

**New Agreement effective April 2, 2023 through March 28, 2026**

	<u>6/12/2023</u>	<u>6/10/2024</u>	<u>6/9/2025</u>	
<b>Wages</b>	Base Wage Increase	5%	4%	4%
<b>Ratification Bonus</b>	<ul style="list-style-type: none"> <li>All employees covered by this Labor Agreement will receive a ratification bonus of \$1,000 within four weeks following ratification.</li> <li>Active employees on payroll effective August 6, 2022.</li> </ul>			
<b>Retiree Health Care</b>	<ul style="list-style-type: none"> <li>Eliminated retiree healthcare for new hires/rehires (unless already eligible).</li> <li>Eliminated rollover of Health Reimbursement Account for Medicare Eligible retirees.</li> <li>Change effective January 1, 2024.</li> </ul>			
<b>Holidays</b>	<ul style="list-style-type: none"> <li>Added Martin Luther King Jr. Day as a paid holiday.</li> <li>Effective for January 2023 holiday.</li> </ul>			
<b>Contracting of Work</b>	<ul style="list-style-type: none"> <li>Requires discussion of the use of contractors with Local union representative before contracting.</li> <li>Effective April 2, 2023.</li> </ul>			
<b>Network Implementation Splicing Jobs</b>	<ul style="list-style-type: none"> <li>Company will add approximately 235 Network Technicians in the Network Implementation organization to perform splicing work in support of our fiber build out.</li> <li>Effective upon ratification.</li> </ul>			
<b>Field Operations Cross Jurisdiction Enterprise Work</b>	<ul style="list-style-type: none"> <li>Union-represented technicians may be assigned to assist with national/enterprise non-union work on customer premise where/when needed in management’s judgement.</li> <li>Effective upon ratification.</li> </ul>			
<b>Field Operations Performance Enhancement Program (L2S)</b>	<ul style="list-style-type: none"> <li>Coaching during the Month-In-Review meeting when technician is not meeting performance objectives needs to include reasons why employee is not meeting performance metrics and actions employees needs to take to improve their score.</li> <li>Effective April 2, 2023.</li> </ul>			
<b>Future of Work</b>	<ul style="list-style-type: none"> <li>Changes to align with how employees designated as Fully Remote Reporting and Hybrid Reporting are treated for such things as business disruption issues (power outages, etc), equipment Company will provide, primary reporting location, travel time/expense, force adjustments/reductions and union representation in virtual environment.</li> <li>Effective upon ratification.</li> </ul>			
<b>Mass Markets Repair Contracting of Work</b>	<ul style="list-style-type: none"> <li>Increased ability to contract out additional repair Calls and established a limit for contracting out Chat work.</li> <li>Effective April 2, 2023.</li> </ul>			
<b>Mass Markets Customer Contact Centers – Idaho Falls</b>	<ul style="list-style-type: none"> <li>Additional wage treatment beginning in 2023 for Center Sales &amp; Service Associates working in Idaho Falls.</li> <li>Effective on same date as annual wage increases. Applied after base wage increase.</li> </ul>			