

March 1, 2026

**2026 COMMON ISSUES
MEMORANDUM OF UNDERSTANDING**

Between

**VERIZON NEW YORK INC.
EMPIRE CITY SUBWAY COMPANY (LIMITED)
VERIZON NEW ENGLAND INC.
VERIZON SERVICES CORP.**

AND

COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO

This Memorandum of Understanding (the "2026 MOU") is agreed to by and between the above-named companies (herein the "Company" or "Companies," as context requires) and the Communications Workers of America, AFL-CIO (herein the "Union" or "CWA") with respect to the following CWA-represented bargaining units:

1. CWA Plant (Verizon New York, VSC, ECS)
2. CWA District 1 (VSC)
3. CWA Local 1104 (Downstate Accounting) (Verizon New York, VSC)
4. CWA Local 1101 (Downstate Commercial) (Verizon New York, VSC)
5. CWA Local 1101 (Upstate Accounting) (Verizon New York, VSC)
6. CWA Local 1109 (Downstate Traffic) (Verizon New York, VSC)
7. CWA Local 1104 (Upstate Traffic) (Verizon New York)
8. CWA Local 1400 (Central Order Bureau) (Verizon New England)
9. CWA Local 1395 (VSC)
10. CWA Local 1400 (New England Service Centers) (Verizon New England, VSC)

New collective bargaining agreements covering the above-named bargaining units (including without limitation this 2026 MOU, to the extent the parties have not specified different effective dates in provisions of this 2026 MOU) will become effective immediately upon ratification of this 2026 MOU ("Effective Date") and will remain in effect until 11:59 p.m. on August 3, 2030. This 2026 MOU will become effective if, and only if,


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ratified by the combined results of the voting in the bargaining units in the Companies represented by CWA no later than thirty calendar days after the date of this 2026 MOU.

This 2026 MOU incorporates by reference all provisions of the 2022 Common Issues Memorandum of Understanding Between Verizon New York Inc., Empire City Subway Company (Limited), Verizon New England Inc. and Telesector Resources Group, Inc. and the Communications Workers of America, AFL-CIO effective July 29, 2022 ("2022 MOU") and all attachments to the 2022 MOU that were valid and enforceable immediately prior to the Effective Date, as modified by the applicable provisions of this 2026 MOU. Each of the new collective bargaining agreements will consist of the provisions of the existing agreements, including all provisions of and attachments to the 2022 MOU that were valid and enforceable immediately prior to the Effective Date, as modified by the applicable provisions of this 2026 MOU. All letters of agreement in the parties' 2022 collective bargaining agreements (including without limitation the 2022 MOU), and all international union, district and local agreements that were valid and enforceable immediately prior to the Effective Date, will remain in full force and effect, unless the terms of such letters of agreement have been modified or eliminated by this 2026 MOU or by the parties' collective bargaining agreements (including without limitation terms agreed to at local bargaining tables). All letters of agreement or provisions in the parties' 2022 collective bargaining agreements (including without limitation the 2022 MOU and all attachments to the 2022 MOU) that contain an expiration date of August 1, 2026 will be changed to reflect an expiration date of August 3, 2030 unless the parties have expressly agreed to a different expiration date or that such letters or provisions will not remain in effect. All letters of agreement or provisions in the parties' 2022 collective bargaining agreements (including without limitation the 2022 MOU and all attachments to the 2022 MOU) that were valid and enforceable immediately prior to the Effective Date that contain dates other than expiration dates will be changed as necessary to ensure the continued enforceability of such agreements unless the parties have

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expressly agreed that such letters or provisions will not remain in effect.¹ Provisions of this 2026 MOU, including the attachments, will be incorporated, by reference or otherwise, into the appropriate collective bargaining agreements.

To the extent that any provision of this 2026 MOU is inconsistent with or contrary to any provision of the 2022 MOU, any local collective bargaining agreement, or any other agreement, policy or past practice, such 2026 MOU provision will govern and will supersede the inconsistent or contrary provision of the 2022 MOU, any local collective bargaining agreement, or any other agreement, policy or past practice.

Dated:

FOR THE COMPANIES

FOR COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO

By: 
PATRICK PRINDEVILLE
Chairperson, Common Issues Bargaining

By: 
WILLIAM GALLAGHER
Assistant to the Vice President

¹ This footnote is for explanatory purposes only. This 2026 MOU sets forth certain provisions from the 2022 MOU with new dates to ensure the enforceability of those provisions. All provisions and attachments of the 2022 MOU and predecessor MOUs, which were valid and enforceable immediately prior to the Effective Date, that are not specifically set forth in the body of this MOU are incorporated by reference and remain valid and enforceable, as modified by this 2026 MOU. By way of example, Section VI.1.A.(1) of this 2026 MOU sets forth the annual deductible for covered services under the HCN and the Health Care PPO plans for individual and family coverage, for in-network and out-of-network services, for calendar years 2027, 2028, 2029 and 2030. Section VI does not set forth the applicable deductible for calendar year 2026 because the deductibles in that calendar year is set forth in the parties' 2022 MOU and is unchanged.

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I. WAGES

The schedule of wage increases for the term of this 2026 MOU will be as follows:

| Date | |
|---------------|---|
| July 26, 2026 | 1% increase (in addition to 3% effective July 26, 2026) applied to all steps of the basic wage schedule |
| July 25, 2027 | 3.50% increase applied to all steps of the basic wage schedule |
| July 30, 2028 | 3% increase applied to all steps of the basic wage schedule |
| July 29, 2029 | 3% increase applied to all steps of the basic wage schedule |
| July 28, 2030 | 3% increase applied to all steps of the basic wage schedule |

II. COST-OF-LIVING

During the term of this 2026 MOU, the existing Cost-of-Living provisions in the collective bargaining agreement will be deleted and replaced with the language set forth below:

- (a) Effective on July 29, 2029, an adjustment will be made in basic weekly rates in each wage schedule in the amount of: (i) one-half of the increase above three and three-quarters percent (3.75%) in the "CPI-W" (1982-84 = 100) for April 2029 over April 2028, applied to (ii) the scheduled rates in effect in each wage schedule on July 28, 2029, (iii) rounded to the nearest 50 cents. In no event shall an increase under this Paragraph exceed two percent (2%).
- (b) In no event shall a decrease in the CPI-W result in a reduction of any basic weekly wage rate.
- (c) In the event the Bureau of Labor Statistics does not issue the appropriate Consumer Price Indexes on or before the dates referred to in Paragraph (a), the cost-of-living adjustment required by such appropriate indexes shall be effective at the beginning of the first payroll week after receipt of the indexes.

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- (d) No adjustment, retroactive or otherwise, shall be made as the result of any revision which may later be made in the first published figures for the CPI-W for all CPI-W data referenced above.
- (e) The cost-of-living adjustment is dependent upon the availability of the CPI-W in its present form and calculated on the same basis as the CPI-W for April 2025. In the event the Bureau of Labor Statistics changes the form or the basis of calculating the CPI-W, the Company and the Union agree to request the Bureau to make available, for the life of this agreement, a CPI-W in its present form and calculate it on the same basis as the CPI-W for April 2025, which was 314.243 (1982-84 = 100).

III. CORPORATE PROFIT SHARING

The Corporate Profit Sharing ("CPS") Plan is modified as follows:

- (a) The CPS plan will provide awards for results in calendar years 2026, 2027, 2028 and 2029 with the awards payable in 2027, 2028, 2029 and 2030.
- (b) The "Standard" CPS Distribution will be as follows:

| Performance Year | Standard CPS Distribution | Year Payable |
|------------------|---------------------------|--------------|
| 2026 | \$500 | 2027 |
| 2027 | \$500 | 2028 |
| 2028 | \$500 | 2029 |
| 2029 | \$500 | 2030 |

- (c) Notwithstanding paragraphs (a) and (b) above, the minimum distribution for Performance Years 2026, 2027, 2028 and 2029 will be \$1,200, subject in all cases to prorating under Section 3.
- (d) In addition to paragraphs 3(a), (b), and (c) above, associates hired on or after October 28, 2012 will receive an additional CPS distribution for Performance Years 2026, 2027, 2028 and 2029 of \$3,100 each year, subject in all cases to prorating under Section 3 of the CPS Plan. This additional CPS distribution will default into the Associate 401(k) Savings Plan, unless an associate makes an advance election each year to instead receive the additional distribution in their paycheck contemporaneous with when the 401(k) contribution would have been made.

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IV. ASSOCIATE 401(K) SAVINGS PLAN MATCHING CONTRIBUTION BASED ON STUDENT LOAN PAYMENTS

Starting January 1, 2027, associates will be eligible to receive an employer matching contribution into the Associate 401(k) Savings Plan for qualified student loan payments in accordance with the Secure 2.0 Act. The Company will make these matching contributions annually based on student loan payment records submitted in accordance with the applicable administrative processes, which may be modified from time to time. This matching contribution, when combined with other 401(k) matching contributions, shall not be greater than the applicable maximum matching contribution for 401(k) contributions.

V. PENSION BENEFIT AND OTHER CHANGES

A. Pension Lump Sum Cashout.

An associate covered by the cashout program set forth in the 2016 MOU who separates from service during the term of this 2026 MOU, with eligibility for a vested pension or a service pension, will be eligible to receive his or her vested pension or service pension under the Verizon Pension Plan for Associates ("Pension Plan") as a total lump-sum cashout. The terms of the cashout program will be the same as the terms of the cashout program set forth in the 2016 MOU.

In light of the Pension Benefit Guaranty Corporation's ("PBGC") changes to the interest rate it uses to calculate lump sums, as set forth in regulations titled "Lump Sum Payment Assumptions" (29 CFR Part 4022) published in the Federal Register on September 9, 2020, the Pension Plan will be amended to permit a participant who commences his or her pension before August 3, 2030, who is covered by the cashout program pursuant to the 2008 Common Issues Memorandum of Understanding and the 2018 Common Issues Memorandum of Understanding ("MOUs"), and who elects a lump-sum cashout of his or her vested pension or service pension, to have such lump-sum cashout calculated using the following additional interest and mortality lump sum basis (the "Special Temporary PBGC Lump Sum Basis") if such calculation results in a greater lump-sum cashout value than the best of the otherwise applicable lump sum bases in the Pension Plan. The interest rate for the Special Temporary PBGC Lump Sum Basis will be the same as the interest rate specified for the

“PBGC” amount” under the Pension Plan except that the applicable PBGC interest rate will be the applicable lump interest rate provided by the PBGC for private-sector payments. The mortality table for the Special Temporary PBGC Lump Sum Basis will be the same as the mortality table specified for the “PBGC” amount” under the Pension Plan.

B. Pension Band Increases.

The New York and New England Associate component of the Pension Plan will be amended to provide for increases in the Pension Band Amounts by the “Percentage Increase” amounts shown below for pension eligible associates whose “Pension Effective Date” (which is the first day following the last day on the payroll) is on or after the corresponding “Pension Band Effective Date” shown below. In addition, the amendment will provide for the acceleration of the next scheduled Percentage Increase under this 2026 MOU for pension eligible associates who leave the service of the Company pursuant to a Special Enhanced Income Protection Plan (“Special EIPP”) under Section IX of this 2026 MOU.

| Pension Band Effective Date | Percentage Increase |
|------------------------------------|----------------------------|
| September 15, 2026 | 1% |
| September 15, 2027 | 1% |
| September 15, 2028 | 1% |
| September 15, 2029 | 1% |

C. Stock Together.

Notwithstanding the “Annual Broad-Based Equity Plan” Letter of Agreement, dated January 30, 2020, the Company shall not be obligated to include any associate, including Pension New Hires, in any equity award program approved by the Verizon Board in 2026 or in any future year. Any provisions to the contrary in the “Annual Broad-Based Equity Plan” Letter of Agreement, dated January 30, 2020 shall be null and void and have no further effect. Any equity awards previously granted under that letter shall remain subject to the terms and conditions set forth in that letter and the applicable Stock Together Restricted Stock Unit Award.

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VI. BENEFITS

1. CHANGES TO EXISTING HEALTH CARE BENEFITS FOR ACTIVE ASSOCIATES

The provisions of the Verizon Medical Expense Plan for New York and New England Associates (the “VMEP”) regarding medical benefits and the Verizon Alternate Choice Plan for New York and New England Associates (a component or subplan of the VMEP) will be amended as follows effective January 1, 2027, except where otherwise noted:

A. Medical Changes Applicable to VMEP.

1) HCN and Health Care PPO Benefits Changes:

a. **Deductible.** The annual deductible for covered services or supplies will be as follows:

| | In-Network | | Out-of-Network |
|------|------------|-----------------|----------------|
| | HCN | Health Care PPO | Individual |
| | Individual | Individual | |
| 2027 | \$510 | \$880 | \$1,260 |
| 2028 | \$530 | \$900 | \$1,290 |
| 2029 | \$550 | \$920 | \$1,315 |
| 2030 | \$570 | \$940 | \$1,325 |

i. Family deductibles will continue to be 2.5 times the Individual deductibles.

(Amend the following sections of the VMEP: Sections 6.1.1 and 6.2.1.)

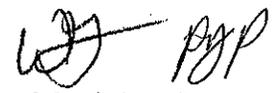
b. **Out-of-Pocket Maximum.** The out-of-pocket expense maximum for covered services or supplies will be as follows:

| | In-Network | Out-of-Network |
|------|------------|----------------|
| | Individual | Individual |
| 2027 | \$2,370 | \$3,590 |
| 2028 | \$2,420 | \$3,640 |
| 2029 | \$2,470 | \$3,690 |
| 2030 | \$2,520 | \$3,740 |

i. Family out-of-pocket expense maximums will continue to be 2.5 times the Individual out-of-pocket maximums.

(Amend the following sections of the VMEP: Sections 6.1.4 and 6.2.3.)

c. **Copays.** The copays for covered services and supplies will be as follows:



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- i. HCN Option: Effective January 1, 2030, all covered services and supplies that are subject to a \$35 copay will be subject to a \$40 copay. (Amend the following section of the VMEP: Section 6.1.2.)
- ii. Health Care PPO Option: Effective January 1, 2030, all covered services and supplies that are subject to a \$35 copay will be subject to a \$40 copay. (Amend the following sections of the VMEP: Sections 6.2, 6.2.2 and 6.2.4.)
- iii. Emergency Room: Effective January 1, 2029, the copay for visits to an emergency room will be \$165, and effective January 1, 2030, the copay for visits to an emergency room will be \$170. (Amend the following sections of the VMEP: Sections 6.1.2, 6.1.3, 6.2, 6.2.2 and 6.2.4.)

2) **EPO Option and HMO Option Changes:**

- a. **EPO Option.** Effective January 1, 2030, all covered services and supplies that are subject to a \$35 copay will be subject to a \$40 copay. Effective January 1, 2029, the copay for visits to an emergency room will be \$165, and effective January 1, 2030, the copay for visits to an emergency room will be \$170. (Amend the following section of the Verizon Alternate Choice Plan for New York and New England Associates: Section 4.)
- b. **HMO Options.** Effective January 1, 2030, all covered services and supplies that are subject to a copay no greater than \$35 will be subject to a copay no greater than \$40. Effective January 1, 2029, the copay for visits to an emergency room will be no greater than \$165, and effective January 1, 2030, the copay for visits to an emergency room will be no greater than \$170. (Amend the following section of the Verizon Alternate Choice Plan for New York and New England Associates: Section 4.1)

3) **Contributions for Medical Coverage.**

- a. The Monthly Employee Contribution for Employee Only/Employee + Family coverage for the HCN and the Health Care PPO for a non- tobacco user who has completed the wellness activity will be:

| Coverage Category Elected | Health Care PPO Option and HCN Option Monthly Employee Contribution (Tobacco User Rate) | Health Care PPO Option and HCN Option Monthly Employee Contribution (Non-Tobacco User Rate) | Other Medical Option Monthly Employee Contribution (Tobacco User Rate) – Up to a maximum of the amounts below | Other Medical Option Monthly Employee Contribution (Non-Tobacco User Rate) – Up to a maximum of the amounts below |
|---------------------------|---|---|---|---|
| Employee Only | 2027: \$220.33 2028: \$228.33 2029: \$236.33 2030: \$244.33 | 2027: \$170.33 2028: \$178.33 2029: \$186.33 2030: \$194.33 | 2027: \$301.33 2028: \$313.33 2029: \$325.33 2030: \$337.33 | 2027: \$251.33 2028: \$263.33 2029: \$275.33 2030: \$287.33 |

| | | | | |
|----------------------|----------------|----------------|----------------|----------------|
| Employee + Family | 2027: \$382.33 | 2027: \$332.33 | 2027: \$544.33 | 2027: \$494.33 |
| | 2028: \$398.33 | 2028: \$348.33 | 2028: \$568.33 | 2028: \$518.33 |
| | 2029: \$414.33 | 2029: \$364.33 | 2029: \$592.33 | 2029: \$542.33 |
| | 2030: \$430.33 | 2030: \$380.33 | 2030: \$616.33 | 2030: \$566.33 |

- b. The Monthly Employee Contributions that appear in the chart above will be annualized and will reflect an additional \$.04 on annual basis.
- c. The Monthly Employee Contribution for the EPO and HMOs will continue to be no greater than 150% of the HCN and Health Care PPO rates.
- d. The \$100 annual credit for completing a health risk assessment will continue to apply in 2027, 2028, 2029 and 2030.

(Amend the following section of the VMEP: Section 3.)

2. RETIREE HEALTH AND WELFARE BENEFITS CHANGES

Except as otherwise provided below, any changes to the health care benefits provided to active employees as set forth in Section 1 above will also be made to the health care benefits provided to eligible retirees who retired after August 9, 1986 (“Covered Retirees”) effective at the same time such changes are effective for active employees and the applicable retiree health care plans will be amended in the same manner as those provisions are amended for active employees pursuant to Section 1 above. Any future changes to health care benefits and prescription drug coverage provided to Covered Retirees will be negotiated with the Union in the same manner as that for active employees and future retirees.

A. Changes for Covered Retirees Who Are Not Medicare Eligible.

Notwithstanding the foregoing, for Covered Retirees and their dependents who are not Medicare eligible and who retired prior to January 1, 2017, the deductible provisions for the Health Care PPO Option set forth in Section V.1.A.1 above shall not apply, and instead the deductible for such Covered Retirees and their eligible dependents enrolled in the Health Care PPO Option shall remain as provided in the 2016 MOU. Covered Retirees and their dependents who are not Medicare eligible and who retire after December 31, 2016 who enroll in the Health Care PPO Option will be subject to the deductible provisions in effect on the date of the Covered Retiree’s retirement.

B. Contributions for Retiree Medical Coverage.

The chart set forth in Section VI.2.B. in the 2022 NYNE MOU shall be replaced with the following chart:

| | 2027 | 2028 | 2029 | 2030 |
|------------------|-------|-------|-------|-------|
| Retiree Only | \$243 | \$255 | \$267 | \$279 |
| Retiree + 1 | \$365 | \$383 | \$401 | \$419 |
| Retiree + Family | \$486 | \$510 | \$534 | \$558 |

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C. Retirees with Net Credited Service Date On or After August 3, 2008.

Any associate whose Net Credited Service date, as defined in the Pension Plan, is on or after August 3, 2008 and who otherwise did not qualify for any Company subsidized retiree medical coverage upon his or her initial employment termination, will continue to be subject to the "New Hire" contribution requirements outlined in Section VII.3.C of the 2008 MOU, as modified by this paragraph. Effective January 1, 2026, any such New Hire will receive upon retirement (or with respect any such New Hire who has retired as of the date of this 2026 MOU, commencing effective January 1, 2026) an annual benefit for medical coverage, for the rest of his or her life, of \$772 for each year of Net Credited Service which the New Hire completes that commences on or after August 3, 2008 (up to a maximum of 20 years of net credited service).

Notwithstanding the following increases, once the New Hire becomes eligible for Medicare, the Company's contribution shall be adjusted to reflect the relative cost of such coverage as compared to that for pre-Medicare retirees. In no case, however, shall the amount available to a Medicare-eligible retiree be less than 50% of the amount otherwise available to a similarly situated pre-Medicare retiree with equal Net Credited Service and using the credit schedule in effect at January 1, 2025 adjusted for a 20 year maximum. For the avoidance of doubt, the minimum credit available to a Medicare-eligible retiree shall be \$360 for each year of Net Credited Service which the New Hire completes that commences on or after August 3, 2008 (up to a maximum of 20 years of net credited service). All other provisions of Section VII.3.C of the 2008 MOU will remain unchanged.

3. PRESCRIPTION DRUG CHANGES FOR ACTIVES AND PRE-MEDICARE RETIREES

When a therapeutic class includes both a brand name drug and one or more generic drug alternative(s), and the PBM covers the brand name drug but excludes all of the generic drugs in that therapeutic class, then members will be charged the generic drug copay rather than the brand name copay.

(Amend the following sections of the VMEP: Sections 6.4.1, 6.4.3, and 6.4.5)

(Amend the following section of the Verizon Alternate Choice Plan for New York and New England Associates: 4.6)

4. DENTAL CHANGES FOR ACTIVES AND RETIREES

The provisions of the Verizon Dental Expense Plan for New York and New England Associates (the "VDEP") regarding dental benefits will be amended as follows effective January 1, 2027:

- A. Effective January 1, 2027, increase the annual benefit maximum per person by \$500 for dental expenses excluding orthodontia. (Amend the following section of the VDEP: Sections 6.41)
- B. Effective January 1, 2027, increase the lifetime benefit maximum per person by \$500 for orthodontic services. (Amend the following section of the VDEP: Sections 6.42)

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- C. Effective January 1, 2027, increase the scheduled benefit for each procedure by twenty percent (20%) for all Dental Plan Options that utilize a schedule. (Amend the following section of the VDEP: Exhibit C (Verizon Amounts Payable))

VII. SHARING OF CALLS AMONG CENTERS

The Sharing of Calls Among Centers provision in the 2022 MOU will remain in effect during the term of this 2026 MOU except:

- (a) The references in subsection F. to 2022 will be modified to 2026.
- (b) Increase the New York/New England Tech Support aggregate regional call volume percentage by 2% effective January 1, 2027.
- (c) Increase the New York/New England Tech Support aggregate regional call volume percentage by 1% effective January 1, 2028.

VIII. WORK AND FAMILY

The Work and Family Committee provision in the 2022 MOU will remain in effect during the term of this 2026 MOU except that the references to the 2022 MOU will be modified to the 2026 MOU.

IX. SPECIAL ENHANCED INCOME PROTECTION PLAN

Section XIV.B.4 of the 2016 MOU shall be amended to provide that the Pension Plan will be amended such that pension eligible associates who leave the service of the Company pursuant to a Special EIPP will be eligible for the next scheduled Pension Band Increase, to the extent there is another Pension Band Increase scheduled pursuant to Section V.B of this 2026 MOU, in the calculation of their pension.

X. MOBILE/HOME WORK

The Mobile/Home Letter of Agreement between the Company and the Union is set forth in Attachment 1.

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XI. VZW INSIDE HUT WORK

The VZW Inside Hut Letter of Agreement between the Company and the Union is set forth in Attachment 2.

XII. SERVICE AGGREGATION POINT ("SAP") AND TRANSPORT AGGREGATION POINT ("TAP") WORK

The SAP and TAP Letter of Agreement between the Company and the Union is set forth in Attachment 3.

XIII. VERIZON BUSINESS ("VZB") WORK

The VZB Letter of Agreement between the Company and the Union is set forth in Attachment 4.

XIV. ONE TALK WORK

The One Talk Letter of Agreement between the Company and the Union is set forth in Attachment 5.

XV. EATON FIBER SALES, SERVICE, AND TECHNICAL SUPPORT WORK

The Eaton Fiber Letter of Agreement between the Company and the Union is set forth in Attachment 6.

XVI. INSTALLATION WORK IN NEW YORK

The Installation Work in New York Letter of Agreement between the Company and the Union is set forth in Attachment 7.

XVII. FRONTIER ROCHESTER AND ELMIRA CWA BARGAINING UNITS

The Frontier Rochester and Elmira CWA Letter of Agreement between the Company and the Union is set forth as Attachment 8.

XVIII. JOBS OUTSIDE THE SALES AND SERVICE CENTERS AND TECHNICAL SUPPORT CENTERS

The Company will hire 900 employees into positions not assigned to the Sales and Service Centers and Technical Support Centers ("New Hires") in the NY/NE footprint during the term of the 2026 MOU, contingent upon obtaining sufficient qualified and successfully trained candidates. At least 500 of these New Hires will be



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in the New York footprint (of which at least 30 New Hires shall be hired into the Materiel Equipment Technician ("MET") title and at least 10 New Hires shall be hired into the Conduit Worker title), and at least 300 of these New Hires will be in the New England footprint. At least half of the MET job requisitions shall be posted by December 31, 2027, and the remainder shall be posted by December 31, 2028. These New Hires are in addition to any outstanding obligation to hire technicians that still exists under the terms of the 2022 MOU. These New Hires will be subject to existing testing, training and other pre- and post-hire procedures as appropriate, except that any internal staffing obligation, such as the 50% internal staffing obligation, shall not apply to the hiring of the New Hires. The Company will have no obligation to either maintain any particular headcount or backfill in the event that the New Hires leave employment or transfer from their jobs. Individuals who do not successfully complete training will not be counted towards this New Hire requirement.

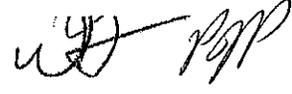
In New York State, if within one year after hiring a New Hire into an Article 8 Unit, the Company declares that associate title surplus as part of an IPP, EIPP or Special EIPP, and the surplus exists in the title and Article 8 Unit of the New Hire, regardless of whether or not the surplus was declared by FAA or Article 8, then the number of associates in that title that leave the business in that Article 8 Unit pursuant to the surplus offer will be deducted from the number of New Hires hired into that title, and Article 8 Unit within the last year. The Company will continue to provide to the Union the level of detail regarding surplus declarations that it currently provides.

XIX. INTERNAL TECHNICIAN JOB REQUISITIONS

In addition to the Company's New Hires, the Company shall post, in accordance with existing staffing processes, 75 internal technician job requisitions in the NY/NE footprint, open only to those for whom the position would be a promotion. At least 30 of these internal job requisitions shall be posted in New York and at least 30 shall be posted in New England.

XX. SALES AND SERVICE CENTER JOBS

For CWANY/NE and IBEW NY, the Company will hire 140 employees into positions assigned to the Sales and Service Centers ("New Sales Hires") in the NY/NE footprint during the term of the 2026 MOU,



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contingent upon obtaining sufficient qualified and successfully trained candidates. These New Sales Hires are in addition to any outstanding obligation to hire into the Sales and Service Centers that still exists under the terms of the 2022 MOU. These New Sales Hires will be hired proportionately to each CWA NY/NE and IBEW NY Union Local based on the number of employees in the existing Sales and Service Centers as of the date of this agreement, plus any hires remaining to be hired pursuant to an obligation to hire employees into Sales and Service Centers in a Union Local's jurisdiction that still exists under the terms of the 2022 MOU, in the NY/NE footprint. These New Sales Hires will be subject to existing testing, training and other pre- and post-hire procedures as appropriate, except that any internal staffing obligation, such as the 50% internal staffing obligation, shall not apply to the hiring of the New Sales Hires. The Company will have no obligation to either maintain any particular headcount or backfill in the event that the New Sales Hires leave employment or transfer from their Call Center positions. Individuals who do not successfully complete training will not be counted towards this New Sales Hire requirement.

XXI. TECHNICAL SUPPORT CENTER JOBS

The Company will hire 140 employees into positions assigned to the Technical Support Centers ("New Technical Support Hires") in the NY/NE footprint during the term of the 2026 MOU, contingent upon obtaining sufficient qualified and successfully trained candidates. These New Technical Support Hires are in addition to any outstanding obligation to hire into the Technical Support Centers that still exists under the terms of the 2022 MOU. These New Technical Support Hires will be hired proportionately to each Union Local based on the number of employees in the existing Technical Support Centers as of the date of this agreement, plus any hires remaining to be hired pursuant to an obligation to hire employees into Technical Support Centers in a Union Local's jurisdiction that still exists under the terms of the 2022 MOU, in the NY/NE footprint. These New Technical Support Hires will be subject to existing testing, training and other pre- and post-hire procedures as appropriate, except that any internal staffing obligation, such as the 50% internal staffing obligation, shall not apply to the hiring of the New Technical Support Hires. The Company will have no obligation to either


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maintain any particular headcount or backfill in the event that the New Technical Support Hires leave employment or transfer from their Call Center positions. Individuals who do not successfully complete training will not be counted towards this New Technical Support Hire requirement.

XXII. TEMPORARY EMPLOYEE RECLASSIFICATION

Any of the current Temporary Employees (excluding escorts) who remain on the payroll at ratification of the 2026 MOU will be given an opportunity, within thirty (30) calendar days from ratification of the 2026 MOU, to be placed in a Regular Employee position based on their specific title. These Temporary Employees must remain on the payroll through the date that they accept the Regular Employee position in order to become a Regular Employee through this process. The Company agrees not to work complete any of these Temporary Employees unless it has just cause during the transition period.

XXIII. 2026 MEMORANDUM OF AGREEMENT

The 2026 Memorandum of Agreement, which updates the 2022 Memorandum of Agreement, is set forth in Attachment 9.

XXIV. NEW CONTRACTING INITIATIVES

The New Contracting Initiatives letter and the agreement of the Companies and the Union regarding the proper interpretation of the New Contracting Initiatives letter of agreement are set forth in Attachment 10.

XXV. DURATION

All provisions of the parties' agreement will remain in full force and effect until 11:59 p.m. on August 3, 2030.

March 1, 2026

ATTACHMENT 1

verizon^v

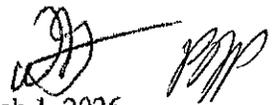
Mr. William Gallagher
Assistant to the Vice President
Communications Workers of America
AFL-CIO, District One
80 Pine Street, 37th Floor
New York, New York 10005

Re: Home/Mobile

Dear Mr. Gallagher:

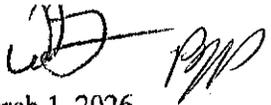
In order to maximize home/mobile sales opportunities and improve the experience for existing and potential home/mobile customers:

1. Subject to the provisions set forth in paragraph 2 –5 below, employees in the Sales and Service Centers (currently CSSC, BSBC, VCCD, and MSSC) may be assigned to establish, service, and/or modify Verizon Wireless (Cellco Partnership) (“VZW”) accounts and sell VZW products, including One Talk, in which case, the terms of the 5G Sales and Service and Tech Support Letter of Agreement will apply to any such work. Bargaining unit employees will have access to systems necessary to perform the work set forth in this paragraph.
2. Prior to any such work being assigned to associates, the Company and the Unions will meet in committee to discuss any tasks that associates will be assigned to perform, including appropriate training for that work. The work set forth in


March 1, 2026

paragraph 4 will not be performed by VZW personnel until the bargaining unit has started performing work pursuant to paragraph 1.

3. All calls originating from New York/New England footprint (“NY/NE”) customers that are routed through the electronic routing system (“ERS”) will continue to be handled in accordance with the “Sharing of Calls Among Centers” provision of the collective bargaining agreement (“CBA”). If a customer instead contacts VZW regarding wireless service, then on a secondary request, VZW personnel may perform only the limited functions described in paragraph 4 for a NY/NE footprint customer, and each such call will count as a call originating from NY/NE footprint customers for purposes of calculating the “aggregate regional call volume percentages” set forth in the Agreement regarding the Sharing of Calls Among Centers. The number of such wireline transactions handled by VZW in a calendar year will be tracked in VZW’s call taking systems (e.g., ACSS) for reporting to the Unions and must be less than the number of wireless mobility transactions handled by the bargaining unit in that year in accordance with paragraph 1 above. The Company will provide the Unions quarterly with the following information broken out by month: (a) wireless mobility transactions handled by the bargaining unit broken out by number, type, and region, and (b) wireline transactions handled by VZW personnel broken out by number, type, and region. The work set forth in paragraphs 1 and 4 will not be assigned until the Company has reviewed with the Unions the reporting it will utilize to provide the information referenced in the prior sentence.


March 1, 2026

4. The only wireline transaction types that VZW personnel may handle on a secondary request are: a) Applying discounts (for example, home and mobile, loyalty); b) Adding or modifying perks; and c) Making basic account changes (for example, modifying preferred name/pronouns, managing paperless/autopay billing preferences). VZW personnel will not be permitted to establish, move/transfer, upgrade, renegotiate, or disconnect Fios accounts.
5. If the number of wireless mobility transactions handled by the bargaining unit pursuant to paragraph 1 is less than the number of wireline transactions handled by VZW personnel pursuant to paragraph 4 in a calendar year, then there shall be no layoffs the next calendar year for New York/New England footprint Sales and Service Center associates holding a job title that handles calls that are subject to this LOA.
6. The terms of this LOA are incorporated into the parties' CBAs and are subject to the grievance/arbitration procedures of those CBAs. Except as expressly provided herein, neither party will argue that this arrangement or the herein described performance of this work modifies the CBAs, or expands or limits the union's jurisdiction. This LOA does not alter or establish any employment relationships and shall not be a precedent regarding the performance of any work other than the work specified in paragraphs 1 and 4.

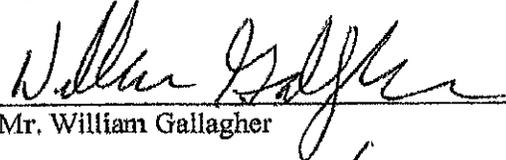
Very truly yours,


Patrick J. Prindeville
AVP – Labor Relations

Date: 3/4/2026

March 1, 2026

Agreed for the Union:

A handwritten signature in cursive script, appearing to read "William Gallagher", written over a horizontal line.

Mr. William Gallagher

Date: 3-3-26

March 1, 2026



ATTACHMENT 2



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

Re: VZW Inside Hut Work In New York/New England

Dear Mr. Gallagher:

Effective no later than January 1, 2027, Verizon Wireless ("VZW") will contract all of the technician work on operational VZW transport equipment located inside of Verizon Telecom ("VZT") Central Offices in the NY/NE footprint outside of the counties of Putnam, Rockland, Westchester, Suffolk, Nassau, New York, Bronx, Queens, Kings and Richmond within the State of New York ("VZW Inside Hut Work") to Verizon New York Inc., Empire City Subway Company (Limited), Verizon New England Inc., and/or Verizon Services Corp. (collectively, the Companies), based upon the Union and the Companies reaching this agreement regarding the performance of such work. The only exception will be in the event of an emergency as defined in Article 2.18 of the NY Plant CBA (CBA 164) and Article P3.06 of the New England Plant CBA.

The Companies will assign the VZW Inside Hut Work (as well as work incidental to this assignment) to Central Office Technicians. The assignment to Central Office Technicians shall not limit any existing rights, except to require that the VZW Inside Hut Work is performed exclusively by Central Office Technicians.

General

The terms of this LOA are incorporated into the parties' CBAs and are subject to the grievance/arbitration procedures of those CBAs. Except as expressly provided herein, neither party will argue that this arrangement or the herein described performance of this work modifies the CBAs, or expands or limits the unions' jurisdiction. This LOA does not alter or establish any employment relationships and shall not be a precedent regarding the

March 1, 2026

performance of any work other than the work specified in paragraph 1.

Very truly yours,

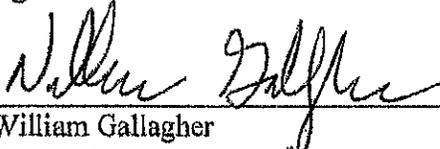


Patrick J. Prindeville

AVP- Labor Relations

Date: 3/4/2026

Agreed for the Union:



William Gallagher

Date: 3-3-26

March 1, 2026



ATTACHMENT 3



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

Re: SAP/TAP Work In New York/New England

Dear Mr. Gallagher:

Effective no later than January 1, 2027, Verizon Wireless ("VZW") will contract all of the technician work on operational transport equipment in its Service Aggregation Point ("SAP") and Transport Aggregation Point ("TAP") sites outside of the counties of Putnam, Rockland, Westchester, Suffolk, Nassau, New York, Bronx, Queens, Kings and Richmond within the State of New York ("SAP and TAP Work") to Verizon New York Inc., Empire City Subway Company (Limited), Verizon New England Inc., and/or Verizon Services Corp. (collectively, the Companies), based upon the Union and the Companies reaching this agreement regarding the performance of such work. The only exception will be in the event of an emergency as defined in Article 2.18 of the NY Plant CBA (CBA 164) and Article P3.06 of the New England Plant CBA. The list of current such SAP and TAP sites is attached as Exhibit A.

In addition to any other hiring required by the 2026 MOU, the Companies will post for at least 14 NFO Technician or Tech BUS/GOV positions (as applicable by region) in the NY/NE footprint outside of the New York Metro Region ("New Hires"). The VZW employees performing SAP and TAP Work ("VZW Incumbents") will receive priority for these positions, and no internal staffing obligation, such as the 50% internal staffing obligation, shall apply to these postings. If a VZW Incumbent becomes a New Hire and their base wage rate at the time they enter the bargaining unit equals or exceeds the maximum wage rate contained on the applicable wage schedule for their new title, they will be paid at their base wage rate at the time they enter the bargaining unit and will receive the annual percentage increases to their base wage at the time they enter the bargaining unit equal to the increases negotiated by CWA and IBEW for all other technicians in their new title. The terms of the 2008 VZB Settlement Agreement (Attachment 6 to the 2008 MOU) shall apply to the New Hires. In New England, the terms of the April 15, 2011 NFO Agreement shall also apply to the New Hires.

The Companies will assign the SAP and TAP Work (as well as work incidental to this assignment) to the New Hires, VZB technicians, or Verizon Telecom ("VZT") technicians.

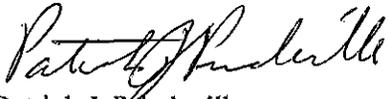
March 1, 2026

The assignment shall not limit any existing rights, except to require that the SAP and TAP Work is performed exclusively by New Hires, VZB technicians or VZT technicians.

General

The terms of this LOA are incorporated into the parties' CBAs and are subject to the grievance/arbitration procedures of those CBAs. Except as expressly provided herein, neither party will argue that this arrangement or the herein described performance of this work modifies the CBAs, or expands or limits the unions' jurisdiction. This LOA does not alter or establish any employment relationships and shall not be a precedent regarding the performance of any work other than the work specified in paragraph 1.

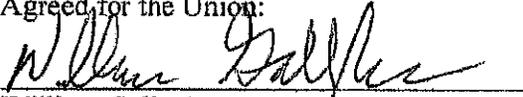
Very truly yours,



Patrick J. Prindeville
AVP – Labor Relations

Date: 3/4/2026

Agreed for the Union:



William Gallagher

Date: 3-3-26


March 1, 2026 

EXHIBIT A

| |
|----------------------------|
| Westboro, MA SAP |
| W. Roxbury, MA TAP |
| Taunton, MA TAP |
| N. Billerica, MA TAP |
| Buffalo, NY TAP |
| E. Syracuse, NY SAP |
| North Greenbush, NY TAP |

March 1, 2026

ATTACHMENT 4



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

Re: Verizon Business ("VZB") Work In New York/New England

Dear Mr. Gallagher:

VZB currently contracts outside plant fiber restoration splicing work as well as the pulling and splicing of VZB fiber in the NY/New England footprint.

Effective no later than January 1, 2027, in the New York/New England footprint where Verizon Telecom ("VZT") is the ILEC, VZB will assign or contract:

1. all VZB outside plant fiber restoration splicing work; and
 2. all pulling and splicing of VZB fiber on engineering work orders that do not require infrastructure work (e.g., placing conduit, handholes)
1. and 2. above will be defined collectively as "VZB Work" and will be assigned to VZB technicians or VZT technicians. The only exception will be in the event of an emergency as defined in Article 2.18 of the NY Plant CBA (CBA 164) and Article P3.06 of the New England Plant CBA.

This VZB Work (as well as work incidental to this assignment) shall be assigned to VZB technicians or VZT technicians and shall not limit any existing rights, except to require that the VZB Work is performed exclusively by VZB technicians or VZT technicians.

In addition to any other hiring required by the 2026 MOU, VZB will post for at least 2 Tech BUS/GOV positions in New York ("New VZB Facilities Hires"). The 2 current management employees performing facilities maintenance work will receive priority for these positions, and no internal staffing obligation, such as the 50% internal staffing obligation, shall apply to these postings. If a current management employee becomes a New VZB Facilities Hire and their base wage rate at the time they enter the bargaining unit equals or exceeds the maximum wage rate contained on the applicable wage schedule for their new title, they will be paid at their base wage rate at the time they enter the bargaining unit and will receive the annual percentage increases to their base wage at the time they enter the bargaining unit equal to the increases negotiated by CWA for all other technicians in their

March 1, 2026

new title. The terms of the 2008 VZB Settlement Agreement (Attachment 6 to the 2008 MOU) shall apply to the New VZB Facilities Hires.

VZB agrees that it will not hire into the Apprentice Technician title during the term of the 2026 MOU.

General

The terms of this LOA are incorporated into the parties' CBAs and are subject to the grievance/arbitration procedures of those CBAs. Except as expressly provided herein, neither party will argue that this arrangement or the herein described performance of this work modifies the CBAs, or expands or limits the unions' jurisdiction. This LOA does not alter or establish any employment relationships and shall not be a precedent regarding the performance of any work other than the work specified in paragraph 2.

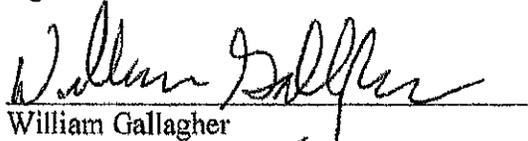
Very truly yours,



Patrick J. Prindeville
AVP – Labor Relations

Date: 3/4/2026

Agreed for the Union:



William Gallagher

Date: 3-3-26

March 1, 2026

ATTACHMENT 5



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

Re: One Talk Work In The NY/New England Footprint

Dear Mr. Gallagher:

Verizon Wireless ("VZW") sells and markets a business-grade communications product called One Talk that is built on VZW's cellular network and utilizes Voice over Internet Protocol (VoIP) technology to allow a business's employees to make and receive calls using mobile phones, tablets, desktop computers and deskphones.

Effective no later than January 1, 2027, VZW will contract a majority of the professional installations of One Talk in the NY/NE Footprint to Verizon New York Inc., Empire City Subway Company (Limited), Verizon New England Inc., and/or Verizon Services Corp. to be performed by bargaining unit employees on the terms applicable to business products set forth in the July 22, 2022 Letter of Agreement regarding 5G Work in New York/New England (Attachment 1 to the 2022 MOU).

General

The terms of this LOA are incorporated into the parties' CBAs and are subject to the grievance/arbitration procedures of those CBAs. Except as expressly provided herein, neither party will argue that this arrangement or the herein described performance of this work modifies the CBAs or expands or limits the unions' jurisdiction. This LOA does not alter or establish any employment relationships and shall not be a precedent regarding the performance of any work other than the work specified in paragraph 2.

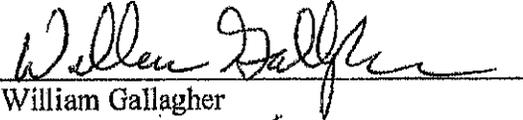
Very truly yours,

Patrick J. Prindleville
AVP -- Labor Relations

Date: 3/4/2026

March 1, 2026

Agreed for the Union:

A handwritten signature in cursive script, appearing to read "William Gallagher", is written over a horizontal line.

William Gallagher

Date: 3-3-26

March 1, 2026




ATTACHMENT 6

verizon[✓]

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

Re: Eaton Fiber Sales, Service, and Technical Support Work

Dear Mr. Gallagher:

Verizon has entered into a commercial agreement with Eaton Fiber LLC to provide Fios service outside of the NY/NE and Mid-Atlantic footprints.

To the extent that Verizon sells Fios utilizing the Eaton network, then as soon as administratively feasible and in no event later than 180 days from when such sales begin, a majority of the sales, service and technical support calls on Fios that utilizes Eaton's network ("Eaton Fios Work") will be performed by bargaining unit employees of Verizon New York Inc., Empire City Subway Company (Limited), Verizon New England Inc., Verizon Maryland Inc., Verizon Virginia Inc., Verizon Washington, D.C. Inc., Verizon Pennsylvania LLC, Verizon Delaware LLC, Verizon New Jersey Inc., Verizon Services Corp. and/or Verizon South Inc. (Virginia) (collectively, the Companies).

The Companies will aim to distribute the Eaton Fios Work proportionally to bargaining unit employees in the Sales and Service and Technical Support Centers to the best of the Company's ability based on the regions (New York/New England and Mid-Atlantic). Any such Eaton Fios calls will not be considered calls originating from NY/NE or Mid-Atlantic footprint customers for any purpose including calculating the "aggregate regional call volume percentages" set forth in the Agreement regarding the Sharing of Calls Among Centers in the MOU.

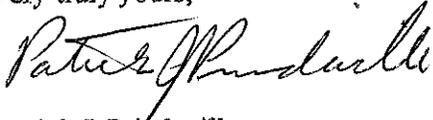
General

The terms of this LOA are incorporated into the parties' CBAs and are subject to the grievance/arbitration procedures of those CBAs. Except as expressly provided herein, neither party will argue that this arrangement or the herein described performance of this work modifies the CBAs or expands or limits the unions' jurisdiction. This LOA does not alter or establish any employment relationships and shall not be a precedent regarding the

March 1, 2026

performance of any work other than the work specified in paragraph 2.

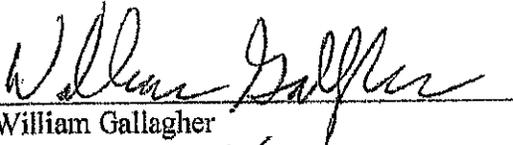
Very truly yours,



Patrick J. Prindeville
AVP – Labor Relations

Date: 3/4/2026

Agreed for the Union:



William Gallagher

Date: 3-3-26

March 1, 2026

WJZ

ATTACHMENT 7

verizon[✓]

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

Re: Installation Work in New York

Dear Mr. Gallagher:

Verizon New York Inc. and/or Verizon Services Corp. may assign Materiel Equipment Technicians ("METs") or Materiel Systems Technicians ("MSTs") to perform installation work on Verizon Business ("VZB") transport equipment in the New York footprint regardless of where that equipment is located (e.g., Inside Huts in Verizon Telecom ("VZT") locations, VZB locations, Verizon Wireless ("VZW") locations) if METs or MSTs are available to perform such work and it would not increase overall contracting at VZT.

Verizon New York Inc. and/or Verizon Services Corp. may assign METs or MSTs to perform installation work on VZW transport equipment in the New York footprint outside of the counties of Putnam, Rockland, Westchester, Suffolk, Nassau, New York, Bronx, Queens, Kings and Richmond within the State of New York regardless of where that equipment is located (e.g., Inside Huts in VZT locations, VZB locations, VZW locations) if METs or MSTs are available to perform such work and it would not increase overall contracting at VZT.

General

The terms of this LOA are incorporated into the parties' CBAs and are subject to the grievance/arbitration procedures of those CBAs. Except as expressly provided herein, neither party will argue that this arrangement or the herein described performance of this work modifies the CBAs, or expands or limits the unions' jurisdiction. This LOA does not alter or establish any employment relationships and shall not be a precedent regarding the performance of any work other than the work specified in paragraphs 1 and 2.

Very truly yours,

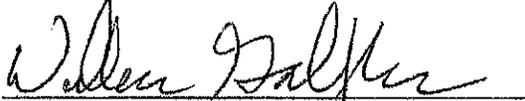
Patrick J. Prindeville
Patrick J. Prindeville

AVP - Labor Relations

Date: 3/4/2026

March 1, 2026

Agreed for the Union:



William Gallagher
Date: 3/3/26

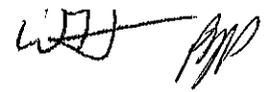
March 1, 2026

ATTACHMENT 8

Agreement Between
Verizon New York Inc., Verizon Services Corporation
And
Frontier Telephone of Rochester, Inc., Frontier Telecommunications Company of New York,
Inc., Citizens Telecommunications Company of New York
And
Communications Workers of America, AFL-CIO
District 1

This Agreement is made and entered into between Verizon New York Inc., Verizon Services Corporation (collectively, "Company"), Frontier Telephone of Rochester, Inc., Frontier Telecommunications Company of New York, Citizens Telecommunications Company of New York ("Frontier") and the Communications Workers of America, AFL-CIO, District 1 ("CWA" or "Union") (collectively, "Parties") related to the Frontier bargaining unit employees covered by the New York collective bargaining agreements 315 and 316 between Frontier and the Union ("Frontier CBAs").

1. The Union and Frontier agree that the Frontier CBAs will be extended until the Transition Date.
2. Effective on or about January 1, 2027 ("Transition Date"), but in no event later than January 3, 2027, the employees covered by the Frontier CBAs ("Frontier Employees") who are then active on payroll will become employed by the Company and subject to the terms and conditions of the New York CWA District 1 collective bargaining agreements (as applicable), and all associated Memorandum Of Understandings, Memorandum of Agreements, and Letters of Agreements ("Verizon CBAs") on the terms set forth below. A list of the current Frontier Employees is attached as Attachment A.
3. Provided the employees are active on payroll on the Transition Date, they will be mapped to the appropriate titles in the Verizon CBAs, corresponding wage table and step based on their service date, with no loss of pay, as listed on Attachment A. Frontier Employees who are on approved leaves of absence on the Transition Date shall become employed by the Company if they return to active duty within one year of the Transition Date and at the conclusion of their approved leave, in which case they shall be mapped to the appropriate title and step on the wage table at that time.
4. Frontier Employees (a) will be compensated in accordance with the Frontier CBA for any earned but unused vacation through December 31, 2026 and will not carryover any vacation from prior years into 2027; (b) will not earn any paid time off under the Frontier



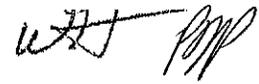
March 1, 2026

CBA for any year after 2026; and (c) will be eligible for their Verizon paid time off allotment in accordance with the Verizon CBA, beginning January 1, 2027.

5. Frontier Employees who are active on payroll or on approved leave as of the date the 2026 Verizon MOU is ratified shall receive the following retroactive wage increases to their current wage rates at Frontier:
 - (a) 3% added to the Frontier Employee's wage rate on the date of the ratification of the 2026 Verizon MOU for the time worked in the period from June 14, 2024 through October 18, 2025; and
 - (b) 3% added to the Frontier Employee's wage rate on the date of the ratification of the 2026 Verizon MOU for all paid time off in the period from June 14, 2024 through October 18, 2025 only if the employee was active on payroll at some point between June 14, 2024 and the beginning of the paid time off; and
 - (c) 3% added to the Frontier Employee's wage rate after the increase from paragraph 4(a) for the time worked in the period from June 15, 2025 through October 18, 2025; and
 - (d) 3% added to the Frontier Employee's wage rate on the date of the ratification of the 2026 Verizon MOU for all paid time off in the period from June 15, 2024 through October 18, 2025 only if the employee was active on payroll at some point between June 15, 2025 and the beginning of the paid time off.

Employees who are due the retroactive pay under this paragraph 5 shall receive their retroactive pay no later than 30 days after the ratification of the 2026 Verizon MOU.

6. Frontier Employees covered under this Agreement who are active on payroll on July 26, 2026, shall receive the 2026 wage increase the Parties have negotiated as part of the 2022 and 2026 Verizon MOUs applied to their current wage rates at Frontier. Frontier Employees who are on an approved leave of absence on July 26, 2026 who return to active duty prior to the Transition Date shall receive the 2026 wage increase the Parties have negotiated as part of the 2022 and 2026 Verizon MOUs applied to their current wage rates at Frontier upon returning to active duty at the conclusion of their approved leave.
7. Prior to the Transition Date, Frontier Employees will not be assigned to work outside of the territory covered by the Frontier CBAs.
8. After the Transition Date, the current Frontier Employees may continue to perform the duties they performed while employed at Frontier only while working in the territory covered or formerly covered by the Frontier CBAs. Neither party will argue that additional work functions performed by the Frontier Employees modifies the union's jurisdiction.



March 1, 2026

9. The Parties agree that the Company will adhere to the applicable provisions of the Verizon CBAs with respect to the movement and integration of work and employees between the territories presently covered by the Frontier CBAs and Verizon CBA. Upon request of the Union, the Company will negotiate over the application of those provisions of the Verizon CBAs with regard to the movement and integration of work and employees between the territories presently covered by the Frontier CBAs and Verizon CBA, including further possible title changes due to the integration.

10. The Parties recognize the need to maintain subcontracting flexibility within the territory and with regard to the work presently covered by the Frontier CBAs. The Parties agree to continue that flexibility as it existed in the Frontier CBAs for the Frontier territories except:
 - (a) as modified by the terms of the agreement between CWA and the Company, dated November 11, 2025, regarding PSC Case No. 24-C-0618 ("PSC Merger Agreement"). The Parties further agree that the terms of the PSC Merger Agreement shall remain in full force and effect following the merger of the Company and Frontier and the terms of the PSC Merger Agreement shall be incorporated into the Verizon CBAs; and

 - (b) by no later than December 31, 2028, the Company will eliminate its use of other contractors except to the extent such contracting would be permitted in the Verizon territories under the Verizon CBA in effect at execution of this Agreement. Beginning no later than March 31, 2027, the Company and the Union will meet at least quarterly in committee and in good faith to discuss opportunities and attempt to reach agreements to accelerate the insourcing of such contracted work by identifying contracted work that bargaining unit employees have the skills and training to perform. In order to facilitate such discussions, the Company will provide the Union with:
 - (i) the names of the contractors used;
 - (ii) a description of the work (including the location of the work) to be performed by the contractors;
 - (iii) copies of the relevant terms of the contracts pursuant to which the work is being performed; and
 - (iv) an explanation as to why the work is not being performed by bargaining unit employees.

The Union may challenge the Company's violation of the terms of this paragraph 10 under the grievance provisions of the Verizon CBA and any such grievance shall be immediately expedited to the top step of the grievance process. The Union may challenge the Company's violation of the terms of this paragraph 10 by filing a request for the appointment of an arbitrator with the American Arbitration Association under its


March 1, 2026

Labor Arbitration Rules and the parties agree to seek an expedited ruling under any applicable AAA rules that contemplate expedited arbitration. The arbitrator's decision shall be final and binding. The arbitrator shall have no authority to add to, subtract from or modify any provision of this agreement or the collective bargaining agreement.

For the purpose of applying the Verizon CBA to the Frontier territories as it relates to contracting of work that was covered by the Frontier CBAs, the Parties agree that the Article 8 Unit 17 (Buffalo) will apply to the Frontier territories formerly covered by the Rochester CBA, and the Sanborn, Corfu and Darien exchanges covered under the Elmira CBA; the Article 8 Unit 14 (Binghamton) will apply to the Alfred/Fillmore and Dryden exchanges in the Elmira CBA ; and the Article 8 Unit 13 (Syracuse – Utica – Oswego) will apply to the Cato exchange covered by the Elmira CBA.

12. Any Frontier Employees who participate in the Frontier Pension Plan, and are currently accruing benefits in that Plan, will continue to participate and accrue benefits in that Plan subject to its terms and remain in their current pension bands. The Company will make any necessary amendments to the Frontier and Verizon Pension Plans. Those individuals will be eligible for the Corporate Profit Sharing awards and 401(k) contributions applicable to Verizon employees who participate in the Verizon Pension Plan for Associates. All other Frontier Employees will be Pension New Hires except as set forth in paragraph 14 (a)(iii) of this letter.
13. For any Frontier Employees who are eligible for a retiree medical benefit from Frontier,
 - (a) if they are active on payroll as of the Transition Date, that benefit will be extinguished and they will no longer be eligible for any such benefit on or after the Transition Date, and
 - (b) if they are on an approved leave of absence on the Transition Date, they return to active duty within one year of the Transition Date and at the conclusion of their approved leave, and they become employed by the Company and they complete six (6) months active on payroll with the Company after the Transition Date, that benefit will then be extinguished and they will no longer be eligible for any such benefit.
14. The Parties agree that the prior service of the Frontier Employees with Frontier will be credited for all purposes under the Verizon CBA, except that:
 - a. In no event will Frontier service result in a Frontier Employee becoming eligible for the Verizon Pension Plan for Associates. The only way that a Frontier Employee can be eligible to participate in the Verizon Pension Plan is if that employee was previously employed by Verizon or a predecessor company prior to October 28, 2012 and was already a participant in a Verizon pension plan due to that prior service with Verizon or a predecessor company and the individual has not received credit in the Frontier Pension Plan for all such prior service with Verizon

WJ PJP

March 1, 2026

or a predecessor company. In that case, upon becoming employed by the Company on or after the Transition Date under this agreement, the Frontier Employee will be a participant in the Verizon Pension Plan for Associates and: (i) service with Frontier prior to January 20, 2026 will not be credited for any purpose in the Verizon Pension Plan for Associates, (ii) service with Frontier and Verizon on or after January 20, 2026 will be credited in the Verizon Pension Plan for Associates in accordance with its terms but only to the extent that such individual does not receive credit in the Frontier Pension Plan for that service under paragraph 10 of this letter, and (iii) if an individual receives credit under paragraph 14(a)(ii) in the Verizon Pension Plan for any service with Frontier and Verizon after January 20, 2026, then that individual will be eligible for the Corporate Profit Sharing awards and 401(k) contributions applicable to Verizon employees who participate in the Verizon Pension Plan for Associates and will not be a Pension New Hire. The Company will make any necessary amendments to the Frontier and Verizon Pension Plans.

- b. In no event will Frontier service result in an employee becoming eligible for the Verizon subsidized retiree medical coverage available to associates with a net credited service date prior to August 3, 2008 ("Pre-08 Retiree Medical Coverage"). The only way that a Frontier Employee can be eligible for Pre-08 Retiree Medical Coverage is if that employee was previously employed by Verizon or a predecessor company prior to August 3, 2008 in a position eligible for Pre-08 Retiree Medical Coverage and had already obtained retirement eligibility as of August 3, 2008. All other Frontier Employees will be treated as "New Hires" subject to the contribution requirements outlined in Section VII.3.C of the 2008 MOU and (i) if they are active on payroll as of the Transition Date, they will receive service credit toward those contribution requirements for prior service with Frontier and for eligible service on or after the Transition Date, and (ii) if they are on an approved leave of absence on the Transition Date, they return to active duty within one year of the Transition Date and at the conclusion of their approved leave, they become employed by the Company and they complete six (6) months active on payroll with the Company after the Transition Date, then they will receive service credit toward those contribution requirements for prior service with Frontier and for eligible service on or after the Transition Date.
- c. In no event will Frontier service result in an employee becoming eligible for coverage under the Job Security Letter in the Labor Agreements. This shall not modify the terms of the PSC Merger Agreement, including, but not limited to paragraphs 3 and 4 of that Agreement limiting the right of either Frontier or the

Company to lay off any CWA-represented employee, who was an employee of Frontier, for a period of 36 months following the close of the APM.

- d. Frontier service credit will not be recognized to the extent that such recognition would result in any duplication of benefits for the same period of service.
- 15. The territory covered by the Rochester CBA shall be added to Article 8 of the Verizon Plant CBA with CWA District 1 as a new Article 8 Unit; the Alfred/Fillmore and the Dryden exchanges in the Elmira CBA will become part of Article 8 Unit 14 (Binghamton); the Sanborn, Corfu and Darien exchanges will become part of Article 8 Unit 17 (Buffalo); and the Cato exchange will become part of Article 8 Unit 13 (Syracuse- Utica - Oswego). For purposes of the Force Adjustment Plan, the territory covered by the Rochester CBA and the Sanborn, Corfu and Darien exchanges in the Elmira CBA shall be part of Force Adjustment Area (6) (Western Area); the Alfred/Fillmore Dryden and Cato exchanges in the Elmira CBA will become part of Force Adjustment Area (5) (Central Area). The territory covered by the Rochester CBA and the Sanborn, Corfu and Darien exchanges in the Elmira CBA shall be part of Involuntary Transfer Area (10) (Western Area); the Alfred/Fillmore and Dryden exchanges in the Elmira CBA will become part of Involuntary Transfer Area (9) (South Central Area); and the Cato exchange in the Elmira CBA will become part of Involuntary Transfer Area (8) (Mid-Central Area).
- 16. The Parties agree that this Agreement is without precedent and that neither party may refer to this Agreement in any other grievance, arbitration, or other proceeding, except as necessary to enforce the terms of the Agreement itself. The terms of this Agreement are incorporated into the Verizon CBAs and are subject to the grievance/arbitration procedures of the CBAs.

For Communications Workers of America

For the Company

By William Gallagher
William Gallagher
Asst. to the Vice President
CWA District 1

By Patrick Prindeville
Patrick Prindeville
AVP - Labor Relations

Date: 3-3-20

Date: 3/4/2026

WH

March 1, 2026

For Frontier

By *Keith Halpern*
Keith Halpern
SVP, Labor Relations

Date: 3/4/2026


March 1, 2026

ATTACHMENT 9

MEMORANDUM OF AGREEMENT

This Agreement is made and entered into, on the Effective Date, by and between all present and future In-BA-Region subsidiaries, or operating units thereof, of Verizon Communications Inc. ("VZ"), except Celco Partnership, its subsidiaries, and its affiliates d/b/a Verizon Wireless, Verizon Information Services BA - Region Directory South Sales (NTD/PDD/CDS), and all entities (and all of their subsidiaries) with a market capitalization or value of more than \$3 billion, acquired or merged with Bell Atlantic Corporation, Verizon Communications Inc., or their subsidiaries, with a closing date after August 9, 1998 (hereinafter "Company"), and the Communications Workers of America, AFL-CIO (hereinafter called "CWA"), addressing certain issues, as follows:

1. The two agreements by and between NYNEX and Bell Atlantic Companies and the CWA entitled "Agreement concerning Issues related to the Bell Atlantic-NYNEX Merger" (copies of which are attached hereto and incorporated herein by reference) are amended and will be included, as amended, within the new collective bargaining agreements which will be effective for the period between the Effective Date and August 3, 2030.
2. The Company and the CWA will execute the attached Memorandum of Agreement Regarding Neutrality and Card Check Recognition.
3. Whenever the Company assigns employees of VZ Companies (hereinafter "VZ employees") to perform work for the Data Solutions Group (DSG, including Verizon Network Integration Corp., Inc., formerly named BANI) which is currently, has been historically, or is substantially comparable to work performed by CWA bargaining unit employees, such work will be

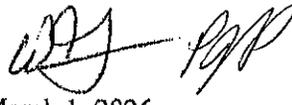

March 1, 2026

exclusively performed by CWA operating telephone company (hereinafter "OTC") bargaining unit employees covered by the existing collective bargaining agreements.

Operational work associated with the data network which the Company assigns to VZ employees shall be exclusively performed by CWA OTC bargaining unit employees covered by the existing collective bargaining agreements. Central offices and associated control centers will be staffed exclusively by CWA OTC bargaining unit employees covered by the existing collective bargaining agreements carrying titles such as COT/SET/TTA/CSA or their equivalents.

4. All plant work associated with digital subscriber lines (i.e., xDSL, a generic term which includes ADSL, HDSL, SHDSL, RADSL, IDSL, and all similar and subsequent technologies) between and including the central office and the network interface device shall be performed exclusively by CWA OTC bargaining unit employees covered by the existing collective bargaining agreements. All work associated with the xDSL splitter shall be exclusively performed by CWA OTC bargaining unit employees covered by the existing collective bargaining agreements. The Company shall not contract out any of the xDSL work discussed above.

When an end user customer purchases Verizon-on-Line DSL Service™ directly from Verizon Internet Services Inc. ("VISI") and uses Verizon as its ISP and the end user customer contracts with VISI to have it perform the installation and maintenance of the inside-data-wiring and jack, the digital modem, the Network Interconnection Card, and/or the software and configuration of the computer on the end user customer's premises ("Customer's Premise DSL I&M Work") for the Verizon-on-Line DSL Service™, the Customer's Premise DSL I&M Work for that service will be assigned to CWA OTC bargaining unit employees. That Customer's Premise DSL I&M Work shall not be contracted out in the former BA Region.

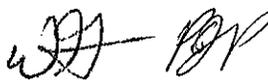

March 1, 2006

When an end user customer purchases Verizon InfoSpeed DSL Service™ directly from Verizon Advanced Data Inc. ("VADI") and does not use Verizon as its ISP and the end user customer contracts with VADI to have it perform the installation and maintenance of the inside-data-wiring and jack, the digital modem, the Network Interconnection Card, and/or the software and configuration of the computer on the end user customer's premises ("Customer's Premise DSL I&M Work") for the Verizon InfoSpeed DSL Service™, the Customer's Premise DSL I&M Work for that service will be assigned to CWA OTC bargaining unit employees. That Customer's Premise DSL I&M Work shall not be contracted out in the former BA Region.

The Company may designate a select group of CWA OTC bargaining unit employees to perform the Customer's Premise DSL I&M Work. The Company will first seek input from the Union but reserves the right to establish training requirements, selection, certification, attire, scheduling which is consistent with the parties' collective bargaining agreements, and other requirements for those employees. In making its designations of employees to perform that work, the Company will consider an employee's seniority but reserves the right to make the designations solely on the basis of qualifications. The Company shall begin transitioning the above work to the OTC bargaining unit employees as soon as August, 2000 and shall have completed the transition no later than April 30, 2001.

5. Whenever the Company assigns VZ employees to perform work which is currently, or which has been historically, performed by CWA OTC employees such work shall be performed exclusively by CWA OTC employees covered by the existing collective bargaining agreements.

Whenever the Company assigns VZ employees to service or sell bundled services which include any service which is currently, or historically has been, serviced or sold by CWA-represented employees, then such work shall be performed exclusively by CWA-represented employees, and the


March 1, 2026

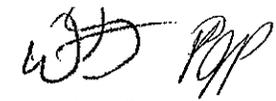
primary service and sales channel for such services shall be the OTC Business and Residence office, to the extent permitted by law or regulation.

Existing Bell Atlantic (BA Plus) accounts will begin to be transferred back to CWA OTC bargaining unit locations on October 1, 1998. There will be no new promotions to transfer accounts or to transfer the servicing of accounts started for BA Plus. CWA-represented service representatives/consultants will not be impacted adversely in any way by the transfer of BA Plus accounts. All accounts must be transferred to CWA OTC bargaining units no later than March 30, 1999. Such BA Plus accounts shall be transferred to broadly defined appropriate OTC organizational areas, such as the Electronic Traffic/Transfer Zone or the area served by the ACD in which the work was performed in the OTC. The commitment regarding BA Plus accounts shall have no effect on the parties' rights with respect to the transfer, movement or assignment of any work under the OTC contracts under which such work is then performed.

If the work assignment or other practices of a company which is merged with or acquired by VZ and which is covered by this Agreement are inconsistent with one or more terms of this Agreement, there shall be a reasonable transition period, not to exceed six months from the date of the closing of the merger or acquisition, to eliminate such inconsistency.

6. Whenever the Company assigns VZ employees to perform long distance work that is similar to work which is currently, or historically has been, performed by CWA-represented employees then such work shall be assigned to CWA-represented employees covered by the existing OTC collective bargaining agreements.

To the extent permitted by law or regulation, the primary sales and service channel for long distance services shall be the OTC Business and Residence office.


March 1, 2026

Whenever the Company assigns VZ employees within CWA jurisdiction to perform work associated with video, alarm monitoring, customer contact, or the Internet, that is similar to work which is currently, or historically has been, performed by CWA-represented employees, then such work shall be performed exclusively by CWA-represented employees.

7. Whenever any employee engaged by the Company within the CWA jurisdiction is assigned to perform data services work permitted by FCC 706 exceptions, then such work shall be performed by CWA OTC employees covered by the existing collective bargaining agreements; however, if the FCC requires the Company to assign such work to a separate subsidiary or affiliate, then the work shall be performed by CWA-represented employees working under an equivalent collective bargaining agreement.

8. Nothing in this agreement is intended to limit, diminish, or infringe upon the two letters incorporated in the collective bargaining agreements by and between NYNEX Corporation on behalf of itself, and New York Telephone, New England Telephone, Empire City Subway, Telesector Resources Group, and NYNEX Information Resources, and the CWA entitled respectively "New Business" and "Old Business Letter," dated April 3, 1994, (copies of which, adapted to apply under this Agreement, are attached hereto and incorporated herein by reference) (the "Old and New Business Agreements"). The Old and New Business Agreements are amended and renewed and will be included, as amended, within the new collective bargaining agreements between parties to the 2026 MOU. The terms Bell Atlantic Corporation ("BAC") and Verizon Communications Inc. ("VZ") as defined and used in the New Businesses Agreement means the Company as defined in the introductory paragraph of this Agreement, which is controlling.


March 1, 2026

INTERPRETIVE COMMENTS

1. Work will be considered to have been "historically performed" by CWA-represented employees if it has been performed by such employees within the last seven years and over a significant period of time.
2. "Current work" includes any evolution of such work.
3. This agreement is not intended to affect any issue regarding a claim that management employees are performing bargaining unit work. It is also recognized that CWA will continue to press such claims.
4. It is not the intent of this Agreement that existing work being performed by Verizon Connected Solutions, Inc. ("VCSI"), formerly named Bell Atlantic Communications and Construction Services, Inc. (BACCSI), is to be returned to the OTCs, except as specifically provided in the amended Broadband Network / Employment Security Provisions of the 2000 MOU between the former BA South Region OTC's and the CWA. (Copy attached and incorporated herein.) However, it is the intent of this Agreement to not transfer more OTC work to VCSI.
5. This Agreement applies only to work assigned to and performed by VZ employees within the former Bell Atlantic footprint. Due to the merger between BA and GTE, the names of certain companies in this Agreement have changed from the 1998 Agreement between the parties. This Agreement is not intended to expand the meaning or scope of the 1998 Agreement, except as noted in paragraphs 1, 4 and 5 of this Agreement, and paragraph 4 of the Interpretive Comments of the 1998 MOA, and the deletion of paragraph 9 of the Interpretive Comments of 1998 MOA. For that reason, the following terms are defined:

March 1, 2026

VZ Companies are subsidiaries of VZ, covered by the Agreement, operating within the former BA footprint;

VZ Employees are employees of VZ Companies performing work in the former BA footprint.

6. Any provisions of this Memorandum of Agreement are subject to legal and regulatory requirements.

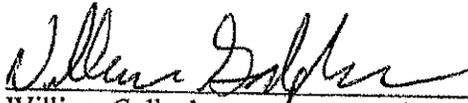
7. Any obligation to have work performed by CWA-represented employees is limited to areas within CWA jurisdiction in the former BA footprint.

8. It is not the intent of paragraph 4 of this Agreement to affect work by suppliers in the Central Office prior to the operational phase of a service or product.

This Agreement expires at 11:59 p.m. on August 3, 2030.

For: Communications Workers of America

For: Company



William Gallagher

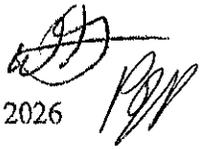


Patrick Prindeville

Date: 3-3-26

Date: 3/4/2026

March 1, 2026



**AGREEMENT CONCERNING ISSUES
RELATED TO THE BELL ATLANTIC-GTE MERGER**

This Agreement, by and between Verizon ("VZ")-New York, Inc., VZ New England, Inc., Verizon Services Corp. ("VSC"), Empire City Subway Company (Limited), and NYNEX Information Resources Company, (hereinafter collectively called "the Companies" and individually called a "Company"), and Communications Workers of America, AFL-CIO (hereinafter "CWA") addresses the permanent transfer of jobs relating to the Bell Atlantic-GTE merger.

Limitations on Transfer of Jobs

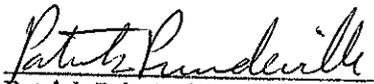
The following limitations on permanent transfers of jobs shall be effective on the Effective Date and terminate concurrently with the labor agreements, August 3, 2030.

- (1) During each contract year of the parties' current collective bargaining agreements ("CBA"), from the Effective Date to August 3, 2030, a Company may not permanently transfer more than .7% of the CWA represented jobs from any of the universes described below to an area outside of New York State ("NYS").
 - (a) Plant Bargaining Unit - The universes for the Plant bargaining unit within NYS are the counties of NYS.
 - (b) Commercial Bargaining Unit - The universes for the Commercial bargaining unit within NYS are the counties of NYS.
 - (c) Traffic Bargaining Unit - The universes for the Traffic bargaining unit within NYS are the individual Traffic bargaining units within NYS.
 - (d) Accounting Bargaining Unit - The universes for the Accounting bargaining units within NYS are the individual Accounting bargaining units within NYS.
 - (e) VSC Bargaining Unit - The universe for the VSC bargaining unit within NYS is the Company-wide bargaining unit in NYS.
- (2) The percentage of jobs permanently transferred from NYS to an area outside NYS will be calculated as follows:
 - (a) Total CWA Represented Jobs in a universe in NYS permanently transferred to an area outside NYS.
 - (b) (divided by) Total CWA Represented Jobs in that universe.
- (3) During each contract year of the parties' current collective bargaining agreements ("CBA"), from the Effective Date to August 3, 2030, a Company may not permanently transfer more than .7% of the CWA represented jobs from the universes described below to an area outside the New England States.

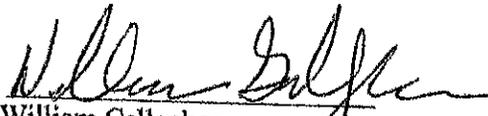
March 1, 2026

- (a) New England Directory Sales and New England Directory Clerical Bargaining Units - The universes for the New England Directory Sales ("NE Dir. Sales") and Directory Clerical ("NE Dir. Clerical") bargaining units in New England ("NE") are those bargaining units within NE.
 - (b) New England CWA Locals 1302, 1395 and CWA 1400 Bargaining Units - The universes for the New England CWA Locals 1302, 1395 and 1400 bargaining units are those bargaining units within NE.
- (4) The percentage of jobs permanently transferred from NES to an area outside NES will be calculated for each universe as follows:
- (a) Total CWA Represented Jobs in a NES universe permanently transferred outside NES;
 - (b) (divided by) Total CWA Represented Jobs in that universe.
- (5) If an employee voluntarily transfers from a job in NYS to a job outside NYS, or from a job in NES to a job outside the NES, the transfer of that employee shall not be included in the calculation of the percentage of jobs permanently transferred for purposes determining whether the .7% per year limit has been exceeded.

For The Companies


Patrick Prindeville

For The CWA


William Gallagher

March 1, 2026



**MEMORANDUM OF AGREEMENT
REGARDING NEUTRALITY AND CARD CHECK RECOGNITION**

The Verizon Communications Inc. ("VZ") Companies Covered by this Memorandum of Agreement ("the Companies") and Communications Workers of America ("the Union"), for and in consideration of the mutual promises and agreements set forth below, hereby enter into this Memorandum of Agreement Regarding Neutrality and Card check Recognition ("Agreement") as of the Effective Date.

1. Duration. This Agreement is effective as of the date stated above, and shall remain in effect until 11:59 PM on August 3, 2030, unless extended, modified or terminated by mutual written agreement of the parties. The parties expressly understand, however, that in the event this Agreement is terminated before August 3, 2030 all of the terms hereof nevertheless shall survive said termination and remain in effect with respect to any reorganization or restructuring of any bargaining unit as a result of which management creates any new in-region subsidiary, division, or operating entity as to which no Union representation then exists.

2. Applicability.

(a) All card check procedures and any Union recognition provided for by this Agreement shall be applicable as of the Effective Date, for non-management employees of the Companies "In the former BA Region" ("In-Region"), *i.e.*, within the former BA operating region in thirteen state and District of Columbia region comprised of Maine, New Hampshire, Vermont, Rhode Island, Massachusetts, Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, Virginia, West Virginia and the District of Columbia.

(b) As used herein, "the Companies" means all present and future In-Region subsidiaries, or operating units thereof, of VZ, except Celco Partnership, its subsidiaries, and its affiliates d/b/a Verizon Wireless, Verizon Network Integration Corp., Inc., Verizon Information Services BA-Region Directory South - Sales (CDSC/NTD/PDD), and all entities (and all of their subsidiaries) with a market capitalization or value of more than \$3 billion, acquired by or merged with Bell Atlantic Corporation, Verizon Communications Inc., or their subsidiaries, with a closing date after August 9, 1998. [Includes for all of the above Companies, all In-Region operations in the thirteen state and D.C. region. Staff operations in an "out of region" organization, even if located within the thirteen state "In-region" territory, or any other operations outside this thirteen state territory, are not included.]

(c) As used herein, "non-management" means employees who normally perform work in non-management job titles, as determined by the Companies, in accordance with the statutory requirements of the National Labor Relations Act, as amended, and applicable decisions of the National Labor Relations Board and reviewing courts. If the Union disagrees with any such determination, the parties agree to submit the Issues of unit definition to arbitration as set forth in paragraph 3, below, using the aforesaid statutory requirements and decisions as the governing principles.

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(d) In addition to the foregoing, the parties further agree that any proposed bargaining unit shall exclude, but not by way of limitation, all professional, confidential, and managerial employees, guards and supervisors as defined in the National Labor Relations Act.

3. Card Check Recognition Procedure.

(a) When requested by the Union, the Companies agree to furnish the Union lists of employees in the bargaining units. This list of employees will include the work location, job title and home address.

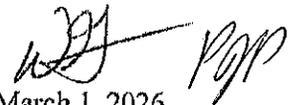
(b) The Union will give twenty one (21) days' notice for access to Company locations. Access will be limited to one sixty (60) day period in any twelve months for each unit agreed upon or determined as provided herein.

(c) (1) The Union and the Companies shall meet within a reasonable period, but not to exceed ninety (90) days, after the effective date hereof for the purpose of defining appropriate bargaining units for all presently existing potential bargaining units. In the event that the parties are unable to agree, after negotiating in good faith for a reasonable time, upon the description of an appropriate unit for bargaining, the issue of the description of such unit shall be submitted to arbitration administered by, and in accordance with, the rules of the American Arbitration Association (AAA). The arbitrator shall be confined solely to the determination of the appropriate unit for bargaining and shall be guided in such deliberations by the statutory requirements of the National Labor Relations Act and the precedential decisions of the National Labor Relations Board and Appellate reviews of such Board decisions. The parties agree that the decision of the Arbitrator shall be final and binding. The Companies and the Union agree to select by agreement a permanent arbitrator and an alternate within 30 days of signing this Agreement to hear disputes under this Agreement. If the parties cannot agree, they shall select the arbitrators from list(s) provided by the AAA.

(2) If either the Companies or the Union believes that the bargaining unit as agreed or determined in (c) (1), above, is no longer appropriate due to organizational changes, then the parties shall meet and confer in good faith for the purpose of re-defining the appropriate unit. In the event that the parties are unable to agree, after negotiating in good faith for a reasonable time, upon the re-definition of an appropriate unit, the issue of the description of such unit, shall be submitted to arbitration as provided in (c) (1).

(d) The Companies agree that the Union shall be recognized as the exclusive bargaining agent for any agreed-upon or otherwise determined bargaining unit(s) not later than ten (10) days after receipt by the Companies of written notice from the American Arbitration Association ("AAA") that the Union has presented valid authorization cards signed by a majority of the employees in such unit(s).

(e) For the purposes of determining the number of employees that constitute a majority of the bargaining unit, the employee population will be composed of only those employees


March 1, 2026

employed in the bargaining unit on the earliest date which appears on the cards presented to the AAA. The cards so presented must be dated within sixty (60) days of each other, but no earlier than the date of execution of this Agreement, and each card so presented must contain at least the language set forth in Attachment 1 hereto. The Companies shall provide the AAA all employees, job title and other information required for the AAA to verify the existence of more than 50% of employee authorizations as provided for in this Agreement.

(f) In the event the Union fails to deliver to AAA valid authorization cards signed by a majority of employees in any aforesaid bargaining unit upon completion of its card-signing effort, the Union agrees not to begin any further card-signing effort in such unit for a period of one year from the date on which access was first granted as provided in (b), above.

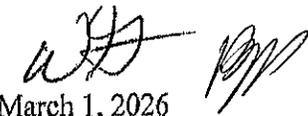
(g) As soon as practicable after the aforesaid recognition and upon written request by the Union, the Companies, or the appropriate subsidiary, division or operating unit thereof, shall commence bargaining in good faith with the Union with respect to wages, hours, and other terms and conditions of employment for the employees employed within the agreed upon or otherwise determined appropriate bargaining unit.

Neutrality.

(a) The Companies agree, and shall so instruct all appropriate managers, that the Companies will remain neutral and will neither assist nor hinder the Union on the issue of Union representation.

(b) For purposes of this Agreement, "neutrality" means that management shall not, within the course and scope of their employment by the Companies, express any opinion for or against Union representation of any existing or proposed new bargaining unit, or for or against the Union or any officer, member or representative thereof in their capacity as such. Furthermore, management shall not make any statements or representations as to the potential effects or results of Union representation on the Companies or any employee or group of employees. The Union also agrees that, in the course of any effort by the Union to obtain written authorizations from employees as provided for in paragraph 3(b), above, neither the Union nor any of its officers, representatives, agents or employees will express publicly any negative comment concerning the motives, integrity or character of the Companies, Verizon Communications Inc., or any of their officers, agents, directors or employees.

(c) This Agreement supersedes and terminates any and all other agreements, Memoranda of Understanding, commitments or statements of intent regarding neutrality, card-check procedures or union organizing rights that may exist as of the date hereof between the Union and any of the Companies, including but not limited to the existing NYNEX Neutrality Agreement, the Neutrality, Card Check and Successorship Agreements with the operating telephone companies of Bell Atlantic Corporation prior to its merger with NYNEX, and with BA Network Services, Inc., and the BA Communications, Inc. Agreement on Principles and Behaviors with Regard to Union Organizing


March 1, 2026

Campaigns, but does not supersede or terminate the NYNEX New Business Agreement, NYNEX Old Business Letter, or the Common Interest Council Letter.

5. Valid Authorization Card. For purposes of this Agreement, a valid written authorization card shall state specifically that by signing the card, the employee agrees to be represented by the Union, using the language set forth in Attachment 1.

6. Regulatory and Legislative Support. The Union hereby agrees to continue its support before the appropriate regulatory and legislative bodies for the Companies' efforts to remain competitive in, and/or gain entry to, all telecommunications and related markets in which the Companies choose to participate, unless the Union determines such support to be in conflict with its interests. If the Union determines such conflict exists, the Union will promptly so notify the Companies and, the request of the Companies, meet to discuss and confer on such conflict.

The Companies hereby agree to support Union efforts before regulatory and legislative bodies unless the Companies determine such support to be in conflict with their interests. If the Companies determine such a conflict exists, the Companies will so notify the Union, and will if requested by the Union, meet to discuss and confer on such conflict.

7. Dispute Resolution. Except as to disputes referenced in paragraph 3 (c) of this Agreement, all disputes concerning the meaning or application of the terms of this Agreement shall be handled and addressed by the meeting of designated representatives of the Companies and the Union. Either party may request such a meeting and each party pledges its best efforts to address any and all concerns raised as to the meaning or application of this Agreement. With the exception of matters referenced in paragraph 3 (c) above, the meaning or application of this Agreement shall not be subject to arbitration. Each party reserves its right to seek judicial or other relief provided by law to enforce this Agreement. However, the parties agree that prior to seeking such relief provided by law, the parties will meet and confer as set forth above.

8. Wavier of Claims.

(a) The Union promises and agrees that, in connection with any arbitration, and in connection with any other legal, equitable or administrative suit, proceeding or charge arising subsequent to the effective date of this Agreement between the Union and any VZ Company, or VZ Communications Inc., including but not limited to any proceeding before the National Labor Relations Board or its delegate, the Union hereby waives any claim, allegation or argument, and agrees to refrain from presenting this agreement, or any action or information related to it, as evidence in support of any claim, allegation or argument, that any VZ Company or VZ Communications Inc., and/or any of its current or future subsidiaries, and/or their divisions, units, agents, or affiliates, are or have been a single employer, joint employers, alter-egos, or that any employees should be accreted to any bargaining unit, to the extent that any such claim, allegation or argument is based upon

March 1, 2026

(1) any changes on or after August 15, 1997, in the administration and/or control of labor relations by Bell Atlantic Corporation, VZ Communications Inc. or any Bell Atlantic or VZ Companies; or

(2) any change in the scope, availability in employees, or administration by management of any program or practice for the effectuation of employee-initiated transfers between or among different subsidiaries or bargaining units; provided, however, that this subparagraph (2) shall not be construed as having any effect on the Union's right or the Companies' obligation, to the extent the same may exist under applicable law and/or any pre-existing collective bargaining agreement(s), to negotiate changes in the terms and conditions applicable to such transfers.

(b) The provisions of this paragraph 8 shall survive the expiration of the remainder of this Agreement, and shall have full force and effect until specifically voided by mutual written agreement of the parties.

9. Severability. Should any portion of this Agreement be voided or held unlawful or unenforceable by the National Labor Relations Board or any court of competent jurisdiction, the remaining provisions shall remain in full force and effect for the duration of this Agreement.

COMMUNICATIONS WORKERS OF
AMERICA

By William Gallagher
William Gallagher

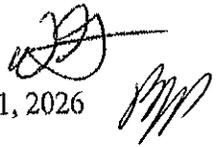
Date 3-3-26

VERIZON
COMPANIES

By Patrick Prindeville
Patrick Prindeville

Date 3/4/2026

March 1, 2026



NEW BUSINESSES

The following procedures regarding union recognition upon the start-up or acquisition of New Businesses by Verizon Communications Inc. ("VZ") and the hiring of New Business Employees shall be inserted as an Article in all collective bargaining agreements between the Union and the Companies employing its members in the former Bell Atlantic North Footprint.

ARTICLE _____

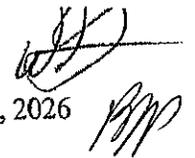
NEW BUSINESSES

1. "New Businesses" are defined as companies or new operations hereinafter started up or acquired by VZ in a telecommunications line of business. They would include, among others, the construction, installation, maintenance, marketing and sales of cable television, video, information and interactive media services, and new and traditional voice and data telephone services. As applied here, such New Businesses are those in which VZ has a majority stock or equity interest and management control, and which do business in the former BA North Footprint. They do not include new operations which, by agreement of the parties or by operation of law, are covered by an existing CWA or IBEW collective bargaining agreement. VZ shall mean the Verizon Communications Inc. and the "Company" parties to the Memorandum of Agreement to which this Article is attached. The former BA North Footprint shall mean the former operating area of BA within Maine, New Hampshire, Vermont, Rhode Island, Massachusetts, New York and the areas of Connecticut covered by the Byram and Greenwich exchanges.

2. "New Businesses Employees" (NBEs) are employees of New Businesses who perform telecommunications work in the former BA North Footprint that is the same or equivalent to traditional telephone work currently performed as part of their regular duties by bargaining unit members of CWA and IBEW. For example, the work would include the installation and maintenance of inside wire and converter boxes for cable television, and the associated customer representative and accounting work for the services provided. The work does not include non-telecommunications work such as the work performed by janitors, elevator mechanics, elevator operators, watch engineers, or garage mechanics.

3. For New Businesses that are acquired by VZ with an existing complement of employees in the NBE positions, and where those employees are not represented by a union, additional NBE vacancies shall be offered to qualified VZ former BA North Footprint employees from an existing CWA or IBEW bargaining unit pursuant to paragraph 7 and Appendix A of this Article. In such situations, union representation procedures shall be governed by the neutrality and card check provisions set forth in the Neutrality and Card Check Agreement between the parties executed this date. If this process results in card check recognition, collective bargaining shall be governed by Appendix B.

March 1, 2026



4. For New Business that are start-up companies or operations (i.e., those without an existing complement of employees), VZ shall offer to hire the initial complement of NBE positions from qualified former BA North Footprint employees in existing CWA or IBEW bargaining unit(s) pursuant to paragraph 7 and Appendix A of this Article, and, in turn shall recognize CWA or IBEW as the bargaining representative for the new unit(s) so long as the majority of the initial complement of NBEs are hired from existing CWA or IBEW bargaining units. The initial complement of employees is defined as the number of employees required to get the new business up and running. In such situations, the collective bargaining process shall be governed by Appendix B. If the initial complement of employees cannot be filled with a majority of employees from existing bargaining units, then the neutrality and card check provisions set forth in the Neutrality and Card Check Agreement executed on this date shall apply.
5. For New Businesses that are acquired by VZ with an existing complement of non-union employees in the NBE positions, and where VZ increases the size of the NBE work force, VZ shall abide by the terms of paragraph 4 and not paragraph 3 if, within one year of acquisition, employees from existing CWA or IBEW bargaining units constitute the majority of the NBEs.
6. For a New Business where VZ does not have a majority stock or equity interest and management control, VZ shall abide by the terms of this Article if a partner in that business is bound by the same, or substantially the same, agreement with CWA or IBEW, and together they have majority stock or equity interest and management control of that business.
7. VZ shall first offer NBE positions to qualified volunteers from existing bargaining unit(s) of the appropriate union. For New Businesses that are acquired by VZ with an existing complement of employees in the NBE positions, bargaining unit employees shall be notified of all additional NBE positions and shall have ten (10) working days to apply for those positions before VZ may hire off the street. For New Business that are start-up companies or operations, VZ may hire off the street after thirty (30) days if qualified volunteers cannot be found from existing bargaining units to make up the initial complement of NBE positions. The hiring of volunteers from CWA or IBEW bargaining units shall be a priority, and qualifications for union applicants shall in all respects be identical to qualifications established for non-union applicants. Former BA North Footprint employees who have been declared surplus shall be given first consideration for NBE positions and employees hired from existing CWA or IBEW bargaining units shall bring their net credited service to the New Business.
8. If the validity of one or more of the provisions of this Article is challenged in a court of law or before the NLRB, the New Business, VZ and the Union shall cooperate and take all necessary steps to defend the validity of the Article. If one or more of the provisions of this Article is declared void, the parties agree to modify the Article, if possible, in a manner consistent with the law and the parties' original intent.
9. The exclusive means of resolving any alleged violation or dispute arising under this Article, except those governed by Appendix B, shall be the disagreement resolution process set forth in Appendix C of this Article.

APPENDIX A

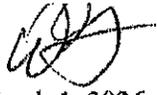
VZ shall offer NBE positions described in paragraph 3 and 4 of this Article to the following bargaining unit employees in the following locations:

| Location of New Business | Positions | Bargaining Unit** *** |
|--|--|-----------------------|
| New York and Connecticut* | Plant | CWA |
| Upstate New York | Commercial | IBEW Local 2213 |
| Downstate New York | Commercial | CWA |
| New York | Traffic | CWA |
| New York | Accounting | CWA |
| New Hampshire | Commercial | CWA |
| Maine, Massachusetts, Vermont | Residence Commission Advertising Directory Sales | CWA |
| Rhode Island | Residence | IBEW |
| Maine, Massachusetts, New Hampshire, Rhode Island, Vermont | Commission Advertising, Directory Sales | CWA |
| Maine, Massachusetts, New Hampshire, Rhode Island, Vermont | Plant, Traffic and Accounting | Not Applicable |

* As defined in paragraph 1 of this Article.

** If a dispute arises between CWA and IBEW over which unions shall be offered NBE positions, the unions shall have ten (10) working days to resolve the matter and so notify the Company. If the dispute is not resolved within ten (10) working days, then the provisions of paragraphs 4 and 7 shall not apply to the New Business in which the dispute exists and VZ may then fill the NBE positions by hiring off the street.

*** The Chart set out above may change over time with changes in CWA or IBEW jurisdiction.


March 1, 2026 

APPENDIX B

To insure the success and stability of a New Business, the parties shall negotiate the first collective bargaining agreement for that New Business for a term of three (3) years according to the following procedures.

1. Prior to starting a New Business, VZ shall review with the union its staffing needs in that business. VZ and the union shall also engage an independent consultant to provide a study of wages, benefits, time off, hours of work, differentials, allowances, work rules, scheduling, staffing, productivity levels and other relevant information regarding VZ competitors in the specific line of business and area where VZ plans to operate. If competitors in the geographic area do not exist, the study shall focus upon employers in the same line of business in adjacent or comparable areas. The study shall be used by the parties as a guide to negotiating a fair contract for both the Company and the employees. If the parties cannot agree upon a single independent consultant, they may each select their own consultant to develop separate studies to be used by the parties in their negotiations.
2. If negotiations reach an impasse, either party may invoke binding Arbitration of the unsettled items for final resolution. The arbitration award on the economic issues in dispute shall be confined to choice between (a) the last offer of the employer on such issues as a single package and (b) the union's last offer, on such issues, as a single package; and, on the non-economic issues in dispute, the award shall be confined to a choice between (a) the last offer of the employer on each issue in dispute and (b) the union's last offer on such issue.
3. The arbitration shall be governed by Article 12.02 of the VZ-NY/CWA Plant contract.
4. Prior to the start of the arbitration hearings, the parties shall submit to the arbitrator their final offers in two separate parts: (a) single package containing all the economic issues in dispute and (b) the individual issues in dispute not included in the economic package, each set forth separately by issue.
5. In the event of a dispute, the arbitrator shall have the power to decide which issues are economic issues. Economic issues include those items which have a direct relation to employee income including wages, salaries, hours in relation to earnings, and other forms of compensation such as paid vacation, paid holidays, health and medical insurance, pensions, and other economic benefits to employees.
6. In deciding the issues in dispute, the arbitrator's decision shall be governed by the prevailing practice of competitors in the area, and/or employers in the same line of business in adjacent or comparable areas.

March 1, 2026



APPENDIX C

DISAGREEMENT RESOLUTION PROCESS

The following process shall govern the resolution of all alleged violations of or disputes arising under this New Businesses Article except those matters governed by Appendix B of this Article.

1. If either party submits an alleged violation or dispute for resolution through this process, the parties, including, if necessary, the Vice President, District One of the CWA and the Executive Vice President Human Resources of VZ, shall meet to discuss and resolve it.
2. If the parties are unable to resolve an alleged violation or dispute themselves, they will seek the assistance of a mediator agreed upon by both parties. Once selected, that mediator or an agreed upon replacement shall be the permanent mediator for resolving alleged violations and disputes under this Appendix for the remainder of this Agreement. If a mediator cannot be mutually selected by the parties within a reasonable period of time, each party shall promptly appoint a mediator of its choosing, and those two mediators, using the process they agree upon, shall promptly appoint the mediator to resolve the dispute under this Appendix.
3. If the parties are unable to reach agreement with the assistance of the mediator, the mediator shall issue a binding decision on those unresolved issues.
4. The procedure the mediator shall use in assisting the parties to reach agreement or in gathering information and deliberating in order to issue a binding decision shall be determined by the mediator under the following guidelines:
 - (a) With respect to disputes in which there are no important factual issues in dispute, there shall be no formal hearings or taking of evidence. Instead, the parties, without the assistance of counsel, shall present their information and positions to the mediator through discussion, rather than a legal or quasi-legal proceeding. In presiding over this process, the mediator shall make every effort to resolve the differences before having to issue a binding decision.
 - (b) With respect to disputes in which there are important factual issues in dispute, either party may request that the mediator use expedited arbitration in lieu of (a) above, and the mediator may do so if he believes it will help to resolve the dispute. However, the arbitration shall be informal in nature, without formal rules of evidence and without a transcript. The mediator shall be satisfied that the information submitted is of a type on which he or she can rely, that the proceeding is in all respects a fair one, and that all facts necessary to a fair decision are presented.

WJH
March 1, 2026

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

Dear Mr. Gallagher:

This letter confirms the understanding of the parties that should Verizon ("VZ") - New York, Inc., VZ-New England, Inc., Empire City Subway, Verizon Services Corp., NYNEX Information Resources, or the Verizon Communications Inc. ("Companies") engage in telecommunications work within the former operating area of the seven state former Bell Atlantic North Footprint (NY, MA, NH, VI, ME, RI, CT Byram Greenwich Exchange), not previously undertaken by that company, that work shall be bargaining unit work covered by the existing collective bargaining agreements if it is the same or equivalent to the telecommunications work currently performed by bargaining unit members in that company as part of their regular duties.

For example, if VZ-New York, Inc. were permitted by legislation to offer cable television services, the work would include the installation and maintenance of the fiber/coaxial network, the inside wire and converter boxes, and the associated customer representative and accounting work for the CATV service provided.

Nothing in this paragraph affects the parties' (i) existing rights or duties under present contracts, (ii) their legal rights with respect to allegations of management performing bargaining unit work, or (ii) the Company's contractual rights with respect to contracting out work.

For the purposes of this agreement, telecommunications work shall mean the construction, installation, maintenance, marketing and sales of cable television, video, or information and interactive media services, and new and traditional voice and data telephone services.

COMPANIES

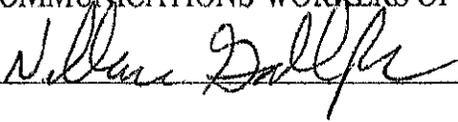


Patrick Prindeville

March 1, 2026

AGREED:

COMMUNICATIONS WORKERS OF AMERICA



William Gallagher, Assistant to Vice President

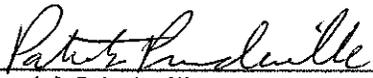
March 1, 2026

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

Dear Mr. Gallagher:

In paragraph 8 of our Memorandum of Agreement ("Agreement") dated the Effective Date, we agreed that the Agreement was not intended to limit, diminish or infringe upon the NYNEX New Businesses and Old Business Letters. With this letter, we confirm that the Union's access rights to the Companies in the operating area of the former BA North Footprint for purposes of organizing employees under the Memorandum of Agreement Regarding Neutrality and Card Check Recognition, which is a part of this Agreement, shall not provide any less access to the Companies than the access rights contained in the NYNEX Neutrality Agreement, which is a part of the parties' 1994 Memorandum of Agreement and which is attached to this letter.

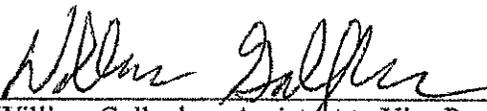
This letter agreement shall be added to the Agreement as an attachment.



Patrick Prindeville

AGREED TO:

COMMUNICATIONS WORKERS OF AMERICA



William Gallagher, Assistant to Vice President

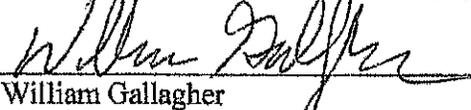
March 1, 2026

Verizon Network Integration Corp, Inc. Customer Bid Work

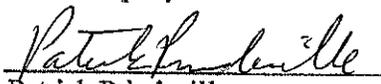
1. This Agreement applies to the performance of work within the former Bell Atlantic footprint on customer service contracts bid-on by Verizon Network Integration Corp, Inc. ("VNICI") after October 5, 1998 (the "Work").
2. For the part of the Work which is currently or has been historically performed by CWA bargaining unit employees, VNICI shall designate the appropriate operating telephone company ("OTC") employing CWA bargaining unit members as its sole contractor and its bargaining unit employees shall perform the work.
3. As appropriate, VNICI may obtain the assistance and participation of bargaining unit employees and the CWA and its leadership in connection with the process of bidding on customer work.
4. Recognizing the exceptionally competitive market in which VNICI operates, which demands the highest standards of quality, productivity and customer care, the parties agree that specific employees may be assigned to specific accounts.
5. Recognizing the nature of the Work as described in paragraph 4 and the commitments of VNICI to assign Work to CWA represented employees as described herein, the parties agree to cooperate with each other in the implementation of this Agreement in order to insure its success as integral to the success of VNICI. To that end, the parties agree that as a fundamental requirement the quality and productivity standards on which bids are based must be met. Accordingly, the parties will creatively address such issues as work rules, work schedules, productivity, customer pricing sensitivity, and quality standards in order to create the conditions conducive to having customer focused high performance employees.
6. Representatives of the Union (including the International Union) and the Company will meet periodically to review the progress of the above efforts and to resolve any difficulties that may have arisen.

This Agreement expires at 11:59 p.m. on August 3, 2030.

For: Communications Workers of America


William Gallagher

For: Company


Patrick Prindeville

Date: 3-3-20

Date: 3/4/2026


March 1, 2026 

ATTACHMENT 10

NEW CONTRACTING INITIATIVES

The letter of agreement on New Contracting Initiatives will be replaced by a new letter of agreement on New Contracting Initiatives to read as follows:

This will confirm our agreement regarding the Company's commitment in connection with new contracting initiatives.

The Company agrees that through December 31, 2029 it will not contract out work that is not being contracted out on the effective date of this agreement.

The parties further agree to continue a Contracting Initiatives Committee, which will be chaired by the Company's Regional Bargaining Agent and the Union's Area Director, each of whom may appoint up to two additional members. The purpose of the Committee is to give the parties the opportunity to conduct open and thorough discussions concerning the Company's intention and rationale regarding the contracting out of bargaining unit work. The Committee will also discuss issues regarding the following exceptions to the restriction on new contracting initiatives: The restriction shall not preclude contracting out work to meet peak load requirements which cannot be covered with overtime or to deal with emergency situations (such as severe weather conditions).

In addition, commencing January 1, 2030 the Company will notify the Union at least six months in advance of any new contracting initiatives. The Contracting Initiatives Committee, will then have the opportunity to discuss such new major initiatives. In these discussions, the goal of the parties will be to balance the needs of customers, the provision of excellent service, and the use of bargaining unit employees to perform bargaining unit work.

March 1, 2026

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

Dear Mr. Gallagher:

This will confirm our agreement regarding the proper interpretation of the New Contracting Initiatives letter of agreement dated March 1, 2026.

-“New contract initiative” means contracting out work that is not being contracted out within the same area on the effective date of this agreement. For purposes of this commitment, area shall mean: In New York, Units listed in Section 8.02 of the Plant agreement; in New England, each State.

-“New Contract Initiative” does not include contracting of work if such work was contracted out on a short duration intermittent basis during the three years preceding the effective date of this agreement (except for Company Service work and Field Technician work similar to work performed by Butler Communications).

-Through December 31, 2029, the Company may not increase the level of contracting of traditional telephone work in an area within a title.

-The Company will not implement any new contract initiative between January 1, 2030 and July 1, 2030 if the initiative involves the equivalent of (a) the work of at least 25 full time employees, or (b) the work of 10% of the number of employees in the title and area, whichever is lower.

-The six months notice of new contracting initiatives that the Company is required to give the Union commencing January 1, 2030 shall apply only to new initiatives that involve the equivalent of the work of at least 25 full time employees.

- After the end of the six month notice period, the Company is free to implement planned new contracting initiatives that do not otherwise violate the collective bargaining agreement.

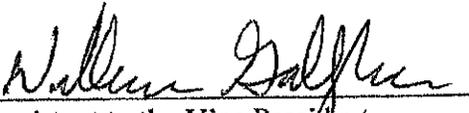
Very truly yours,



Patrick Prifdeville
AVP, Labor Relations

March 1, 2026

AGREED:
Communications Workers of
America AFL-CIO


Assistant to the Vice President