

Tentative Agreement Summary

Duration of Contract: The terms of the contract will become effective April, 2, 2023 upon ratification and will remain in effect until 11:59pm MDT March 28, 2026.

Wages and other compensation: 3 year hourly base wage increase. June 12, 2023 5%, June 10, 2024 4%, June 9, 2025 4%

\$1000.00 ratification bonus paid within 28 days of ratification

New employees hired/rehired after January 1, 2024 will not be eligible to retiree health care. Retiree health care for active employees remains unchanged.

Retiree Health Care: Effective January 1, 2024 current HRA funds will not roll over to the following year. Any unused rolled over funds from previous years may be used to reimburse expense in subsequent years. Eligible expenses will be deducted first from the current year funds prior to the previous roll over funds. The Company will provide a notice to the retiree telling them the amount of roll over funds that they have available to them and how they may be used.

Increase base wage for Idaho Falls CSSA's of \$1.00 an hour at each wage progression step combined with the annual wage increases over the next three years. This will help close the gap in regards to the inequity of pay for CSSA's who live and work in Idaho Falls to more closely match the hourly wage between what other CSSA's are making in other areas. Currently there is a difference of approximately \$3.29 an hour between Idaho Falls and the other geographic areas.

Added Martin Luther King Jr. Day as a paid Holiday, 3rd Monday in January

Work from Home Agreement: Expanded language to all remote employees to be paid if there is a mass outage and they are unable to work, improved force adjustment language and protections for Fully Remote, Hybrid, and Work from Work employees

Commitment to hire approximately 235 Network technician jobs (WS2) to perform Best in World Fiber splicing work with a commitment that there will be no layoffs for performing this work due to contracting.

Commitment to utilize bargaining unit employees to perform the National Network/Enterprise work. Titles that would be considered for performing this work are Customer Data Technicians, Central Office Technicians, Customer Service Specialist, Network Technician, CPE technician, and Broadband Technician.

Commitment to bring back 20% of the chat work from the vendor in the internet repair centers. This will bring back more work from the vendor and increase the floor of total work being performed by bargaining unit employees from 40% to 50%.

Letter of agreement on Contracting of Work: The Company agrees to review and discuss any contracting of work prior to any contracting being implemented.

Letter of Agreement on Performance Enhancement Programs: The manager must coach during the month end review meeting and identify the reasons why the employee is not meeting their metrics and the steps the employee should take to improve their numbers.

No changes in benefits for active employees