saturday when it is one of the five scheduled tours (Plant Dept. only). Wage Zone upgrades provided additional income for many members in New York and New England.
- 1974** Improved COLA formula. Accounting, Traffic, and Commercial employees to be paid at time and one-half for work beyond their normal hours in a given day.
- 1974** Employees who are demoted following an on-the-job injury would not suffer loss of pay (Red-Circling).
- 1983** Maximum rates for certain Plant, Traffic, and Commercial employees increased. Wage gains continue through annual raises, progression raises, increased differentials, and COLA
- 1983** Wage gains continue; \$900 cash payment bonus. Retroactive pay for members improperly bypassed for upgrades and/or promotions. Increased differentials in local agreements.
- 1986** Wage gains continue through annual, progression, and COLA raises. Established a Saturday differential for Operators (Downstate), and established double time rate for Operators working on Sunday (Downstate).
- 1986** Wage gains continue; corporate profit-sharing plan with \$1,800 minimum payment over three year contract; grant of 100 stock options. Team based incentive increased to 10% of annual wage.
- 1989** Wage gains continue.
- 1989** Wage increases with Cost of Living adjustment. Continuation of corporate profit sharing.
- 1991** Wage gains continue; increases for wage zone 1; differentials; special city allowance; upgraded everyone in wage zone 2a by folding them into wage zone 2.
- 1991** Wage gains continue; Cost of Living Safety Net - COLA in 3rd year of contract if cost of living has gone up by 3.75%
- 1994** Wage gains continue; clerical titles combined, with all clerical employees receiving additional wage and pension band increases.
- 1994** Continuation of corporate profit sharing; \$2100 minimum over three years.



Pension Rights

In addition to the benefits represented employees enjoy while working, CWA has also secured substantial compensation for the non-working years.

- 1961** Basic formula was 1%, based on the five highest years of earnings. Once a retiree started collecting Social Security, the company deducted 50% of Social Security check from the company pension. This was known as the Social Security Offset.
- 1969** Introduced vesting for employees age 40 with more than 15 years of service. Eliminated Social Security Offset!!! Minimum pensions increased to \$125 per month for workers with over 20 years of service.
- 1971** Pension formula increased to 1.5% for years of service after age 45. Minimum pension increased. Early retirement benefits liberalized. Male and female employees and surviving widows and widowers to be treated equally with respect to retirement age and survivor benefits.
- 1974** Increased benefits by 33%. Minimum pension increased by 28%.
- 1977** Introduced Savings and Security Plan with matching company funds. Increased pension formula, maximum pensions, and death benefits. Improved Surviving Spouse Option.
- 1980** 30 and OUT! No penalty, regardless of age. Increased retiree pension by 16.5% over life of the contract. Revamped Pension Plan with increased minimum.
- 1983** Pension Plan improved. Increased retiree pensions by 9% over the life of the contract.
- 1986** Increased pension bands by 9% over the life of the contract. Savings and Security Plan (SSP) changed from dollar amount to a percentage of basic wages. Established a 401(k) savings feature to the SSP.
- 1989** 14% increase in monthly benefits for everyone and additional 6% for those who retire before 1/1/90.
- 1991** 20% increase in monthly benefits. Early retirement incentives as opposed to layoffs; Five & Five and medical enhancements.
- 1994** 5% increase in monthly benefits. Minimum pension amount established of \$400 per month for worker with 15 years' service. Additional joint and survivor annuity options created. Six & Six retirement incentive (including greater of \$500 per month or 30% of pension until age 62) to be offered to all pension eligible workers before end of contract. Minimum pension amount established of \$400 per
- 1998** month for worker with 15 years' service. Additional joint and survivor annuity options created.
- 1998** 5% increase effective 10/1/98 and 15% minimum increase effective 7/1/00. Six & Six retirement extended through 12/31/99 along with Social Security supplement; Six & Six restructured so that every eligible member will receive package
- 2000** 5% increase effective: July 1, 2001
5% increase effective: July 1, 2002
4% increase effective: July 1, 2003
Voluntary choice of lump sum or annuity.
- 2003** 0/1/03 - 12/31/03 Lump Sum Pension Option available
10/1/03-12/31/03 5% pension increase
11/1/04 - 8/2/08 Lump Sum Pension Option available
11/1/04 - 2% increase
10/1/05 - 3% increase
10/1/06 - 3% increase
10/1/07- 3% increase
- 2008** Lump Sum Option for the life of the contract.
3.25% 2008 Pension Increase
3.50% 2009 Pension Increase
3.75% 2010 Pension Increase

Family Benefits

- 1989** Dependent Care Assistance Plan established to deduct up to \$4,800 from salary on a pre-tax basis. Adoption reimbursement up to \$2,500. Family care leave for up to a total of 24 months during a 10-year period for care of seriously ill family member with guaranteed job reinstatement. Leave of absence for newborn or adopted children for one year with guaranteed job reinstatement.
- 1991** \$1 million for Work and Family projects. Family care leave service credit to be granted for entire period of leave.
- 1994** \$7 million fund for direct payments to workers who incur child and/or elder care cost. Adoption reimbursement increased to \$3,000. Maximum
- adoption reimbursement increased from \$3,000 to \$5,000. \$3 million contribution to Dependant Care Reimbursement Fund. Elimination of six month waiting period for Dependant Care Spending Account eligibility.
- 2000** Adoption reimbursement increased to \$10,000.
- 2008** Funding for Work & Family Programs increased to \$4.95 million.
Funding for Work and Family programs \$4.95 million over life of contract.
Supplemental Life Insurance option increased from four to five times employees basic wage.



Ms. Jones, you should really spend more time with your children. Bring them to work with you this weekend.

Education Benefits

- 1989** Educational loans in amounts of \$1,500 to \$25,000 a year (\$100,000) maximum for each borrower whether employee, spouse, or child.
- 1994** Technical associate program fully paid by NYNEX including one day per week to attend. Education leaves ranging from 6 to 24 months with full benefits, service credit and job return guarantee and up to \$10,000 per year for tuition. Employees who retire receive up to \$3,000 for job training or further education.

Health Care Benefits

The health, dental, and vision care benefits that many workers now take for granted are not a product of the company's generosity; rather, they are a result of CWA's continued commitment to the workers we represent and their families. The health care package that we now enjoy was put together one piece at a time. In each new round of bargaining, CWA restated our continued concerns and, today, represented workers enjoy one of the best health care packages in the country.

1960 Established Non-Contributory Major Medical Plan for employees, retirees, and dependents. Established Contributory 'Group Life and Accidental Death and Dismemberment Insurance Program.' the first \$5,000 or covered expenses increased from 80% to 100%.

1964 Established contributory "Basic Medical Expense Plan" for employees, retirees, and dependents. Company contributed 25% of cost, Union members contributed 75% of cost.

1970 Company finally agreed to pay 100% of health care package premiums.

1972 Retirees to be reimbursed for fees and premiums for Medicare, Part B. Surgery and Physicians' fees paid at 30% of Usual, Customary and Reasonable (UCR) charges. Maximum out-of-pocket expenses decreased to 2% of basic wage, of \$250 per individual.

1974 Dental Plan introduced. UCR increased to 90% for surgery and physicians' fee. Maximum out-of-pocket expense decreased 1% of basic wage, or \$150 per individual.

For active employees, amount paid by the Basic and Major Medical Plan after

1977 Improvements negotiated for the Dental, Basic and Major Medical Expense Plans. Joint Health Care Cost Containment Committees established.

1980 Vision Care Plan introduced. Dental coverage increased. UCR increased to 95% of surgery charges. Many services covered at 100%. Lifetime retirees' maximum benefit is \$50,000. Company contributions to Health Maintenance Organizations (HMOs) increased.

1983 Additional service covered at 100%.

1986 As a direct result of our strike, we avoided the company's demand to shift the cost of health care from their treasury to our pocketbooks; at the same time, we were successful in increasing the benefits. Established 100% coverage for those who choose alternative settings (home health care, skilled nursing facilities, birthing centers, and hospice care) to hospital stays.

Established cost containment features such as pre-certifi-

cation and second surgical opinions. Established Mail Order Prescription Plan and Chemical Dependency Treatment Program. Increased coverage for mental care from 50% of UCR to 80% of UCR. Increased maximum yearly benefit for Dental Plan. Increased coverage for Vision Care Plan.

1989 Continuation of fully paid benefits for all current and retired/no cost shifting. Managed care is entirely voluntary. VDT eye care program established. Healthy pregnancy program established. Mental health-care network created to provide 100% coverage; outside network remains at 80% coverage.

1991 Continuation of fully paid benefits for all current and retired. Managed care is entirely voluntary. Improvements in mental health care network, dental, and emergency and pregnancy hospital admissions. Established new mechanism for funding retiree health benefits

1994 Continuation of fully paid benefits for all current and retired. Managed care is entirely voluntary. Maximum OCC benefits for retirees increased to \$350,000. 3rd

medical opinion extended to all NY Tel contracts; binding for one-year trial. Improvements in dental.

1998 Continuation of fully paid benefits for all current and retired. Managed care is entirely voluntary. Increased dental plan benefits. Binding independent 3rd opinion in event of dispute over a worker's medical condition or ability to return to work. Health care spending accounts created.

2000 Continuation of fully paid benefits for all current and retired. Continuation of benefits for surviving spouses increased. Retiree health care maximum increased from \$350,000 to unlimited. Prescription drug card program established.

2003 No premium shifting, company pays full premium.

Active Preferred Provider Network added to MEP, adding Well Baby Care (immunizations, and related visits at 100%)

Office visits (\$10 co-pay to 2005, \$15 thereafter). Routine Physical (up to \$600).

Wellness visits (includes mammogram, PAP, PSA, FOB, colonoscopy at 100%.) Infertility Treatment (up to \$20,000) added to MEP.

Deductibles:
2006 - \$200
2008 - \$250

Family: 2 1/2 time individual
Out of pocket max:
2006 - \$650
2008- \$700

Spousal surcharge: \$40 if spouse has separate coverage available and opts out of that coverage (waived if spouse earns less than \$25,000 or has to pay over \$900 to get their own coverage)

Retirees - caps raised and premiums guaranteed until 2009.

HMOs - Union must have input to any redesign

Dental Implants up to \$1,000 (counts towards year's \$1,500) Finishing Crowns now covered.

Prescriptions Retail:
Generic - 15% of discounted network price (DNP) max \$25

Brand, no generic available, 20% DNP max \$40.

Brand, generic available an RX not DAW 30% DNP max \$50

Up to 30 days plus renewals
Prescriptions Mail Order:

Generic
\$8.00 or DNP (whichever lower)

Brand, no generic available,
\$12 or DNP (whichever lower)

Brand, generic available an RX not DAW \$20 or DNP (whichever lower)

Out of pocket max -
2006 - \$250
2008 - \$300

2008 Continuation of fully paid benefits for all current and retired.

Eliminated \$1,000,000 lifetime maximum on medical for all plans for active and retired.

Open Enrollment any time after initial 12 month period. Managed Care is entirely voluntary.

New and Improved MEP -Active PPO

Under one plan, administered by Blue Cross, with improved MEP being the out of network provider.

Retiree Health Care - All caps raised and premiums guaranteed until January 2012. Company officially agrees to bargain for retiree health care going forward.

Vision
Eye exam every 12 months.

Increase in-network Non-Tower Allowance to \$60 and 20% discount.

Increase in-network Contact Lens Allowance to \$110 and \$15% discount.

National Health Care
Company to contribute \$2,000,000 per year into a fund to push for passage of a national health care plan.

Worker Protections

The worker protections that CWA has negotiated for our members give workers substantive rights in the workplace and provide employment and income security during times of hardship.

1968 Established first-ever Joint Safety Committees (N.Y. Plant). Provided for an employee's right to inspect his/her personnel records yearly. Provided for restrictions on the number of overtime hours one could be forced to work (N.Y. Plant).

Eleven-day strike by N.Y. Plant workers achieved the High Crime Area Award, or the Commodore Award, which established a worker's right to refuse an assignment (unless an escort is provided) if she/he felt that such an assignment may endanger his/her safety. A worker who exercises this right cannot be disciplined.

Three-year contracts achieved.

1971 Established the right to arbitrate promotional bypasses. Established the right of Union representation at disciplinary meetings. Reduced number of overtime hours one could be forced to work (Plant).

New England clerical unit established job posting and bidding as a means of filling vacancies. This unit also provided for better protection for senior workers in case of layoff.

1974 Established seniority rights on permanent transfers (N.Y. Plant).

1977 Reassignment Pay Protection Plan (RPPP), Supplemental Income Protection Plan (SIPP), moving expenses, and expedited arbitration established.

1980 Union/Management Technological Change Committee formed. Quality of Work Life Committees established. Improvements in SIPP and RIPP negotiated.

Elimination of the "0" (Outstanding) rating as an additional factor when selecting a candidate for promotion.

Right to arbitrate promotional bypasses in the Commercial, Accounting, and Traffic Units.

1983 Voluntary Income Protection Plan (VIPP) established. Improvements in SIPP and RIPP.

Union-Management Training/Retraining Committees established. Medical coverage for laid-off workers extended.

"Green Circle" protection for workers affected by divestiture guaranteed.

Company agreed to consider UTP requests before hiring off the street. Improved guidelines of Attendance Control Plan (ACP).

1986 Increased Extended Medical Coverage for those who leave the company.

Established the Income Protection Plan (IPP), which replaces SIPP, VIPP and Technological Displacement Allowance (TA) and broadens the group to which IPP is offered and increases payments by 17%. Lump sum under previous VIPP increased from \$2,500 to \$7,000.

Increased RJLPP schedules. Established Job Bank for surplus workers Improved training and retraining provisions.



I don't mind a labor-intensive job, but I wish it wasn't so management intensive!

1991 No loss of pay for workers transferred or downgraded because of restructuring. Neutrality and card check for NYNEX companies except for corporate headquarters.

1994 No layoffs, downgrades, or forced transfers. All job vacancies must first be offered through Job Bank to qualified NYNEX employees before hiring off the street. Card check and neutrality for NYNEX non-represented workers.

1998 Protecting Existing Jobs. No layoffs, downgrades, or forced transfers. Bell Atlantic Plus accounts transferred back to CWA and no new accounts.

Making temporary workers permanent. 3,000 temps made permanent with retroactive benefits to date of hire.

Limiting Subcontracting. Subcontracting frozen at 1998 levels and no new major subcontracting initiatives through 12/31/99. Commencing 1/1/00, company will give six months notice of any new initiatives. Creation of a Joint Contracting Committee to examine contracting issues.

Expanding Jobs Data CWA members to install and maintain new digital technology, i.e. ADLS. Long Distance similar work to be conducted by CWA members. Bundled Services to be performed by CWA members. Organizing Rights: Card check recognition and neutrality at all Bell Atlantic

subsidiaries except BA Mobile, including acquired companies with less than \$3 billion in capitalization.

2000 Expansion of protection over DSL, long distance, bundled services, and other work similar to work historically performed by members. Movement of work from each bargaining unit limited to 0.7% per year.

Card check organizing rights expanded to Verizon Wireless. IPP increased to as much as \$33,000: new enhanced IPP established with benefits to as much as \$66,000.

2003 External Event language renewed for life of contract. (For current employees. Will not apply to new hires)

Force Adjustment Plan renewed for life of contract.

Movement of Work renewed (.7%, no net) for life of contract.

When Surplus - Enhanced IPP, plus \$10,000, plus six months medical if not pension eligible. (i.e. \$66,000 + \$10,000 + medical)

Improvement of close time language to include "Customer related care calls to include call backs, follow-ups, service alerts, e-mail, U.S. mail and training." In addition, feedback on observations can be given if there is no conflicting customer commitment. Closed time does not include office, unit or other similar meetings.

Improvement of Swap language to allow transfers to I.B.E.W. Local 2213.

As a prerequisite for Special Representative title, the applicant must have 18 months previous experience in the Representative title within the five (5) years prior to the Special Representative position to be filled.

32 Senior Administrative Assistants and three (3) Administrative Assistants in Valhalla; 30 Senior Administrative Assistants and 12 Administrative Assistants in Hempstead upgraded to Special Assistants with the higher Pension Band of 111.

2008 Letters of Agreement:

All CSSC and GBS marketing calls handled by CWA Local 1105 Representatives.

All non-Land Line Fios work for collections handled by CWA Local 1105 Representatives.

Kiosk Trial staffed with CWA Local 1105 Representatives.

Verizon Business (VZB) 100 people's worth of work from VZB back in CWA Local 1105 by 10/25/09

Effective 10/25/09 Small(GBS) and Medium(BPC) business sales implementation and processing of work to be done exclusively by Reps and Special Reps.

New dispute resolution process to expedite suspension and dismissal cases.

Vacations

1969 Vacation improved to five weeks after 25 years of service.

1971 All employees of N.Y. Telephone (Plant Department) guaranteed one week of vacation during summer period.

New England Clerical unit establishes time off with pay for emergency or compelling commitments.

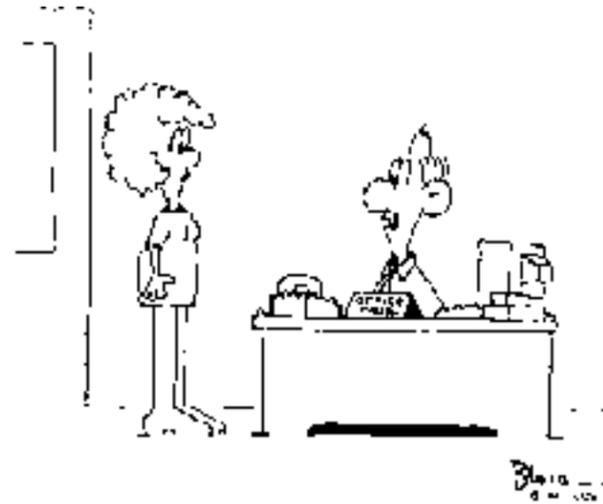
1974 Vacation improved again, to three weeks after eight years, and four weeks after fifteen years. Established the right to take one week of vacation in single days (vacation days).

1977 Introduction of Excused Work Days (EWDs) and long Term Disability Plan (LTD) to provide financial security for injured workers. Maternity Plan to provide both paid and unpaid leave.

1980 Vacation improved again, to three weeks after seven years, and one additional EWD.

1991 Downstate Commercial unit improved day-at-a-time vacation up to two weeks.

1994 New option to observe either Martin Luther



Two days off to get married? What are you, a bigamist?

1980 King Day or day after Thanksgiving instead of Lincoln's birthday. In most contracts, when holidays fall on a Saturday, then preceding Friday designated as holiday.

2003 Downstate Commercial unit again improved day-at-a-time vacation; now up to three weeks.

Savings and Security Plan

1986 401(k) plan established in 1988 with company match at 50%.

1988 Increase company 401(k) match to 60%.

1991 Increase company 401(k) match to 66-2/3%. Stock option plan established.

1994 One year of service no longer required.

1998 Increase company 401(k) match to 80%.

2000 Increase company 401(k) match to 82%.

2008 Add Roth 401K

25 Year Anniversary

of

CWA Local 1105 A Brief History of Time

In 1983 our Local then known as the Union of Telephone Workers for the first time joined our brothers and sisters in CWA on the picket line over the breakdown in negotiation with The New York Telephone Company. By 1986 we had affiliated with CWA as Local 1105 and were facing NYNEX in contract negotiations. 1986 marked the first time this Local had made significant progress on issues directly related to this Local as opposed to general improvements that all workers saw in past negotiations on such things as wages and benefits. What follows is a brief history of gains made over the past 25 years with respect to issues specific to CWA Local 1105 since our affiliation with the Communications Workers of America.

1986

Grievance Procedure

Company will not have same individual hear more than one step of the grievance procedure. Ten day suspension prior to dismissal in cases affected by alcohol or drug abuse. Grievance procedures streamlined from four Steps to three. Employee has right to have union rep of his or her choice in meetings with management.

Time Off

Company to change contract language to allow vacation days to be carried over on day at a time basis.

Company will allow employee to take EWD in half day increments. Employee may take one EWD with 24 hour notification. Company to permit H day carry over into first quarter of following year.

Third Medical Opinion

In cases of dispute with the Company Medical Department where pay is involved an employee is entitled to a Third Medical Opinion.

Miscellaneous

Death in the Immediate Family to include grandchildren.

Company to provide Safety Letter covering safety meetings and fire drills at work sites. Equalization of Saturday overtime. Company to provide letter maximizing vacation availability in summer weeks. Company to provide letter eliminating disparate treatment on sales quotas. Establishment of escorts.

UTP

Company to expand UTP process to NYNEX Services Company. Company will provide letter on UTP giving consideration to UTP before hiring new employees.

1989

In 1989 CWA entered into a bitter four month strike with NYNEX over their demand that CWA members begin to pay a portion of their monthly medical premiums. As a condition to end that strike and retain fully paid medical benefits, all CWA Locals agreed to withdraw all local demands from the bargaining table.

1991

Differentials

Effective January 1992 employees required to work Saturday as part of their basic workweek to receive an additional \$15. Both the Saturday and weekly differentials shall be included in the basic weekly wage rate when computing overtime. Employees working night differential tours will receive night differential on holidays. Employees working night differential tours will receive night differential on days of absence due to illness. Employees working night differential tours will receive night differential when taking vacation.

Monitoring

Established Service Sampling Study Group.

UTP

Delay release provision of plan not to exceed six months. BMO Representatives exempt from delay release provision of plan. Effective January 1, 1993 all Representatives exempt from delay release provision of plan.

Vacations

Company required to post or make available to all employees copies of the office vacation schedule.

1994

Collections

All collection work done in New York State shall continue to be done by Representatives.

Automatic Call Distributors

When ACD's are in use, calls in RMO's, BMO's and ATC's will not be transferred outside the bargaining unit that normally handles the call except when no Representative is on duty.

Vacations

Two weeks of vacation may be taken on day at a time basis.

Up to one week of vacation may be scheduled on day at a time basis between third Sunday in June to third Sunday in September. Carry Over date extended until week ending or immediately following June 15. Carry over language changed so that all carry over days, i.e. V-Days, EWD's and H-Days, covered by June 15 provision. Match provision in carry over language eliminated (previously when carrying over a week of vacation an employee would be required to take a current calendar year vacation week the week immediately following the carry over week).

Lateral Swaps

Procedure established to permit transfers within the five boroughs, between Nassau and Suffolk and between Westchester and Rockland.

Work Schedules Committee

Committee established to discuss all work schedule issues including assignment of N Days, overtime, posting of schedules, tour selection and closed time.

1998

Scheduling

Establishment of Scheduling language that restores seniority rights.

After your tour becomes fixed, if any changes are made by the company, all hours outside the originally fixed schedule is paid at 1 1/2 your hourly wage rate. Prohibition on the company assigning Saturday as a fifth working day or an overtime day on the week preceding your vacation. Provisions to reduce forced overtime. The company will give 24 hour notice when assigning overtime unless an emergency exists. Expanded opportunities for voluntary overtime assignments.

Differentials

When assigned a tour between Monday and Saturday that includes hours before 8 AM or end after 6 PM in addition to the 10% night differential for the entire tour, you will receive an additional 5% for hours actually worked before 8 AM or after 6 PM. Saturday differential is changed from \$15 to 15% or \$15 whichever is greater.

Breakout

Engineering Studies Clerks are upgraded from Administrative Assistant to Senior Administrative Assistant.

Working Retiree

Establishes temporary title of Working Retiree. Anyone wishing to come back to work up to 120 days in a calendar year can do so based on the

company's needs provided they have been retired for at least 90 days. Working Retirees will be employed at the top rate for the title they are hired for with no reduction in the retirees pension. Working Retiree agreement sunsets December 31, 1999. Working Retirees are considered junior in seniority to regular employees.

Butler Temporary Agency

All work performed by non-retirees through the Butler Temporary Agency

will cease by October 1, 1998. All former non-retirees that work for Butler Temporary Agency who are displaced as a result of this agreement will be considered for permanent employment with Bell Atlantic. All testing is waived for any former non-retiree that worked for Butler Temporary Agency that Bell Atlantic makes a job offer to.

Service Assistant

A Service Assistant function is established. Service assistant is a temporary assignment.

continued next page





A Service Assistant can perform coaching functions but may not take disciplinary action. A Service Assistant can only provide summary information to management, but can not provide information that would lead to disciplinary action. Service Assistant assignment is available on a seniority basis. When temporarily assigned to Service Assistant a \$15 differential applies.

Vacations

Employees will be guaranteed pre-payment of vacation pay, unless the employee declines pre-payment in writing.

Closed Time

Letter of agreement to prioritize the goal of providing a minimum of 1/2 hour of closed time per day and a continuing effort to improve on that.

2000

Breakout

A Breakout is a percent increase in wages in a particular job title generally prior to the application of the negotiated wage increase established in Regional Bargaining. Representative breakout of 4%, with no increase in hours worked, resulting in a pension band increase from 115 to 116.

Closed Time

Guaranteed 15 minutes closed time. Effective March 1, 2001+ An additional 15 minutes of guaranteed closed time effective July 1, 2001 for total of 1/2 hour per day.

UTP

Elimination of sales objectives when determining UTP eligibility. Only applies to non-sales positions.

Digital Subscriber Lines

DSL work fully negotiated by representatives and special representatives.

Death in the Immediate Family

Definition of Immediate Family to include Son-in-law, Daughter-in-law and domestic partner (as defined by the company's domestic partner eligibility criteria).

Paid Relief Periods

If an employee works at least 3 1/2 hours overtime at any time during the day voluntary or assigned, an additional paid 15 minute break will be scheduled at some time during the day.

Service Assistant

Time limit for performing Service Assistant function shall not exceed 3 consecutive months.

Inclement Weather

In the event of a weather emergency, which results in the paid early release of employees in other departments, which has been authorized by the appropriate authority, all 1105 bargaining unit employees who are required to remain at work within the area of the emergency, will be paid in addition to their basic hourly wage, 1/2 their basic hourly wage (1 1/2x) for each period worked during the period of the emergency.

Saturday Differential

Increase in minimum differential: Any employee who works Saturday as a fifth scheduled workday will be paid in addition to the basic weekly rate of pay, a differential payment of \$25 or 15% whichever is greater.

Sunday

Sunday added as workday under the following conditions: Employees with a NCSD (net cred-

ited service date) up to the signing of this agreement will only work on Sunday, on a voluntary basis and can never be forced. Any employee who is scheduled on Sunday as part of their basic work week, will be paid 1 1/2 x the hourly rate for each hour worked on Sunday. Any employee who works Sunday as a 6th day, overtime, will be paid 2x the hourly rate for all hours worked on Sunday.

Working Retirees

Sunset language changed (sunset date is the date by which a particular article, provision, or letter of agreement, usually prior to or after the normal expiration date of the contract, becomes null and void unless an agreement is reached by both parties to extend and or modify it). Working retiree agreement extended through December 31, 2001

2003

Upgrade For DMC in Valhalla & SRC in Hempstead

32 Senior Administrative Assistants and three (3) Administrative Assistants in Valhalla; 30 Senior Administrative Assistants and 12 Administrative Assistants in Hempstead will be upgraded to Special Assistants with a Pension Band increase to #111.

Vacation Day at a Time

Increased ability to take up to three weeks vacation on a day-at-a-time basis.

Pension Band Increase

The Pension Band for Representative will be increased from 116 to 118.

Lateral Transfer - Swap

Improvement of Swap language to allow transfers to I.B.E.W. Local 2213.

Upgrade to Special Representative

As a prerequisite for the Special Representative title, the applicant must have 18 months previous experience in the Representative title within five years of filling the position.

Closed Time

Improvement of closed time language (page 162) to include: Customer related care shall include call backs, follow-ups, service alerts, e-mail, U.S. mail and training. In addition, feedback on observations can be given if there is no conflicting customer commitment. Closed time does not include office, unit or other similar meetings.



"Of course there's no honey! You've gotten management bees instead of worker bees."



Short Notice Vacation Days

A trial starting on January 1, 2004 for the life of the contract during which: An employee may select a short notice vacation day, provided that:

- A. All short notice Excused Work Days have been used.
- B. The day is available on the vacation schedule.
- C. The employee requests the short notice vacation day prior to the start of that day's tour.

Excused Work Days Taken in Hours

Two EWD days may be taken in hourly increments under the following conditions:

- A. The hours must be available.
- B. No hours can be taken on Mondays, Saturdays or Sundays.
- C. No hours can be taken if consecutive with overtime on the employee's schedule.
- D. No hours can be taken on a holiday or the day after a holiday.
- E. The hours must be scheduled at least one day in advance.

2008

Letters of Agreement:

All CSSC and GBS marketing calls handled by CWA Local 1105 Representatives.

All non-Land Line Fios work for collections handled by CWA Local 1105 Representatives.

Kiosk Trial staffed with CWA Local 1105 Representatives.

Verizon Business (VZB) 100 people's worth of work from VZB back in CWA Local 1105 by 10/25/09.

Effective 10/25/09 Small(GBS) and Medium (BPC) business sales implementation and processing of work to be done exclusively by Reps and Special Reps.



"I always treated my employees the same way I treated my family, and now they're both threatening to picket me."