

Summary of 2022 Tentative Agreement

1) Duration - 3-year extension, expires August 1, 2026

2) Wages - This is an 18.23% compounded wage increase between 2022-2026.

Effective Date	
First Sunday following ratification	1.25% (in addition to 2.75% effective June 19, 2022)
June 18, 2023	1% (in addition to 3% already effective June 18, 2023)
The first Sunday following the second annual anniversary of ratification	3% increase applied to all steps of the basic wage schedule
The first Sunday following the third annual anniversary of ratification	3% increase applied to all steps of the basic wage schedule
The first Sunday following the fourth annual anniversary of ratification	3% increase applied to all steps of the basic wage schedule
Effective the first Sunday following the third annual anniversary of ratification	<p>Cost of Living Adjustment (COLA)</p> <p>Effective on the first Sunday following the third anniversary of ratification, 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 2025 over April 2024, applied to (ii) the scheduled rates in effect in each wage schedule on the day before the first Sunday following the third anniversary of ratification, (iii) rounded to the nearest 50 cents. In no event shall an increase under this paragraph exceed two percent (2%).</p>

3) Ratification Bonus — A one-time, single ratification bonus payment of \$750 will be paid within thirty (30) days after ratification.

4) Pension Lump Sum Cashout - The pension lump sum cashout remains in effect.

5) Pension Band Increases

Pension Band Effective Date	Percentage Increase
June 29, 2023	1.5%
June 29, 2024	1.5%
June 29, 2025	1.5%

6) CPS Award - Minimum \$700 payable in 2024, 2025, 2026

7) Stock Together - The “Annual Broad-Based Equity Plan” Letter of Agreement, dated January 30, 2020, will remain in effect during the term of the 2022 MOU.

8) Health Care Changes for Active Workers –

PPO=MEP. Other Plan = EPO and HMO. Effective on January 1, 2024, the Monthly Employee Contribution required by associates 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	\$192	\$142	\$263	\$213
Employee + Family	\$334	\$284	\$476	\$426

Effective January 1, 2025, the Monthly Employee Contribution required by associates 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	\$200	\$150	\$275	\$225
Employee + Family	\$350	\$300	\$500	\$450

Effective January 1, 2026, the Monthly Employee Contribution required by associates 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	\$204	\$154	\$281	\$231
Employee + Family	\$358	\$308	\$512	\$462

The \$50 monthly tobacco fee and \$100 health risk assessment credits are unchanged.

HCN & Health Care PPO

	In-Network		Out-of-Network
	HCN	Health Care PPO	
	Individual	Individual	Individual
Deductibles			
2024	\$460	\$835	\$1,185
2025	\$475	\$850	\$1,215
2026	\$490	\$865	\$1,240
Family	2.5x	2.5x	2.5x
Out-of-Pocket Maximum (OOPM)			
	In-Network		Out-of-Network
	Individual		Individual
2024	\$2,220		\$3,440
2025	\$2,270		\$3,490
2026	\$2,320		\$3,540
Family	2.5x		2.5x
Copays	Effective January 1, 2026, the copay for all covered services and supplies that have a \$30 copay will be increased by \$5		
Emergency Room Visits	2024 \$150 2025 \$155 2026 \$160		
Telemedicine (LiveHealth Online Only)	\$10 copay		

HMO and EPO Plan Changes

- a. Effective January 1, 2026, the copay for all covered services and supplies that have a \$30 copay will be increased by \$5

ER Copay	
2024	\$150
2025	\$155
2026	\$160

9) Retiree Health Benefits

- a. **Pre-Medicare Retirees.** All changes to the health care benefits for active employees will also apply to pre-Medicare Covered Retirees and their dependents except that for pre-Medicare Covered Retirees who retired prior to January 1, 2017, the deductible provisions for the Health Care PPO option shall remain as provided in the 2016 MOU. Pre-Medicare Covered Retirees who retire after December 31, 2016 who enroll in the Health Care PPO option will continue to be subject to the deductible provisions in effect on the date of that pre-Medicare Covered Retiree’s retirement.
- b. **Retirees with Net Credited Service Date Before August 3, 2008 and who Retired After January 1, 1992.**

	2024	2025	2026
Retiree Only	\$213	\$225	\$231
Retiree + 1	\$320	\$338	\$347
Retiree & Family	\$426	\$450	\$462

- c. **Health Reimbursement Account for Covered Retirees with NCS date on or after August 3, 2008 who are not Medicare Eligible**

Each Covered Retiree with a Net Credited Service Date on or after August 3, 2008 may elect during the annual enrollment period for that plan year to obtain medical coverage under a medical plan option sponsored by the Company or to opt out of such coverage.

For 2024 and each subsequent plan year, for each such Covered Retiree who is not Medicare eligible who opts out of such coverage during annual enrollment and provides proof that he/she has obtained medical coverage under a non-Company sponsored medical plan option, the Company shall establish an HRA.

- d. **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, 2024, any such New Hire will receive upon retirement (or with respect any such New Hire who has retired as of the date of this 2022 MOU, commencing effective January 1, 2024) an annual benefit for medical coverage, for the rest of his or her life, of \$576 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 25 years net credited service).

10) Work at Home

In connection with the WAH MOA, and allowing long-term work-from-home in the Operation Control Centers (“OCCs”), the Company has stated that it has a business need to assign work between and among associates assigned to the New York and New England OCCs.

The Company and the Union recognize that a variety of factors need to be discussed and reviewed to understand any concerns that the parties may have regarding this issue.

The Company and the Union will create a Joint OCC Committee to be chaired by a company representative and the Area Director of the Union. The Committee will include local Union representatives from CWA and IBEW who have OCCs.

The Committee will explore mutually agreeable options to meet the Company's stated business need to assign work between and among associates assigned to the New York and New England OCCs and will issue recommendations by June 30, 2023. If the recommendations are agreed to by the Company and the Unions they will be incorporated into all collective bargaining agreements.

- All eligible volunteers accepted
- Must have broadband capability
- Wired connection preferred
- Can request computer be Wi-Fi capable
- Taunton will have reporting location in Local 2322
- All current reporting locations will remain the same as today
 - Any change in reporting location will be discussed with the affected Local Union
- Can change your WAH location to no more than 75 miles away
 - More than 75 miles will need approval
- Company provides all necessary equipment to WAH
- CTS will assist in installing company equipment
- CTS will assist in maintaining company equipment
- One time \$300 reimbursement for office furniture
- Webcam used for meetings, training, and development
 - Webcam will not be used for surveillance purposes
 - Webcam may be covered or deactivated when not in use
- Wi-Fi hot spots provided to those who already have them
- Code of Conduct applies regarding company equipment
- May not use company computer outside your tour or for personal reasons
- Must notify supervisor of malfunctioning equipment

- May need to report to a location if equipment malfunctioning for more than ½ tour
- May need to report to location for meetings, training, and interviews
 - 48 hours will be given as notice to report
 - No mileage or travel applies when reporting to normal reporting location
 - Mileage/travel provisions apply if reporting to any other location
- May retreat from WAH within first 9 months
- If requested, Company and Union will discuss and schedule time for Union to meet with members
- WAH may terminate for a single member for repeat violations of agreement
 - This termination will have 7 days notice
- Company may end WAH for a group with 90 days notice if it has a demonstrated need to do so.
 - Company may not end WAH for at least 1 year from ratification
 - Earliest date WAH could end is November 1, 2023
- Any violation of this agreement may be grieved and arbitrated
- Within 3 months of ratification there will be a virtual Union bulletin board
- Union given 30 mins virtual time with new hires
- Monthly \$50 stipend (taxable) to defray WAH expenses

[Please click here to view the Work at Home Memorandum of Agreement](#)

11) New Jobs – The company will hire at least 300 technicians in the NE footprint, as well as 225 new Call-Center hires.

12) 5G Work

The Company and Union will form a 5G Home Committee, the composition of which will be determined, to review the level of work being done and to explore ways to increase the amount of work performed by bargaining unit associates.

- Verizon Wireless (Cellco Partnership) has agreed to contract a majority of the professional installation and maintenance dispatches on 5G Home in the NY/NE footprint to the Union
- Verizon Wireless (Cellco Partnership) has agreed to contract certain work on, and/or sell for resale, 5G Home and the consumer-like version of 5G Home for business customers from customers in the NY/NE and Mid-Atlantic footprint to the Union, contingent on the Union and the Company reaching an agreement regarding the performance of such work. The Company will assign this work to employees in the Sales and Service and Tech Support Centers for this period and they and other employees may perform some work incidental to this assignment.