

Agreement between



Frontier Communications of Wisconsin, LLC.

and

Communications Workers of America

Local 4671

Effective June 1, 2019

through June 4, 2022

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ARTICLE 1

JURISDICTION OF WORK

- 1.01 The work covered in this Agreement shall consist of all the work now customarily performed in the Company's Plant and Retail Stores Departments.
- 1.02 Work, as referred to in Section 1.01, shall not be performed by supervisory or other than bargaining unit personnel, except in emergencies and when no bargaining unit employee is available.

ARTICLE 2

INTENT AND PURPOSE

- 2.01 It is the purpose of this Agreement to assure the efficient, economical and profitable operation of the Company, to maintain a harmonious relationship between the employees in the bargaining unit and the Company, and to set forth the entire agreement between the Company, the Union, and the employees covered by this Agreement concerning rates of pay wages, and other conditions of employment to be observed by the parties hereto.

ARTICLE 3

SUCCESSORS AND ASSIGNS

- 3.01 This Agreement shall be binding upon the Union and the Company, its successors and assigns, and shall continue in full force and effect in the event of the sale or other transfer of the business covered by this Agreement. As a condition of the sale or other transfer of the business covered by this Agreement, the Company shall require the transferee to assume and adopt the terms and conditions of this Agreement and to continue to recognize the Union as the sole bargaining agent for the employees covered by this Agreement.

ARTICLE 4

COLLECTIVE BARGAINING PROCEDURE

- 4.01 The Company, through the Manager, and the Union, through the Local President, shall respectively keep each other informed of the personnel who are authorized to represent them.
- 4.02 Meetings between designated representatives of the Company and the Union shall be subject to call, upon reasonable notice to either party to this Agreement. The party requesting the meeting shall notify the other party as to the subject matter to be discussed.

ARTICLE 5

AVOIDANCE OF DISCRIMINATION

- 5.01 The Company and the Union agree that they will not discriminate in any manner against any employee because of membership in or activities on behalf of the Union.
- 5.02 The Company agrees to grant any employee designated by the Union the necessary time off to carry out the business of the Union, without discrimination against that employee, however, a deduction in his/her wages for the period of time absent will be made.
- 5.03 The Company agrees that no Union representative shall suffer a loss in salary while attending any joint Union-Company meeting or for reasonable traveling time both before and after such meeting, subject, however, to the rules and regulations issued by the National Labor Relations Board or such other legislation as may apply.
- 5.04 The Company and the Union agree that they will not discriminate against any employee on the basis of race, color, religion, sex, sexual orientation, national origin, age, marital status, physical or veteran status, or without regard to the disability--physical or mental--or handicap of qualified individuals.
- 5.05 The Company and the Union recognize that it is in the best interest of both parties, the employees and the public that all dealings between them continue to be characterized by mutual responsibility and respect. To insure that this relationship continues and improves, the Company and the Union and their respective representatives at all levels will apply the terms of this contract fairly in accord with its intent and meaning and consistent with the Union's status as exclusive bargaining representative of all employees in the unit. Both parties (the Company and the Union) shall bring to the attention of all employees in the unit, including new hires, their purpose to conduct themselves in a spirit of responsibility and respect and of the measures they have agreed upon to insure adherence to this purpose.

ARTICLE 6

MANAGEMENT RIGHTS

- 6.01 The management of the Company's operations and the direction of the working forces shall be retained by the Company to be exercised in its sole discretion except for any right(s) specifically and explicitly restricted in this Agreement. The Company has the right, in its sole discretion, to operate its business in an efficient and economical manner, and to establish or modify standards of performance for all activities. Nothing in this Agreement shall be construed to limit or in any way restrict the right of the Company, in its sole discretion, to subcontract work or to modify, adopt, install or operate new or improved equipment and/or methods of operation. Except as specifically and explicitly provided herein, the Company retains all rights it had prior to the signing of this Agreement, whether or not any of such rights might be construed to involve mandatory or non-mandatory subjects of bargaining, to be exercised in its absolute and sole discretion regardless of whether any of such rights were ever exercised.

ARTICLE 7

ADJUSTMENT OF GRIEVANCES

- 7.01 A grievance is a complaint by a bargaining unit employee or group of employees that involves the interpretation or application of any of the provisions of this Agreement, or a complaint that an employee has, in any manner, been unfairly treated by the Company. All grievances shall be presented in writing first to the employee's immediate supervisor and if no resolution is agreed upon, then to the next level of supervision and/or to the regional Labor Relations Director or designee. All replies to grievances given by management to the employee and/or the Union shall likewise be in writing. No grievances shall be eligible for handling hereunder unless proceedings to that end begin within fifteen (15) working days:
- a. After the event out of which such grievances arouse; or
 - b. After the date on which the fact that a grievance existed became known to the employee or the Union.
- 7.02 Step 1: The Company agrees that it will meet and negotiate the grievance with the Union representative within ten (10) working days from receipt of such request. A written response to the Union will be provided within ten (10) working days.
- 7.03 Step 2: If no resolution of the grievance is reached at Step 1, the Union, through its delegated representative, shall meet and negotiate the grievance with the Company's representative at the next level of the Company's organization having authority over the condition or circumstances out of which the grievance arose. Such second step meeting shall take place within ten (10) working days of the Company's response in Step 1. A written response to the Union will be provided within ten (10) working days.
- 7.04 Step 3: If no resolution of the grievance is reached at Step 2, the Union, through its delegated representative, shall meet and negotiate the grievance with the Company's representative at the next level of the Company's organization having authority over the condition or circumstances out of which the grievance arose and/or with the Company's regional Labor Relations Manager. Such third step meeting shall take place within ten (10) working days of the Company's response in Step 2. A written response to the Union will be provided within ten (10) working days.
- 7.05 If, after the Union has appealed the grievance to the highest level of management and/or the regional Labor Relations Director or designee, and the grievance still remains unadjusted, the Union shall have the right to arbitrate the grievance under the Arbitration Procedure set force in Article 8 of this Agreement.
- 7.06 Extensions of time for each step of the grievance procedure may be mutually agreed upon by the Company and the Union.
- 7.07 Once a grievance has been presented by the Union to the Company, representatives of the Company shall not discuss the grievance with the aggrieved employee or employees without affording the appropriate Union representatives an opportunity to be present.
- 7.08 Nothing in this Article shall prevent an employee or group of employees from presenting grievances directly to the Company. However, if any grievance presented

by an employee or group of employees involves a question of interpretation or application of this Agreement, which upon determination may establish a precedent, or a question involving a matter appropriate for collective bargaining, the Company shall immediately notify the Union and the Union shall be entitled to be present and participate in the discussion and disposition of such grievance.

- 7.09 The Company recognizes the right of the Union to investigate the circumstances surrounding any grievance and agrees to cooperate with the Union in such investigation.

ARTICLE 8

ARBITRATION PROCEDURE

Note: "Days" as used under this heading shall not include Saturdays, Sundays or holidays as specified in this Agreement.

"Employee" as used under this heading shall mean "Employee" or "Employees".

- 8.01 The provisions for arbitration under this Agreement only apply to a grievance or difference involving the alleged unjust discharge, or the interpretation, or alleged violation of any of the provisions of this Agreement.
- 8.02 The procedure for arbitration shall be as follows:
- a. If a satisfactory adjustment or withdrawal of a grievance or difference is not obtained in accordance with Article 7, Grievance Procedure, Step 3, the moving party shall, subject to the provisions of this Article 8, Arbitration Procedure, have the right, within thirty (30) days of receipt of the Company's Step 3 decision to submit the grievance or difference to arbitration by delivering to the other written notice of its intention.
 - b. Once written notice has been given, the moving party shall request from the Federal Mediation and Conciliation Service (FMCS) a list of seven (7) neutral arbitrators from its panel. The parties shall alternate in striking the names; the representative of the aggrieved party exercising the first strike, the responding party exercising the second strike, and so on until only one (1) name remains. This process should normally occur within twenty-one (21) days of receipt of the FMCS list. Hearings will proceed with reasonable promptness after the parties have selected the arbitrator, or otherwise as mutually agreed. The arbitrator shall render a decision in writing within sixty (60) calendar days of the hearing.
- 8.03 The decision of the arbitrator appointed in accordance with the foregoing provisions shall be limited to making an award relating to the interpretation of, or adherence to, the written provisions of this Agreement, and the arbitrator shall have no authority to amend, add to, subtract from, disregard or modify in any manner the terms and provisions of this Agreement. The award of the arbitrator shall be in writing, confined to the issues raised in the written grievance, and the arbitrator shall have no power to decide any other issue. The award of the arbitrator shall be final and binding upon the Company, the Union, and any employees involved.
- 8.04 The fees and expenses of the neutral arbitrator shall be divided equally by the parties.

- 8.05 No employee shall be paid by the Company for any time lost while acting on behalf of the Union during arbitration proceedings.

ARTICLE 9

OVERTIME

- 9.01 Wages at the rate of time and one-half ($1\frac{1}{2}$) will be paid the employees shown in Article 35 for all work performed under the following conditions:
- a. Work in excess of forty (40) hours paid on a straight time basis in any one week.
 - b. Work on a non-scheduled day.
- 9.02 Wages at the rate of time and one-half ($1\frac{1}{2}$) will be paid to employees as shown in Article 35 for all work performed in excess of eight (8) hours in any one day, except on Sunday or observed holidays.

ARTICLE 10

CALL-OUT PAYMENTS

- 10.01 Employees called out to work under the following conditions shall be paid for all hours worked at the rate of time and one-half ($1\frac{1}{2}x$) in addition to two (2) hours paid at time and one-half ($1\frac{1}{2}x$) for the call-out, irrespective of the time actually worked:
- a. If called to work prior to the start of an assigned tour. However, an employee asked to work after arriving at his/her designated work location, but before the start of his/her work tour, shall not be entitled to a call-out payment;
 - b. If called to work after having returned home at the completion of a tour;
 - c. If called to work on an unassigned day;
 - d. If scheduled to work any time outside of the normal tour of duty for a period
 - e. of two (2) hours or less, (e.g., change of various equipment for clock settings);
 - f. If the employee does not choose to go out when called, but the employee chooses to verbally instruct another employee who has been called out by the Company to complete the required work, no call-out will be paid the instructing employee. The instructing employee will be entitled to a minimum payment of one (1) hours pay per trouble.

For purposes of determining time spent working on a call-out, chargeable time begins when the employee is contacted and requested to come to work and ends when the employee leaves the work site. Travel time home is not included in call-out time.

ARTICLE 11

HOLIDAY AND SUNDAY WORK AND PAYMENTS

11.01 The following days are hereby designated as holidays:

New Year's Day	Labor Day	Day before Christmas
Memorial Day	Thanksgiving Day	Christmas Day
Independence Day	Day after Thanksgiving	

11.02 Employees hired prior to June 1, 2010 will be granted up to three (3) floating holidays in accordance with the following provisions:

a. Any employee terminating employment between January 1 and June 30 of a year, except an employee retiring and drawing a Rhinelander Telephone Company or Citizens Communications pension, shall be eligible for one-half (½) of the contract provided floating holidays and any employee terminating employment between July 1 and December 31 shall be eligible for all contract providing floating holidays in that calendar year.

b. Effective calendar year 2017 and beyond, there shall be no floating holidays.

11.03 Employees hired after July 1, 2016, effective calendar year 2017, shall receive Martin Luther King Jr. day as a holiday in lieu of the Day after Thanksgiving.

11.04 When an authorized holiday falls on Sunday, Monday is observed as the holiday. When an authorized holiday falls on a Saturday, it shall be observed on the preceding Friday, except that employees who are scheduled on Saturday, will observe the scheduled Saturday holiday. When an authorized holiday falls on Saturday, those employees who normally work that day will be expected to work on Friday preceding the holiday.

The one (1) day holiday preceding Christmas shall be observed on the last scheduled working day preceding the Christmas holiday.

11.05 Payment of Time Worked on a Holiday

Full-Time Employees:

a. A full-time employee who works any part of a scheduled tour on a holiday will be paid double time (2x) for hours worked and, in addition, any evening or night differential associated with the assigned tour.

b. The employee shall not be required to take time off on another day of the week because of regular time worked on a holiday.

c. A full-time employee who works any part of a non-scheduled tour on a holiday will be paid double time (2x) for the hours actually worked with a minimum of four (4) hours pay plus the regular holiday allowance.

11.06 Payment for Holidays Not Worked

- a. A regular employee who is not assigned to work on a holiday will be paid the daily basic wage for the day. To qualify for this payment an employee must have thirty (30) calendar days or more of service, and he/she must have worked the scheduled day before or the scheduled day after the holiday unless excused by management.
- b. Holiday pay shall be considered as time worked for the purpose of computing overtime.

11.07 Payment for Time Worked on a Sunday

Payment will be made at double (2x) the hourly rate for all time worked on Sunday.

ARTICLE 12

PAYMENT FOR TIME NOT WORKED

12.01 Time Not Worked of Less Than a Session:

- a. Excused time of less than a full session in the basic workweek shall be paid. However, an employee who does not work part of a session due to Union activities shall not be paid for the time not worked, except for such time spent in Joint Conference with management, which is included in an assigned tour.

12.02 Payment for Lost Time Due to Illness or Injury:

- a. Effective June 1, 2010 all employees will be covered under the Company Short Term Disability (STD) and Long Term Disability (LTD) Plans. All previously accrued illness time will be frozen as of May 31, 2010 and will no longer accrue. Employees with banked illness time will use their banked time for the STD Benefit Waiting Period (up to five days per occurrence). The STD and LTD benefits will be paid in accordance with the schedule listed below.

STD	Benefit Waiting Period = 5 Work Days Calendar Day 8 – 30 at 100% of Regular Base Calendar Day 31 – 90 at 75% Calendar Day 91 – 180 at 67%
LTD Coverage	Company Paid = 50% of Regular Base Optional Employee Paid = 60% or 66 2/3%

Effective January 1, 2014 the STD and LTD benefits will be paid in accordance with the schedule listed below:

STD Coverage	New hire eligibility waiting period – 6 months of employment Restoral Period – 13 weeks Benefit Waiting Period = 5 Work Days Calendar Day 8 – 30 at 100% Regular Base Calendar Day 31 – 90 at 75% Calendar Day 91 – 180 at 67%
LTD Coverage	New hire eligibility waiting period – 6 months of employment Company Paid = 50% of Regular Base (\$2083 max monthly benefits) Optional Employee Paid – The company may choose to offer only one supplemental LTD (buy-up) option

- b. In the event an employee hired prior to June 1, 2010 is out on Short Term Disability (STD) in excess of thirty (30) days, that employee may use accrued sick time to offset the difference in pay to the extent that he/she is kept whole. Those same employees may opt in and out of using accrued sick time to offset the difference in pay for a STD exceeding thirty (30) days.
- c. Excused time of less than a full session in the basic workweek because of illness shall be paid; such excused time shall be deducted from the employee's accumulated illness time. Time off for health needs, such as doctor and dentist appointments, will be charged against illness time accumulation also. If it is convenient for the work group and upon supervisory approval, an employee may make-up time taken for scheduled health care appointments. This make-up time is limited to one (1) hour per appointment.
- d. The company may require a physical examination to support any claimed illness or injury; the expense of any such examination shall be paid by the Company.
- e. Upon the Company's request, an employee may be required to furnish a Doctor's written statement to support a claim for paid illness time; the expense of a doctor's visit to obtain such written statement shall be borne by the Company.
- f. Absence on scheduled working days due to compensable occupational disability shall be paid at the employee's basic hourly rate up to the time the employee's workers' compensation becomes effective.

12.03 Military Training

Employees in the Armed Forces Organized Reserves and the National Guard may normally arrange for an absence not to exceed two (2) weeks or fifteen (15) working days for active duty training, emergency service, or for authorized special training courses in a calendar year.

When a regular employee with one (1) year or more of continuous service receives this military training during his/her earned vacation/PTO period, he/she is entitled to

receive both vacation/PTO pay from the Company and pay from the Government.

When a regular employee with one (1) year or more of continuous service receives this military training at a time other than his/her earned vacation/ PTO period, he/she will receive the full amount of pay from the Government, and if such pay is less than the wages or salary he/she would have received from normal straight time work, the Company will make up the difference. Government pay, as used herein, will be understood to include base pay, pay for length of military service and pay for special qualifications for duty. Employees will have the option of electing whether or not to combine their earned vacation/ PTO period with the military training.

Scheduling time off for military purposes should be arranged as far in advance as possible and is subject to the administrative requirements of the business to the extent that leeway exists. Employees will be responsible for submission of substantiating documents, such as copy of military order, proof of government pay and amounts.

12.04 Absence Due to Quarantine

Unavoidable absence due to quarantine in an employee's immediate household, or unavoidable quarantine elsewhere, is treated as an absence due to personal illness.

12.05 Funeral Pay

- a. An employee who is absent from work because of the death of the employee's husband, wife or child will be excused without loss of basic pay for all scheduled tours, including the day of death through the day after the funeral, up to a maximum of five (5) scheduled tours.
- b. An employee who is absent from work because of the death of a parent, brother, sister, father-in-law, mother-in-law, grandchild or any relative living in the same house with the employee, will be excused without loss of basic pay for all scheduled tours, including the day of death through the day of the funeral, up to a maximum of four (4) scheduled tours.
- c. An employee, who is absent from work because of the death of the employee's grandparent, aunt or uncle, brother-in-law, sister-in-law, or spouse's grandparent, will be excused without loss of basic pay on the day of the funeral if the employee attends the funeral.
- d. If the employee is on vacation/ PTO or floating holidays of more than one (1) day and a death occurs in his/her immediate family as described in paragraphs (a) and (b) of Section 12.05, the employee may change his/her vacation/ PTO or holiday time to funeral time as described in Section 12.05.

12.06 Unpaid Time Off

Excused unpaid time off due to personal reasons may be granted in accordance with the needs of the business. At the employee's request, if the necessary arrangements can be made and the work is available, he/she will be permitted to make up the absent time not paid for on another day, scheduled or non-scheduled, during that workweek, at the discretion of the employee's supervisor. Such make-up time will be on a straight time basis.

12.07 Absence Due to Jury Duty or Witness Service

An employee who is absent from work because of a jury duty summons or subpoena for service as a witness will be paid for such absence. However, it is expected that an employee who is excused from court on any day at a time that will permit him/her to report for work will communicate with management for such assignment as is reasonable under the circumstances. Wages paid will be the difference between base pay and civil pay.

12.08 Absence Due to Company Directed Medical Care

An employee visiting a medical facility at the direction of the Company during his/her assigned working hours will be paid for such time if it is within the assigned tour.

12.09 Basis of Payment

- a. Payments made under any of the above provisions shall be limited only to sessions within the basic workweek, which an employee is assigned to work.
- b. Payments for sessions not worked shall be made at the basic wage rate.

ARTICLE 13

MILITARY LEAVES

- 13.01 Leaves of absence shall be granted to all employees entering active duty in the Armed Forces of the United States.
- 13.02 Such military leaves of absence shall be for the necessary period of absence on account of service in such forces and ninety (90) calendar days after discharge or other termination of his/her military service.
- 13.03 Employees who request re-employment within ninety (90) calendar days after the termination of their service in the Armed Forces of the United States, after having been granted military leaves of absence, shall be reinstated in their former or comparable positions in such a manner as to give them such status in their employment, including full seniority, wage progression, general wage increase credit and job promotion opportunities occurring during the period of their military service, as they would have enjoyed if they had continued in such employment continuously from the time of entering the Armed Forces until the time of the restoration of their employment.
- 13.04 Any employee granted a Military Leave of Absence in accordance with Section 13.01 will be given one (1) month's basic pay at the time such leave is granted (basic pay shall be calculated on the basis of pay rate in effect during the last month preceding the leave).

ARTICLE 14

VACATIONS/PTO

14.01 Effective January 1, 2017 any Employees earning vacation will cease earning vacation and will receive PTO pursuant to the chart below.

- a. All employees will accrue PTO days on a monthly basis as described on the chart below, earning one-twelfth of his/her total allotment on the 16th of each month. Length of service is defined as time from each employee's date of hire.

Length of Service (As of date of hire)	Monthly Accrual	Annual Allocation
Less than 2 years	1.25	15 days or 120 hours
2 years but fewer than 5 years	1.667 days	20 days or 160 hours
5 years but fewer than 10 years	1.833 days	22 days or 176 hours
10 years but fewer than 15 years	2.0 days	24 days or 192 hours
15 years but fewer than 20 years	2.167 days	26 days or 208 hours
20 years but fewer than 25 years	2.333 days	28 days or 224 hours
25 years or more	2.5 days	30 days or 240 hours

- b. Borrowing PTO: Employees covered under the Company PTO Policy described in 14.01(f) with at least two (2) years of service, who have an STD occurrence after November 1 of any calendar year and have no remaining PTO time available, may borrow up to forty (40) hours of PTO from the following years' allotment.
- c. Employees who leave the employ of the Company and who give reasonable notice hereof to the Company will receive one-twelfth (1/12th) of their vacation/PTO pay for each month of service for which they have not received vacation/PTO.

14.02 Payments to regular full-time employees for vacation/PTO time shall be in an amount equal to the employee's basic weekly wage rate. Payments to regular part-time employees for vacation/PTO time shall be on the basis of hours that employees actually worked.

14.03 The granting of vacation/PTO time will not be restricted to any particular season of the year; however, the Company reserves the right to determine the schedule of vacations consistent with the requirements of the business. Where the requirements of the business permit and where it will not interfere with the equitable scheduling of vacation/PTO time for other employees, employees entitled to three (3) weeks, four (4) weeks, or five (5) weeks' vacation/PTO shall be permitted to take it in consecutive weeks.

14.04 Preference in the selection of vacation/PTO periods shall be given to employees on the basis of seniority. *For the purpose of vacation/PTO planning, a sixty (60) calendar day "safe zone" will precede the vacation/PTO choice of an employee regardless of his/her seniority.*

14.05 Carryover: For the 2010 calendar year (with carry over into 2011), up to forty

(40) hours of unused vacation/PTO may be carried over. Beginning January 1, 2011 there will no longer be any vacation/PTO carry over unless, due to the needs of the business or service emergency, an employee is denied vacation/PTO, that unused vacation/PTO may be carried over to the first quarter of the next calendar year. All unused vacation/PTO will be scheduled by November 1.

- 14.06 If an employee becomes injured or sick after his/her vacation/PTO starts, the employee may change the vacation/PTO time to sick time, by furnishing the Company a doctor's statement substantiating illness or injury within ten (10) working days after returning to work.
- 14.07 An employee, whose services are being terminated for any reason, other than by death or by retirement with pension, shall be granted a payment for any vacation/PTO to which he/she has become eligible in accordance with the vacation/PTO procedure in this Article.
- 14.08 A week of vacation/PTO shall be understood to mean a period of seven (7) consecutive calendar days including Saturdays and Sundays.
- 14.9 An additional day's pay or an additional day of vacation/PTO with pay shall be given to employees whenever an observed holiday, as referred to in Article 11, occurs during an employee's vacation/PTO.
- 14.10 The following will restrict employees in the Plant Department in the selection and taking of vacations/PTO;
 - a. The Company shall allow a minimum of one (1) week of vacation/PTO for each employee between June 1 and September 1. No more than one (1) employee in each primary job function, Installer Repair, Testboard, Cable Splicer, Lineworker, Central Office Technician and Plant Clerk, will be permitted to be on vacation/PTO in any week.
 - b. After the selection of the posted vacation/PTO schedule, no employee will take his/her selected vacation/PTO without management approval of the posted and selected schedule.
- 14.11 Vacation/PTO and holiday requests should be made seven (7) calendar days in advance to allow the Company to make the necessary adjustments to accommodate the workload. It is understood that there will be occasions of necessity that arise where the employee may request vacations/PTO or holidays with less than seven (7) calendar days' notice. The wishes of the employee will be given every consideration, however, it will be up to the Company whether the employee will be allowed the time requested.

14.12 PTO Cash-Out

- a. **Employees who are entitled to three (3) or more weeks of PTO may, with supervisory approval, receive straight time pay, in a full week increment only, in lieu of taking (1) week of PTO during the calendar year. Eligible employees may make such requests at any point between September 1st and December 21st each year.**

ARTICLE 15

PER DIEM AND IN-TOWN MEAL EXPENSE

- 15.01 When it is necessary that employees work more than their regular workday and such work interferes with their regular meal time, they shall be furnished a meal at reasonable expense by the Company if they work two (2) hours beyond their normal quitting time. A meal must be taken on the day on which the employee becomes eligible for it. This meal period shall be unpaid. The provision does not apply to regularly scheduled evening or night tours.
- 15.02 Time spent by an employee, at the direction of the Company, in traveling from one job assignment to another job assignment or from one reporting center to another reporting center in a Company vehicle shall be considered as work time excluding regular meal periods.
- 15.03 Where an employee is directed to travel, the time spent traveling, excluding regular meal periods of one-half (1/2) hour each, shall be considered as work time. Travel time, when it is considered work time, shall be paid for on the same basis as actual time worked, except for travel related to training.
- 15.04 The Company will furnish all means of transportation or specify what transportation shall be used for Company business and furnish necessary fares. Personal automobiles shall not be used for Company business except when approved by the supervisor. If approved, an employee may elect to be reimbursed at the maximum allowed IRS rate of reimbursement per mile.
- 15.05 While attending Company arranged training programs or while traveling out of town on Company authorized business, (which is outside of the employee's normal work area) employees will be provided meals and lodging that are reasonable and customary for the period involved. As may be required, employees will be provided with Company Procurement Cards for business related travel. Out of pocket expenses for incidentals shall be submitted for reimbursement using personal expense forms. In addition, where necessary, employees shall be provided with a Company telephone credit card.

ARTICLE 16

WORK TOURS

- 16.01 Eight (8) hours per day shall constitute the basic workday and forty (40) hours per week the basic workweek. Work performed in excess of eight (8) hours in any one day or forty (40) hours in any one-week shall be compensated at the rate of time and one-half (1½x).
- 16.02 Work tours shall be scheduled one week in advance and shall be posted or otherwise made available not later than Thursday of the previous week. Changes may be made at any time after posting until midnight Friday of the preceding week. When the starting or ending time of an assigned tour is changed by the Company on an assigned day after Friday of the preceding week, the employee whose tour has been changed shall be paid at the overtime rate for all hours worked on that day outside of the originally assigned tour. Tour differential pay, as covered by Section

- 16.13, shall not be paid for tours paid on a time and one-half ($1\frac{1}{2}x$) basis under this Section. Changes in the noon lunch period shall not be considered tour changes as defined by this Section of the Contract.
- 16.03 Overtime will be distributed on the basis of job function. On an annual basis, the Company agrees to distribute overtime equally, as practical, to bargaining unit employees having the qualifications to do the job. It is understood, however, that the Company is a 7-day/24 hour operation and that employees are expected to work overtime as needed.
- a. Employees when required to work on Saturday will be permitted to work a minimum of four (4) hours.
- 16.04 Week: A week is the calendar week beginning on Sunday.
- 16.05 Tour: A tour is the time assigned for an employee to be on duty on any day and includes relief but excludes meal periods. The starting time of a tour determines the day on which the tour occurs.
- a. A full-time tour consists of eight (8) hours.
- 16.06 Session: A session is the continuous time, including the relief period, which an employee works without a meal period or a longer interval occurring within it. However, a continuous full-time tour of more than five (5) hours will be considered as having two (2) sessions of equal length.
- 16.07 Relief Period: A fifteen (15) minute relief shall be given not before one (1) hour after the start of a session or later than one (1) hour before the end of a session.
- 16.08 Time worked: Time worked consists of:
- a. Time actually worked;
- b. Relief periods;
- c. Time falling within, and only within, the assigned tour, which is spent, in joint meetings between the Company and the Union.
- 16.09 Basic Work Week: The first five (5) full-time tours, which are worked in, a week counting holiday and Sunday tours worked.
- 16.10 Weekly Basic Wage Rate: The weekly basic wage rate is the rate paid at straight time for five (5) full-time tours worked. This rate does not include tour differentials or differentials for certain days such as Sundays, holidays and certain holiday eves.
- 16.11 Daily Basic Wage Rate: The daily basic wage rate is defined as one-fifth ($1/5$) of the weekly basic wage rate.
- 16.12 Hourly Basic Wage Rate: The hourly basic wage rate is the rate determined by dividing the daily basic wage rate by the number of hours constituting the employee's full tour for a specific day.
- 16.13 Tour Differentials: A tour differential is the payment over and above their basic wage rate made to employees working evening and night tours.

- a. Employees will be paid a tour differential of seven percent (7%) over and above their basic hourly rate for tours starting or ending within the period from 9:00 P.M. to 6:00 A.M.
- 16.14 Regular Employees: Regular employees are those engaged for the usual activities of the business and whose employment is reasonably expected to continue for longer than one (1) year, although it may be terminated earlier by action on the part of the Company or of the employee.
- 16.15 Occasional Employees: Occasional employees are those engaged for temporary employment or specific projects.
- 16.16 Full-Time Employees: Full-time employees are regular employees who are normally scheduled to work a basic workweek, or in periods of part-timing, the full reduced workweek.

ARTICLE 17

STAND-BY

- 17.01 At the discretion of management, stand-by will be assigned to qualified employees as follows:
 - a. Monday-Friday: 5:00 p.m. to 7:00 a.m.;
 - b. Weekends: Friday at 5:00 p.m. to Monday at 7:00 a.m.;
 - c. Stand-by may be assigned on a daily, weekly or weekend basis;
 - d. Holiday stand-by will be assigned for the twenty-four (24) hour period of the holiday;
 - e. Stand-by applies to non-scheduled hours of work outside of the employee's regular shift.
- 17.02 The stand-by differential for nights and weekend shall be \$1.20 per hour; differential for holidays shall be \$1.80 per hour. The stand-by differential continues to be paid when the employee works. Stand-by will be paid for all hours assigned.
- 17.03 If the trouble can be cleared from home, the technician shall be paid a minimum of three (3) hours straight time. An employee who is called in while on stand-by will be paid a minimum of three (3) hours straight time regardless of time worked.
- 17.04 Employees assigned stand-by must be readily accessible to respond and are to respond within a reasonable period of time.
- 17.05 Employees with the necessary skill will be solicited on a voluntary basis "stand-by" duty shall be rotated by seniority among those volunteers. If there are an insufficient number of volunteers, the Company will assign this stand-by duty to all qualified employees by rotation. For the purposes of this section, stand-by shall

apply to employees in the CO and to an identified group of employees who are qualified in special circuits.

- 17.06 The parties agree that employees are not to switch off stand-by assignments to the degree that they do not participate or minimally participate in the stand-by process.
- 17.07 At the discretion of management, the company may assign a vehicle to an employee who has been scheduled on stand-by. This vehicle is to be used by the employee for business purposes only while assigned stand-by to facilitate his/her response time.

ARTICLE 18

SUBCONTRACTORS

- 18.01 Nothing in this Agreement shall be construed to limit the Company in the employment of such contract labor as, at the discretion of the Company, may become necessary for the proper construction, installation, removal and maintenance of communication facilities owned, serviced, and/or operated by the Company for the renditions of proper and adequate communication service to the public. However, the Company shall not enter into any contractual arrangement for the construction, installation, removal, and/or current maintenance of plant facilities that may result in the layoff or part-timing of its employees customarily performing work of the same nature as that to be provided under the contractual arrangement, with the exception that the sale of plant in place may include removal by purchaser.

ARTICLE 19

SENIORITY

- 19.01 Seniority shall be the determining factor in matters affecting layoffs, re-employment after layoffs, vacations/PTOs, and choice of tours. Seniority shall be determined by the net credited service of the employee affected, provided that only time spent as a bargaining unit employee will be considered for seniority purposes.
- 19.02 Net Credited Service: Net credited service shall mean continuous employment less deductions for leaves of absence and less periods of absent time on account of temporary layoffs, in excess of eighteen (18) months in any period of twenty-four (24) consecutive months. In the case of an employee who has had previous service, credit is allowed for such service after one (1) year of continuous employment, as determined above.
- 19.03 Job Vacancies & Bidding:
- a. When a vacancy occurs, the company shall post the job for bids. The bidding notice will be posted on Company bulletin boards. Within six (6) working days after the day of the posting, any employee who has worked one (1) year or more in his/her current occupational classification may bid on the vacancy in accordance with the process outlined in this Section. Bids will be awarded in accordance with the following factors:

1. Qualifications such as knowledge, training, ability, skill, adaptability and efficiency;
2. Company seniority.

Where factor #1 is equal, factor #2 shall govern. The job shall be awarded to the qualified employee. If two (2) employees or more are equally qualified, the most senior employee shall be awarded the job.

- b. In order fill vacancies; the Company shall adhere to the following process.
 1. Incumbent employees who have qualifications for the vacant job will be eligible to submit a bid and given priority;
 2. If one of them is not awarded the job and the vacancy still exists, the job may be posted electronically on the intranet and simultaneously advertised externally;
 3. Company-wide candidates who express interest by submitting a bid will next be given priority;
 4. If one of them is not awarded the job and the vacancy still exists, outside candidates will be considered.
- c. After the job has been awarded, the Company shall post the name of the successful bidder or, if no qualified employee bids, shall post a notice to that effect until the bidding procedure is complete, and if the bidding procedure has not accomplished the filling of the vacancy, the Company may fill the vacancy from any source.
- d. Bids awarded under this Section will be subject to a fifteen (15) working day written notice to the employee and the Union prior to the effective date of such award, In the event the employee or the Union disagrees with management's decision, the employee or the Union may appeal the decision within fifteen (15) working days of such notice to the Grievance and Arbitration provisions contained in Article 7 and 8 of this Agreement.
- e. An employee who voluntarily transfers and/or accepts a promotional opportunity will have a period of sixty (60) working days to demonstrate that he/she has the necessary ability to perform the job. It is not required that an employee be considered fully qualified at the completion of the sixty (60) working day period. If it is determined that the employee does not have the necessary ability to perform the job, he/she shall be eligible to return to his/her previous job at the completion of, or prior to, the sixty (60) working day period.

19.04 Employees who, for compelling personal reasons, request leaves of absence shall be granted such leaves for specific periods of time if the requirements of the

business permit. Such leaves of absence shall not constitute a break in the service of the employee, but the employee shall not accumulate service during the period of leave, except for the first thirty (30) calendar days of leave.

19.05 Employees shall be granted leaves of absence to perform Union work without

payment of wages and without loss of seniority during the period of leave of absence.

19.06 Effective June 1, 2019, all members of any Frontier Communications of Wisconsin, LLC bargaining unit who transfers within CWA 4671 on or after June 1, 2019, will have immediate seniority portability. This language does not cover management and/or non-bargaining unit employees. Where other Frontier contracts require reciprocity, this language will acknowledge those reciprocal agreements.

ARTICLE 20

SEASONAL WORKERS

20.01 The Company will employ seasonal workers to aid and assist regular employees in the placement of cables and pedestals, and these seasonal workers will be paid a wage equivalent to the initial wage steps (0-6 months) of the Plant Craft wage schedule.

It is not the intent of the Company to replace regular employees with seasonal workers. Seasonal workers are not required to join the Union but will be given the opportunity to do so if they choose. Seasonal workers shall not be required to pay dues or a service/ representation fee.

20.02 Seasonal workers who are also full-time students, and who are employed by the Company for no longer than four (4) months annually, shall be covered by the Collective Bargaining Agreement in effect and shall have access to the grievance procedure, excluding arbitration. Such full-time students who are employed under this provision shall have their wage determined at the discretion of the Company's Scholarship Fund for employment of employee children.

ARTICLE 21

FORCE ADJUSTMENTS

21.01 When any conditions arises which reduces the workload to the extent that reduction in the force or spreading work is required, the Company may at its discretion make such disposition of employees with less than one (1) year of service as it sees fit. No employee having one (1) year or more of net credited service shall be laid off until all employees having less than one (1) year of net credited service have been laid off. The Company shall notify the Union thirty (30) calendar days in advance of such layoffs.

21.02 If conditions require further adjustments than are permitted in Section 21.01, the Company shall notify the Union thirty (30) calendar days in advance, and the parties hereto agree to negotiate a formula or plan to govern additional layoffs or work spread. If no such agreement can be reached, the Company shall make whatever further layoffs are necessary of all employees in the affected work groups

described in Section 21.08 in the inverse order of net credited service.

- a. If conditions require further adjustments than are permitted in Section 21.01, the Company may elect to offer voluntary termination status to employees in the affected work group in order of seniority. Employees who accept voluntary termination will receive termination allowance in accordance with Article 21. Employees who are offered this voluntary termination status have the right to accept or reject the Company's offer. Employees who accept voluntary termination status and leave the service will be considered to have voluntarily terminated employment and will not be subject to recall

21.03 In rehiring employees laid off under the provisions of Sections 21.01 and 21.02, the Company shall first offer employment to regular full-time employees having the longest net credited service, provided however that the period of continuous layoff of such former employees does not exceed eighteen (18) months and also that their net credited service is in excess of one (1) year.

At such time as an employee has been recalled, within the eighteen (18) month recall period, he/she shall receive seniority credit for the period of the layoff.

When employees laid off under the provisions of this Article are recalled to temporary jobs not previously held, the recall shall be based on the employee's ability and qualifications to do the recall job and the employee's net credited service.

21.04 At the time of leaving the Company's service, a termination payment plus compensation for any vacation/PTO to which the employee is entitled:

- a. Will be paid to a regular full-time employee laid off because of lack of work;
- b. May be offered by the Company as an inducement to terminate an employee's service in case there is a definite program for a reduction in force;
- c. May be paid at the discretion of the Company to an employee whose services are terminated for reasons such as inability to adapt or inability to perform properly the duties of the job assigned, except in those instances where the employee is terminated for cause.

21.05 The amount of a termination payment will be based on the employee's rate of pay and net credited service at the time of leaving the service of the Company, computed in accordance with the following:

- a. One (1) week of pay for each completed year of net credited service up to and including ten (10) years of service;
- b. Two (2) weeks of pay for each completed year of net credited service up to and including the next five (5) years of employment;
- c. An employee who is laid off shall receive one (1) week of Health Insurance coverage for each week of earned termination pay as prescribed in Section 21.05 (a). Said employee shall continue to be responsible for the

employee's share of the cost of health insurance in which he or she is enrolled. The duration of benefit continuation is part of Cobra.

- d. An employee on recall, who accepts another position with the Company within the eighteen (18) month recall period, which is more than thirty (30) miles from his current residence, shall be eligible for a relocation allowance of up to \$3000.00 upon the submission of relevant receipts to the Company.
- 21.06 If an employee who has received a termination payment is brought back to work and his/her services are again terminated, the term of employment used in computing any termination payments allowable will include only the period of continuous employment since his/her date of rehire.
- 21.07 If an employee who has received a termination payment is brought back to work and the number of weeks since the date of termination is less than the number of weeks' pay received by him/her as termination payment, exclusive of any payment in lieu of vacation/PTO, the amount paid to the employee for the excess number of weeks will be considered as an advance to the employee by the Company, and repayment will be made through payroll deductions at the rate of ten percent (10%) of the basic wage rate until the amount is fully paid.
- 21.08 For application of this Article, the following shall be considered separate work groups, and the application of the terms of this Article shall be applied to each group individually. Force adjustments and bumping shall take place by seniority (least senior within job function). Force adjustments and bumping shall be implemented by job function and within the work groups identified below, provided that after a brief familiarization the employee is capable of performing that job in a period not to exceed thirty (30) working days:
- a. Testboard may bump into Sales & Service Specialist;
 - b. Linecrew may bump into Testboard, I&R, Plant Craft, Combination Technician, Splicer, Sales & Service Specialist;
 - c. I&R may bump into Linecrew, Splicer, Testboard or Sales & Service Specialist;
 - d. Splicer may bump into I&R, Linecrew, Testboard or Sales & Service Specialist;
 - e. CO Techs may bump into Plant Craft, Testboard, Sales & Service Specialist;
 - f. Plant Craft with prior CO experience, or, at the discretion of the Company, after having completed educational programs, including digital Electronics, may bump into the CO Tech Position;
- 21.09 At such time as an employee bumps in accordance with Section 21.08, he/she shall be placed at the mid-point of the new wage scale unless the employee is fully qualified to perform the job. If the employee is fully qualified to perform the job, he/she shall be placed on the step of the new wage scale closest to his/her prior step. In accordance with Section 21.08, an employee is required to show

he/she is capable of performing the job in a period not to exceed thirty (30) working days. Upon fulfilling this requirement, the employee will have one hundred twenty (120) working days (including the initial thirty (30) days) to meet standard performance in the major responsibilities of the position. If the employee fulfills this requirement, at any time up to the one hundred twenty (120) working days, he/she shall be placed on the wage step comparable to the step of his/her former position. If the employee is not able to fulfill this requirement within the one hundred twenty (120) working day period, then he/she shall be eligible for severance in accordance with the contracts. An employee who returns to his/her previously held job will be reinstated at his/her normal wage progression level.

ARTICLE 22

SAFETY

- 22.01 The Company and the Union are committed to the protection of all its resources including human and physical assets from accidental loss or injury. In fulfilling this commitment to protect the people and property, both parties will strive to eliminate any foreseeable hazards resulting from the Company's operations. Employees are equally responsible for minimizing accidents within the Company's operations. Safety practices and procedures have been clearly defined in the Frontier Environmental, Health and Safety Manual available online. These safety practices and procedures have been issued for personal protection on the job.

Employees are charged with the responsibility to study the Environmental, Health and Safety Manual and to become thoroughly familiar with all safety practices an essential job obligation of every supervisor and employee.

In summary, the Company and the Union feel that accidental loss to people and property can be controlled through good management in combination with active employee involvement.

- 22.02 The Company and the Union are committed to the protection of all its resources including human and physical assets from accidental loss or injury. In fulfilling this commitment to protect the people and property, both parties will strive to eliminate any foreseeable hazards resulting from the Company's operations. Employees are equally responsible for minimizing accidents within the Company's operations. Safety practices and procedures have been clearly defined in the *Citizens Communications Safety Policy and Manual*. These safety practices and procedures have been issued for personal protection on the job.

Employees are charged with the responsibility to study the *Safety Policy and Manual* and to become thoroughly familiar with all safety practices an essential job obligation of every supervisor and employee.

In summary, the Company and the Union feel that accidental loss to people and property can be controlled through good management in combination with active employee involvement.

ARTICLE 23

PERSONAL PROTECTIVE EQUIPMENT

- 23.01 The Company will reimburse each outside plant employee (CO, I&R, Linecrew, Splicer, Testboard, Combination Tech,) up to \$150.00 every two (2) years for one pair of Company-approved prescription safety glasses purchased through Company-designated vendors for on-the-job use.

Outside plant personnel (CO, I&R, Linecrew, Splicer, Testboard, Combination Tech.) shall wear work boots at all times on the job. Footwear falling outside the work boot category, sneakers and casual boots for example are prohibited. The Company will reimburse each outside plant employee up to \$150.00 each calendar year for Company approved safety footwear.

ARTICLE 24

BAD WEATHER

- 24.01 No time will be lost by Craft employees who report for duty at the regularly scheduled starting time and perform no work because of bad weather.
- 24.02 The supervisor in charge shall determine if the weather is such as to permit the employees to perform their work without undue hazard to their health and safety.
- 24.03 However, the correctness of the supervisor's opinion regarding the severity of the weather is subject to processing under the grievance procedure.

ARTICLE 25

DISCOUNTED TELEPHONE SERVICE

- 25.01 The discounted telephone service plan currently in effect for bargaining-unit employees will remain in effect through May 31, 2004. On June 1, 2005 all employees who have or who reach six (6) months of net credited service shall be provided with a discount on telecommunications products of the Company in accordance with the standard corporate telephone concession plan in effect on June 1, 2005. The Company may, from time to time, make changes to this phone concession plan provided that the value to the average employee is no less than that of the corporate Plan in effect on May 31, 2004, and that the Union is provided the opportunity to discuss any intended changes with the Company prior to implementation.

ARTICLE 26

BENEFITS / WELFARE PLANS

- 26.01 The terms and conditions of the health and insurance plans in effect on January 1, **2019** shall remain in effect for the remainder of **the current collective bargaining agreement**. The Company Medical Plan (including any HMO options, if available), Dental Plan, Vision Plan, Flexible Spending Account Plan, Life Insurance Plan, Pension and Savings Plans shall be provided for all eligible employees in accordance with the terms of said Plans, except as modified herein. The EPO and PPO Plan Design for **2019, 2020, 2021** and **2022** shall be as shown on the attached Schedules and will remain in effect until the contract expires. The Company, however, reserves the right to unilaterally make any changes, additions, and/or deletions to these Plans, and the Company may drop or add Plans, as the Company, in its sole discretion deems appropriate, provided that any changes, additions, deletions, subtractions or additions apply to a majority of Frontier Communications employees covered under such Plans.
- 26.02 The Company may not make a change in the active health or pension plan that effectively leaves employees without coverage. The Company will provide the Union with no less than sixty (60) days' notice of any intended changes to be made pursuant to this Article.
- 26.03 Should the Company, in the exercise of its rights under this Article: one (1) increase any deductible or co-pay by more than twenty-five percent (25%) in a calendar year, or two (2) effect changes that substantially diminish the overall level of coverage, the Union may require that this Article be opened for the purpose of negotiations with respect to such change(s). Any dispute as to whether or not items one (1) or two (2) herein have occurred as a result of any change(s) made by the Company will be submitted to an expedited arbitration for a determination.
- 26.04 In the event negotiations referred to in this Article should result in a good faith impasse, the Union may take economic action in accordance with applicable provisions of the National Labor Relations Act.
- 26.05 The Union does not hereby waive its right, nor is the Company relieved of its obligation, to bargain with respect to all plans covered under the terms of this Article when the parties bargain for renewal of/or a successor to this Agreement.
- 26.06 The employee share of premiums (premium equivalents) for the medical plan that the employee elects shall **remain at 25% for the life of this agreement**. Effective January 1, 2017 and thereafter, the employee contribution shall be 25% for dental and 100% for vision. Employees who smoke shall be charged a Tobacco User Premium of ten percent (10%) of the total premium cost of single coverage per employee in addition to his/her monthly employee contribution. Effective January 1, 2017, the monthly contribution paid by the employee for the Frontier medical option will be increased by the full amount of the Patient Centered Outcome Research Fee and the transitional Research Fee under the Patient Protection and Affordable Care Act.

- 26.07 If an EPO/HMO alternative is offered by the company, any premium cost above and beyond the Company subsidy for the FTR PPO Plan will be the employee's responsibility.
- 26.08 Employees hired after January 1, 2017 shall be eligible for health and welfare benefits after 90 days of employment.
- 26.09 Effective January 1, 2019, employees will receive a \$75.00 rebate incentive in their paycheck if they and/or their spouses complete an annual physical exam, including biometric measurements (\$75 each – maximum of \$150 per calendar year).
- 26.10 The Company and the Union shall meet as necessary on an annual basis prior to September of each year to share and discuss information and concerns about the health and welfare plans, including discussions of any changes to such plans. This meeting shall be with the regional Human Resources Manager. Should premiums be projected to increase by more than twenty-five percent (25%) in any year, the parties shall include discussion of such projections and examine alternatives, changes and/or approaches to addressing the projected increase.
- 26.11 Any employee retiring between the ages of sixty-two (62) and sixty-five (65) shall be eligible for continued inclusion in the Company Medical Plan (including spouse) until age sixty-five (65) when he/she qualifies for Medicare coverage. At that time, the employee only shall be eligible for supplemental Medicare coverage. This paragraph applies only to employees hired prior to June 1, 1995. Employees hired after May 31, 1995 will not be provided health insurance benefits upon retirement, except as may be modified by Section 26.01 herein.

Any retiree subject to the Settlement Agreement between Communications Workers of America District 4 and Rhinelander Telephone dated October 22, 2012 shall continue to be subject to the terms and conditions of that settlement for the term of this agreement.

Effective upon ratification date of the successor agreement to the 2013-2016 agreement between CWA Local 4671 and Rhinelander Telephone LLC, any employee hired prior to June 1, 1995 who retires after May 31, 2016 and is between the ages of 62 and 65 shall be eligible for inclusion in the Frontier Retiree Medical Plan (including spouse) until the retiree becomes eligible for Medicare coverage. (Currently sixty-five (65)). The company monthly subsidy for the retiree medical shall not exceed the following:

		Anthem Gold	Anthem Silver
Retiree	<u>2019 / 2020 / 2021 / 2022</u>	<u>\$500</u>	<u>\$500</u>
Retiree + 1	<u>2019 / 2020 / 2021 / 2022</u>	<u>\$1,000</u>	<u>\$1,000</u>

In consultation with our actuaries, Frontier will make plan design changes for any medical plan(s) that are determined to be subject to the Excise Tax on High Cost Employer-Sponsored Health Coverage pursuant to the Affordable Care Act in an effort to reduce the actual cost of the plan only to the point necessary to avoid the triggering Excise Tax on High Cost Employer-Sponsored Health Coverage on the plan(s). It is expected this consultation will take place during the 1st Quarter of 2019.

Should any plan design changes become necessary, the Company agrees to immediately inform the Union and discuss any plan changes.

When a retiree becomes Medicare eligible, said participating retiree will be eligible to participate in the Medicare-Eligible Medical Option offered under the Frontier Retiree Medical Plan, the company contribution shall be \$100.00 per month provided the participating retiree pays the full cost of coverage less a \$100.00 monthly subsidy.

If the retiree's spouse has not reached the Medicare eligibility age at the time of the retiree reaches Medicare eligibility age, said spouse shall continue to be covered under the pre 65 Medical Plan and shall be required to pay the individual rate (less company subsidy) for this coverage.

Effective January 1, 2017, medical, dental and vision benefits will cease as of an employee's last day of employment.

- 26.12 During authorized leaves of absence, coverage shall be continued for a period not to exceed ninety (90) calendar days. Employees on leave of absence extending beyond ninety (90) calendar days shall receive the benefits provided herein upon payment of the employee contribution to the Company.
- 26.13 Should another company or jurisdiction acquire Rhinelander Telephone Company d.b.a.Frontier Rhinelander Telephone Company or another company acquire Frontier Communications, the employer's (including the acquiring entity's) obligation shall be to maintain that coverage and those plans in effect for employees covered by this Agreement in accordance with all terms as in effect at the time such acquisitions was consummated.
- 26.14 Notwithstanding any language to the contrary in this agreement, effective January 1, 2014, regular part-time workers shall be eligible to participate in:
- Medical benefits (including those for eligible dependents) to the extent required by and in accordance with the Affordable Care Act (ACA).
 - Vacation/PTO
 - Flexible Spending Accounts
 - 401(k)

And shall not be eligible for any other benefits.

Seasonal workers shall not be eligible for any benefits under this agreement.

26.15 Effective January 1, 2020:

A. In situations where employees elect to cover his/her spouse in a negotiated Medical Plan or any non-negotiated alternative medical plan offered by the Company AND the spouse is also eligible for medical coverage from his/her employer, but does not enroll in such coverage, a \$23.08 per paycheck "Working Spouse Surcharge" will apply.

B. The Working Spouse Surcharge will not apply if the spouse is:

- i. Employed but not eligible for medical coverage through his/her employer;**
- ii. Employed but his/her employer does not offer medical coverage;**
- iii. Not employed.**

In situations where the employee's spouse is also an employee of Frontier Communications (or a Frontier Communications subsidiary) who is separately eligible for coverage under a Frontier medical plan:

- i. The Working Spousal Surcharge will not apply if the spouse is a union-represented Frontier employee.**
- ii. The Working Spousal Surcharge will apply if the spouse is a non-union Frontier employee AND elects coverage under the union-represented employee's medical option(s).**

SCHEDULE A1

FTR Exclusive EPO Plan

Plan Features	FTR Exclusive Plan In-Network Only			
	2019	2020	2021	2022
Annual Deductible	N/A	N/A	N/A	N/A
Medical Annual OOP Max	\$3,000 Individual \$6,000 Family	\$3,000 Individual \$6,000 Family	\$3,000 Individual \$6,000 Family	\$3,000 Individual \$6,000 Family
Office Visits- Primary Care	\$40 co-pay	co-pay*	co-pay*	co-pay*
Office Visits- Specialist	\$50 co-pay	co-pay*	co-pay*	co-pay*
Outpatient Lab and X-Ray	10% Coinsurance	10% Coinsurance	10% Coinsurance	10% Coinsurance
Diagnostic Radiology Services (MRI, MRA, CT-Scan, Pet-Scan)	10% coinsurance	10% coinsurance	10% coinsurance	10% coinsurance
Outpatient Surgery	\$200 copay, balance 15% coinsurance	copay*, balance 15% coinsurance	copay*, balance 15% coinsurance	copay*, balance 15% coinsurance
Hospital Inpatient and Related Services	\$200 copay, balance 15% coinsurance	copay*, balance 15% coinsurance	copay*, balance 15% coinsurance	copay*, balance 15% coinsurance
Hospital ER	\$250 co-pay	co-pay*	co-pay*	co-pay*

IMPORTANT NOTES:

- (1) Various benefit limitations that are summarized in the **2019** Summary Plan Description will continue to apply for the duration of this contract.
*As per Section 26.03 the Company may increase annual deductible and co-pays rates by up to 25% year over year. This does not apply to the items listed above in which specific increases over the life of the contract are being proposed.
 - (2) Tobacco User Premium = 10% of the premium equiv. cost of the medical plan's single coverage.
 - (3) Plan Limitations:
 - Effective 1/1/2010:
 - (a). The 30-visit limitation for the treatment of the outpatient Mental Health and Substance Abuse is eliminated.
 - (b). The 30-day limitation for the treatment of the inpatient Mental Health and Substance Abuse is eliminated.
 - Effective 1/1/2011:
 - (a). Plan provides a \$20,000 Lifetime maximum benefits for the surgical treatment of Morbid Obesity per covered member.
- Effective 1/1/2020**
- (a) **Specialty Infusion Drugs: Use of specialty infusion drugs under the Anthem Medical Plans will require pre-certification.**

SCHEDULE A2

FTR Preferred PPO Plan

Plan Features	FTR Preferred Plan In-Network (IN) & Out-of-Network (OON)			
	2019	2020	2021	2022
Annual Deductible IN/OON	\$450 Individual \$900 Family	Individual Deductible* Family Deductible*	Individual Deductible* Family Deductible*	Individual Deductible* Family Deductible*
Medical Annual OOP Max IN/OON	\$4,300 Individual \$8,600 Family	\$4,300 Individual \$8,600 Family	\$4,300 Individual \$8,600 Family	\$4,300 Individual \$8,600 Family
IN Co-Insurance	20% after deductible	20% after deductible	20% after deductible	20% after deductible
OON Co-Insurance	40% after deductible	40% after deductible	40% after deductible	40% after deductible

IMPORTANT NOTES:

- (1) Various benefit limitations that are summarized in the **2019** Summary Plan Description will continue to apply for the duration of this contract.
*As per Section 26.03 the Company may increase annual deductible and co-pays rates by up to 25% year over year. This does not apply to the items listed above in which specific increases over the life of the contract are being proposed.
- (2) Tobacco User Premium = 10% of the premium equiv. cost of the medical plan's single coverage.
- (3) Plan Limitations:
 - Effective 1/1/2010:
 - (a). The 30-visit limitation for the treatment of the outpatient Mental Health and Substance Abuse is eliminated.
 - (b). The 30-day limitation for the treatment of the inpatient Mental Health and Substance Abuse is eliminated.
 - Effective 1/1/2011:
 - (a). Plan provides a \$20,000 Lifetime maximum benefits for the surgical treatment of Morbid Obesity per covered member.
 - Effective 1/1/2020
 - (b) **Specialty Infusion Drugs: Use of specialty infusion drugs under the Anthem Medical Plans will require pre-certification.**

Effective January 1, 2014, there shall be 6 tiers of medical coverage

- Employee Only
- Employee plus spouse
- Employee plus child
- Family no spouse
- Employee + spouse + 1 or 2 children
- Employee + spouse + 3 or more children

Effective January 1, 2014, basic life insurance shall be provided subject to the following schedule:

<u>Years of Service</u>	<u>Benefit</u>
<5	\$10,000
5 to <10	\$15,000
10 to <15	\$20,000
15 to <25	\$30,000
25 to <35	\$40,000
35 plus	\$50,000

Prescription Drug Plan

Design	2019 Plan Year*
Rx Retail (30 Days)	\$15 Generic \$45 Formulary \$55 Non-Formulary \$75 Other Drugs
Rx Retail (90 Days)	\$37.50 Generic \$112.50 Formulary \$137.50 Non-Formulary \$187.50 Other Drugs

***NOTES:**

- (a) Various plan limitations that are summarized in the **2019** Summary Plan Description (SPD) will continue to apply for the duration of this contract.
- (b) Mail order co-pay for a 90-day supply = two and a half times (2.5x) the Retail 30-day supply co-pay
- (c) *As per Section 26.03, the Company may increase co-pay rates by up to 25% year over year.

ARTICLE 27

PENSION and 401k PLANS

- 27.01 All employees covered by this collective bargaining agreement who were hired prior to June 1, 2001 and who have achieved fifteen (15) years of service and fifty-five (55) points (combined total of age and length of service), shall continue to accrue pension credit in accordance with the Rhinelander Pension Plan. At such time as an employee achieves the thirty (30) year accredited service cap contained in the Rhinelander Pension Plan, he/she will transition to the Frontier Communications Pension Plan-Appendix 1(b) - on the first of the month after reaching his/her thirty (30) year anniversary date. All future service for the employee will then be calculated in accordance with the Frontier Communications Pension Plan-Appendix 1(b). For employees hired as of June 1, 2001 and thereafter, all service after that date shall be credited in accordance with the Frontier Communications Pension Plan-Appendix 1(b).
- 27.02 For employees who have not attained and who cannot attain fifty-five (55) points (combined total of age and length of service) with at least fifteen (15) years of service by June 1, 2001, all service after June 1, 2001 shall be credited in accordance with the terms and conditions of the Pension Plan-Appendix 1(b).
- 27.03 For employees hired as of June 1, 2001 and prior to June 1, 2010 all service after that date shall be credited in accordance with the Frontier Communications Pension Plan-Appendix 1(b).
- 27.04 In such instances where an employee reaches the maximum length of service accrual under the conditions of the Rhinelander Pension Plan, he/she shall then be eligible to accrue further length of service credit up to the maximum of the Frontier Communication's Pension Plan. It is understood that when the individual then retires, his/her pension benefit will either be the frozen accrued benefit under the Rhinelander Pension Plan plus the benefit accrued under the Frontier Communications Pension Plan-Appendix 1(b) or the benefit calculated as through all accredited service were under the Frontier Communications Pension Plan-Appendix 1(b). The employee will receive the calculation that provides the highest monthly benefit.
- 27.05 Those employees transitioning to the Frontier Communications Pension Plan-Appendix 1(b) Plan effective June 1, 2001, shall then be eligible to accrue further service credit up to the thirty-five (35) year service cap under the Plan. The employees' service earned while under the Rhinelander Pension Plan will count toward the Frontier Communications Pension Plan- Appendix 1(b) Plan thirty-five (35) year benefit service cap.
- 27.06 No change, which would reduce or diminish the benefits or privileges provided by the Rhinelander Pension Plan, may be made without the agreement of the Union. No change, which would increase or enlarge the benefits or privileges provided by the Rhinelander Pension Plan, may be made without notice to the Union prior to the effective date of any such changes.
- 27.07 The Company has the right to change the Frontier Communications Pension Plan-Appendix 1(b), in any manner, in accordance with Article 27 herein.
- 27.08 Employees hired on or after June 1, 2010 will not be eligible for inclusion in the

aforementioned Pension Plans. Employees hired on or after June 1, 2010 will be eligible for inclusion in the Company 401k Plan and be eligible for the Company Matching Contribution as described in 27.09 below. Employees hired after June 1, 2013 shall be eligible to participate in the 401(k) program on the first day of the month following 90 days of employment.

27.09 Effective June 1, 2010 new hired employees will be eligible to participate in the Company 401k Savings Plan and receive the Company Matching Contribution of 50% of the first 6% of contributions and effective January 1, 2017 the Company Matching Contribution of 50% of the first 8% of contributions with a graded vesting schedule of 5 years.

Years of Service	Vesting
Less than 2 Years	0%
2 Years of service	40%
3 Years of service	60%
4 Years of service	80%
5 Years of service	100%

ARTICLE 28

EMPLOYEE ADJUSTMENT INCOME PLAN (EAIP)

28.01 In order to lessen the economic impact upon regular employees brought about by technological change, the Company and the Union agree to establish the Employee Adjustment Income Plan (the Plan). “Technological Change” shall be defined as a change in plant equipment, or a change in a method of operation, diminishing the total number of regular employees required to supply the same services to the Company or its subscriber. “Technological Change” shall not include layoffs or force realignments caused by business conditions, variations in subscriber’s requirements or temporary or seasonal interruptions of work. The Plan shall apply when “Technological Change”, in the discretion of the Company, brings about any of the following conditions:

- a. Need to layoff and/or force adjust employees in any job title;
- b. Reassignment of regular employees to permanent headquarters fifty (50) miles or more from the employee’s permanent headquarters.

28.02 During the term of this Agreement, if the Company notifies the Union in writing that a “Technological Change” has create or will create a surplus in any job title in any work group and/or work location, regular employees meeting the following qualifications shall be eligible for Plan participation:

- a. Must have fifteen (15) or more years on net credited service; and
- b. The combination of age and net credited service must total at least seventy-six (76) as of the date of the Company’s notice to the Union.

28.03 The Company reserves the right to apply the Plan to any surplus situation not brought about by “Technological Change” that the Company deems appropriate. All elections shall be voluntary, and acceptance by the Company will be in order of

seniority.

- 28.04 The Company reserves the right to determine the job titles and work group(s) and/or work location(s) in which a surplus exists, the number of work group(s) and/or work location(s) in which a surplus exists, the number of employees in such titles and locations which are considered to be surplus, and the period during which the employee may, if the employee so elects, leave the service of the Company pursuant to this Plan. In no event shall the number of employee elections accepted under the terms of the Plan exceed the number of employees determined by the Company to be surplus.
- 28.05 An employee's election to leave the service of the Company and receive adjustment pay benefits must be in writing and transmitted to the Company within fourteen (14) calendar days from the date of the Company's offer in order to be effective, and it may not be revoked after such fourteen (14) calendar day period.
- 28.06 Company will pay a monthly benefit as follows:

Schedule of Adjustment Pay Benefits

<u>Years of Accredited Service</u>	<u>Monthly Payment</u>
15 but less than 20	\$ 600.00
20 but less than 25	\$ 700.00
25 but less than 30	\$ 770.00
30 but less than 35	\$ 850.00
35 but less than 40	\$ 940.00
40 or more	\$1040.00

- 28.07 Adjustment pay benefits for employees, who so elect to leave the service of the Company in accordance with Section 25.02, shall begin within one (1) month after such employee has left the service of the Company and shall continue until twenty-four (24) monthly payments have been made.
- a. Adjustment pay benefits will be reduced by the amount of any state or federal unemployment compensation received by the employee during the time he/she is receiving adjustment pay benefits.
- 28.08 In addition, the affected employee may elect one of the following options which shall not exceed \$3,500:
- a. For up to twenty-four (24) months from the date of separation, a continuation of Company-paid premiums for existing medical plan coverage (excluding dental coverage) for the employee and his/her dependents, or, in lieu thereof, the employee may elect to receive a lump sum alternative of \$3,500 subject to legally required deductions.
- b. Reimbursement for successful completion of retraining in a new career field within a twenty-four (24) month period from the date of separation.
1. Eligible employees may receive financial assistance for approved courses and/or programs undertaken at accredited or state-approved educational institutions. Enrollment must be within three (3) months from the date of separation from the Company.

2. The Cost of tuition, required textbooks, required lab and entrance fees will be reimbursed up to a maximum of \$3,500 in accordance with the Company Tuition Reimbursement Plan.

Approved training expenses that are covered by other employers, government benefits or scholarships will not be subject to reimbursement by the Company.

- c. Reimbursement for packing and cartage fees for a move to a new residence fifty (50) miles or more from the employee's present residence within a twenty-four (24) month period from the date of separation.
- 28.09 The maximum amount of adjustment pay benefits payable shall in no event exceed a total of \$24,960 and when combined with one of the elected options, shall not exceed \$28,460. The dollar amounts set forth in this Article shall be pro-rated for regular part-time employees based on the percentage of a full year's equivalent (e.g., 700 hours worked taken as a percent of 2,080 hours equals 33.65%).
- a. In no event shall the total adjustment pay benefits exceed the equivalent of twice the employee's annual compensation at the basic weekly wage rate (exclusive of tour premiums or temporary differentials, overtime pay, commissions, bonuses or other extra payments) received during the year immediately preceding the termination of service.
- 28.10 In addition to the benefits set forth in Section 28.06, employees who so elect to leave the service of the Company and receive adjustment pay benefits may elect to receive, in combination with such benefits, a retirement service pension, if eligible for such pension.
- 28.11 Payments under the Plan, with the exception of the retraining benefits, shall cease upon the re-employment of a recipient by the Company or any affiliated or subsidiary companies within Citizens Communications. If an employee is enrolled in a course/program at the time of re-employment, the sixty-five percent (65%) reimbursement portion of the retraining benefits will be made upon the successful completion of the course/program within twenty-four (24) months from the date of separation or twelve (12) months from the date of re-employment, whichever occurs later. No reimbursement will be made beyond that date.
- 28.12 Re-employed employees must complete one (1) full year of accredited service with the Company before becoming eligible again for EAIP benefits. In subsequent terminations to which this Article is applicable, the employee shall receive the difference between the EAIP benefits for which he/she is presently eligible and any benefits previously received.
- 28.13 All benefits payable under the Plan are subject to legally required deductions.
- 28.14 This Article will be implemented prior to invoking the provisions of Article 21, Force Adjustment, of the Collective Bargaining Agreement, when conditions set forth in Section 28.01 of this Article exists as determined by the Company.
- 28.15 An employee who elects under the Plan shall not be entitled to any other termination allowance offered by the Company.
- 28.16 Neither the right to effect a "Technological Change", the determination of a

surplus condition, eligibility for participation in the Plan, nor any other part of this Plan or Article shall be subject to the arbitration procedure of the Collective Bargaining Agreement.

ARTICLE 29

LABOR MANAGEMENT COMMITTEE

- 29.01 The Company and the Union will establish a Labor Management Committee to discuss items of mutual interest. The Committee will meet upon request of either party, but not more often than one (1) time per calendar quarter unless there is mutual agreement to meet on subsequent occasions.
- 29.02 The Union may be represented by up to three (3) employees. Employees will lose no time or pay for any time spent in such meetings that occur during the normal scheduled working hours.

ARTICLE 30

VOLUNTARY QUIT

- 30.01 Employees who are absent for scheduled workdays and fail to make a reasonable attempt to notify the Company as to the reason for such absence shall be considered to have voluntarily quit work and all seniority shall be lost.

ARTICLE 31

JUST CAUSE

- 31.01 Nothing in the Agreement shall destroy the right of the Company to suspend, demote or discharge an employee for just cause to include such matters as employee efficiency, conduct, application, or discharge of assigned duties, provided however, that cases resulting in suspension, demotion, or discharge may, at the request of the Union, be subject to Articles 7 and 8, except that cases involving discharge of employees whose accredited service is less than one (1) year may not be submitted to arbitration.

ARTICLE 32

UNION SECURITY

- 32.01 Under federal labor laws and obligations under this Agreement, the Union is required to represent all of the employees in the bargaining unit fairly and equally without regard to whether the employee is a member of the Union.

- 32.02 Employees are not required to be a member of the Union or pay dues or a service/representation fee.
 - a. Any employee who is a member of the union may, upon proper notice, voluntarily withdrawn from such membership.
- 32.03 Nothing herein shall be construed to limit the union's lawful rights to determine and enforce regulations regarding acquisition of, and retention of, membership in the union. Any covered employee who is refused membership, or whose membership is involuntarily terminated by action of the union body shall not be subject to discharge from employment.
- 32.05 The union agrees the Company assumes no liability in the administration of this Article.
- 32.06 The Company agrees to allow Local Union representatives reasonable time (approximately thirty (30) minutes) within the first ten (10) days during new employee orientation sessions for bargaining unit employees for the purpose of providing information about the Union.

ARTICLE 33

PAYROLL DEDUCTION OF DUES

- 33.01 Upon receipt of a written authorization shown below, signed by an employee, the Company will deduct from such employee's wages the amount of dues specified in such authorization and forward monthly the sum, as directed, to the Union. Such deductions will be made without cost to the Union. The payroll deduction authorization will be effective for the period of the contract, and it will be considered renewed unless notice is directed to the Company and the Union within the thirty (30) calendar day period prior to the primary termination date of the contract.

INFORMATION CONTAINED ON THE PAYROLL DEDUCTION CARD

Print Last Name, First Name, and Middle Initial, Dept., Location

COMMUNICATIONS WORKERS OF AMERICA

Authorization for Payroll Deduction of Union Dues Payable to Communications Workers of America.

I hereby authorize and direct the Frontier Communications of Wisconsin hereinafter _____ (called the Company) to deduct from my pay each month, beginning with the first pay period in the month of _____, 20__, or a pay period thereafter in the same month, regular monthly union dues in the amount certified to the Company by the Secretary-Treasurer of the Communications Workers of America (hereinafter called the Union) and pay the same for me and on my behalf to the Secretary-Treasurer of said Union. This authorization is given pursuant to the agreement between the Company and the Union covering such payroll deductions.

It is understood that this authorization is subject to the following conditions:

1. This deduction will be made as authorized herein until the employee resigns from the Company, the Company is notified by CWA that the employee is no longer a member of the Union, the employee is transferred to a position not included in the then current Collective Bargaining Agreement between the Company and the Union, or this payroll deduction of dues plan is cancelled or modified.
2. Deduction authorizations and cancellation notices must be in the hands of the Auditor of Disbursements of the Company at least two (2) weeks prior to the close of the payroll period in which they are to become effective.
3. No deduction will be made if the amount due for a payroll period in which deductions are scheduled is less than the total of all deductions required. In such instances, the deduction will be made in the following payroll period provided, however, that if the amount of earning is still insufficient to allow for full deduction of dues, then no further responsibility rests with the Company with respect to the collection of such dues.
4. It is understood that the Company assumes no responsibility in connection with the above deductions except that of forwarding the amounts deducted for me in my behalf to the Secretary-Treasurer of the Communications Workers of America.

33.02 Each month the Company will provide the Union with the following employee information:

- a. Name, address, employment date and rate of pay for each employee added to the bargaining unit during the previous month;
- b. Name of each employee removed from the bargaining unit and reason for removal during the past month;
- c. Any change in employee name in the bargaining unit during the past month.

ARTICLE 34

BULLETIN BOARDS

34.01 The Company permits the installation of bulletin boards provided by and for the exclusive use of the Union in locations mutually agreeable and subject to the provisions of Section 34.02.

34.02 The Union agrees to post notices only concerning elections, meeting, reports and other official Union business, and notices of social and recreational activities. Should the Union desire to display any other subject matter, a mutual understanding shall be reached with the Company representative in charge before such printed matter is posted.

ARTICLE 35

WAGES

35.01 The following table sets forth the wage rates and schedules of wage progression

increases to be in effect for the term of this Agreement or any renewal thereof:*

WAGE SCALES

Wage Schedule: CO Technician			
	GWI Effective 6/1/2019	GWI Effective 6/7/2020	GWI Effective 6/6/2021
Interval	2.00%	2.00%	2.00%
0 to 6 Mo.	\$19.81	\$20.21	\$20.61
7 to 12 Mo.	\$20.94	\$21.36	\$21.79
13 to 18 Mo.	\$22.09	\$22.53	\$22.98
19 to 24 Mo.	\$23.27	\$23.74	\$24.21
25 to 30 Mo.	\$24.35	\$24.84	\$25.34
31 to 36 Mo.	\$25.63	\$26.14	\$26.66
37 to 42 Mo.	\$26.79	\$27.33	\$27.88
43 to 48 Mo.	\$27.91	\$28.47	\$29.04
49 to 54 Mo.	\$28.68	\$29.25	\$29.84
55 to 60 Mo.	\$30.12	\$30.72	\$31.33
60+	\$31.30	\$31.93	\$32.57

Wage Schedule: Sales & Service Technician			
	GWI Effective 6/1/2019	GWI Effective 6/7/2020	GWI Effective 6/6/2021
Interval	2.00%	2.00%	2.00%
0 to 6 Mo.	\$19.01	\$19.39	\$19.78
7 to 12 Mo.	\$20.16	\$20.56	\$20.97
13 to 18 Mo.	\$21.10	\$21.52	\$21.95
19 to 24 Mo.	\$22.27	\$22.72	\$23.17
25 to 30 Mo.	\$23.55	\$24.02	\$24.50
31 to 36 Mo.	\$24.84	\$25.34	\$25.85
37 to 42 Mo.	\$26.00	\$26.52	\$27.05
43 to 48 Mo.	\$27.09	\$27.63	\$28.18
49 to 54 Mo.	\$28.22	\$28.78	\$29.36
55 to 60 Mo.	\$29.30	\$29.89	\$30.49
60+	\$30.53	\$31.14	\$31.76

Wage Schedule: Sales & Service Specialist			
	GWI Effective 6/1/2019	GWI Effective 6/7/2020	GWI Effective 6/6/2021
Interval	2.00%	2.00%	2.00%
0 to 6 Mo.	\$13.58	\$13.85	\$14.13
7 to 12 Mo.	\$14.26	\$14.55	\$14.84
13 to 18 Mo.	\$15.07	\$15.37	\$15.68

- 35.02 In the event the Company decides to create a new job classification, redefine or restructure an existing job classification, the Company shall negotiate with the Union to determine the appropriate wage rate.
- 35.03 Any person hired at a rate in excess of the starting rate shall be credited with the years of wage schedule service applicable to the rate at which he/she is hired and shall thereafter progress in accordance with the schedule.
- 35.04 Any person hired at a rate in excess of the starting rate shall be credited with the months of wage schedule service applicable to the rate at which he/she is hired and shall thereafter progress in accordance with the above wage schedule. Wage progression increases may be accelerated by management upon fifteen (15) working days written notice to the employee and the Union prior to scheduled effective date. In the event the Union disagrees with management's decision, the Union may appeal the decision within fifteen (15) working days of such notice to the Grievance and Arbitration provisions contained in Article 7 and 8 of this Agreement.
- 35.05 In the event an employee shall be required to work in a job classification higher than his/her regular classification for a period of three (3) continuous hours or more, such employee shall receive the rate of pay for the higher classification. This rate of pay shall be the step in the higher classification that is one (1) step above the step that gives the employee an increase over his/her regular rate. However, an employee may be required to work in a higher classification up to a maximum of three (3) hours at his/her regular rate of pay. Unless permanently demoted, an employee shall receive his/her regular classification rate of pay or all work performed in a lower classification.
- 35.06 Employees who are designated by the Company to be in charge of work Operations that involve other employees shall receive a differential of \$1.00 per hour. Whenever possible, the Company may rotate in charge among qualified employees.
- 35.07 Construction, Installation Repair and Central Office Forepersons shall receive a differential of \$1.00 per hour, except when assigned to work operations, which do not involve Construction Crew, Installation Repair or Central Office Work.
- 35.08 Notwithstanding any collectively bargained provision to the contrary, and to the extent permitted by law, the Company may require employees covered by this collective bargaining agreement, as a condition of employment, to accept their pay via direct deposit into a U.S. account at a financial institution that accepts direct

deposit transfers.

The Company will provide employees with electronic access to, or other means to obtain, their pay stubs. If, for reasons such as extended disability or vacation/PTO, an employee is unable to obtain a pay stub via the normally available means, alternate means will be available for employees to access or obtain a copy of their pay stubs.

CERTIFICATION INCENTIVES

35.09 In an effort to encourage employees to voluntarily acquire additional training, the Company will increase the hourly pay of those employees who achieve the following certification:

Comp TIA A+	\$0.25 per hour	Comp TIA Network +
\$0.25 per hour CCNA		\$0.50 per hour

The cost of courses and examinations to acquire such certification will be covered under the Tuition Reimbursement Program. Any training done by the employee in preparation for the certification examinations shall be done on the employee's own time.

ARTICLE 36

AMENDMENTS OR MODIFICATIONS

36.01 This Agreement shall be subject to amendment at any time by mutual consent of the parties hereto. Any such amendment shall be reduced to writing, state the effective date thereof, be executed in the same manner, as was this Agreement, and be approved by the International Office of the Union.

ARTICLE 37

FEDERAL OR STATE LAW

37.01 Should any Federal or State Law or the final determination of any Court of competent jurisdiction at any time affect any provision of this Agreement such provision shall be construed as having been changed to the extent necessary to conform to such law or decision.

37.02 The Company will comply with all current State and Federal Laws regarding family leave. Both parties to this contract recognize that these laws are subject to change.

ARTICLE 38

INCENTIVE / COMMISSION / AWARD PLANS

38.01 The Company may implement sales or incentive, commission, prize or award programs or plans as may be necessary to meet sales and Company goals. The Union shall be informed of any changes to existing plans and any new programs or plans. Prior to implementation the Company will discuss such plans with the Union.

ARTICLE 39

TERM OF AGREEMENT

39.01 This Agreement, when signed by the authorized representatives of the Company and the Union, shall become effective on the June 1, 2019, and shall remain in full force and effect through June 4, 2022. If this Agreement is to be terminated or modified by either party, a written notice must be sent to the other party at least sixty (60) days prior to the termination date of this contract or not less than thirty (30) days prior to any date thereafter on which such termination or modification is to become effective.

DRESS CODE STATEMENT

EXHIBIT I

Dress Code Statement

The following may serve as a guideline:

1. Clothing worn by employees should not be offensive to the public or other employees.
2. Employees in the business office who meet with the public should be dressed neatly in clean clothing.
3. While we would prefer blue jeans not be worn by those employees in the business office who meet the public, exceptions may be made during periods of extreme cold or heavy snow.

Uniforms

If the Company determines anytime during the term of this Agreement to have employees not currently in the Company Uniform Program in any job classification wear Company uniforms, the following terms shall apply:

1. Notification of such determination will be given to the Union and a labor management committee shall be established within two (2) weeks of such notification. The committee shall then meet within four (4) weeks of initial notification to make recommendations to the Company regarding such matters as garment type(s) (e.g., shirts, jackets, hats), costs, style, design, material, and color for the uniforms that will be issued to employees. Such recommendations shall be made within eight (8) weeks of initial notification.
 - a. It is understood that the Company and the Union may extend these time limitations for a specified period of time for good cause and by mutual agreement.
 - b. The Company and the Union may reconvene this committee by mutual agreement to review and make recommendations regarding changes/improvements to this policy and/or such review and recommendations may be handled by the parties regular Labor/Management meeting.
2. Employees shall be issued a reasonable and appropriate number of each garment in consideration of the cleaning process determined. In the event shirts are provided as part of the uniform program, no less than five short or long-sleeved shirts (or combination thereof) shall be issued to each affected employee.
3. Garments issued will include identification of CWA Local 4671 by way of a logo that does not compete with the brand recognition objective of the uniform program. The Company will place a priority to the purchase of garments manufactured in

full or part in the U.S.A. as long as such garments are not cost prohibitive.

4. Employees will be responsible for the reasonable and ordinary care of any and all garments issued. Garments will be replaced by the Company on an as needed basis.

MEMORANDUM OF AGREEMENT
Between
FRONTIER COMMUNICATIONS OF WISCONSIN
And
COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO
LOCAL 4671
CRANDON AND RIB LAKE INCLUSION INTO THE
COLLECTIVE BARGAINING AGREEMENT

RHINELANDER TELEPHONE, LLC d.b.a. FRONTIER RHINELANDER TELEPHONE COMPANY, hereafter referred to as the “Company,” and the Communications Workers of America, hereafter referred to as the “Union,” hereby agree to the following amendments of the collective bargaining agreement in effect between the parties effective June 1, 2004. Unless specifically referred to herein, all other terms and conditions of the collective bargaining agreement remain in full force and effect.

1. RECOGNITION

The Company recognizes the Union as the sole collective bargaining representative for the employees in the job classifications of Combination Technician, Sales & Service Specialist and Installation and Repair (I&R) Technician in the Crandon and Rib Lake exchanges.

2. ARTICLE I: JURISDICTION OF WORK

The parties agree that the Company may, as needed, schedule work interchangeably between the exchanges in Rhinelander, Rib Lake and Crandon. The Customer Care Administrator and the Supervisor, Plant will continue to perform the bargaining unit work that they currently perform in the Crandon and Rib Lake exchanges. At such time as the current two (2) supervisors vacate these positions, the new supervisor(s) occupying the position(s) will no longer perform bargaining unit work, except in accordance with the collective bargaining agreement.

3. ARTICLE 35: WAGE SCHEDULES

- a. The employees in the Crandon and Rib Lake exchanges shall be integrated into the wage schedule in effect as of June 1, 2004. This integration shall be based on the length of service of each employee.
- b. The Combination Technician and I&R Technician shall be included in the Sales & Service Technician wage scale.
- c. The Sales & Service Specialist position has its own wage scale.

4. ARTICLE 14: VACATION, ARTICLE 12, SECTION 02 PAYMENT FOR LOST TIME DUE TO ILLNESS OR INJURY, ARTICLE 11, SECTION 01 HOLIDAYS

- a. Article 12, Vacation, Article 12, Section 02 Payment for Lost Time Due to Illness or Injury, Article 11, Section 01 Holidays shall not apply to current employees or new hires in the Crandon and Rib Lake exchanges.
- b. All current and future employees in the Crandon and Rib Lake exchanges shall retain the Company's Paid Time Off (PTO) and shall be governed by this policy.
- c. All current and future Crandon and Rib Lake employees shall be covered by the Company's Long-Term Disability (LTD) plan.
- d. Holiday Scheduling: (I) Customer Service Representatives and (ii) Plant Craft: Will continue to schedule separately as per current practices.
- e. All other contractual terms and conditions of employment as of June 1, 2004 shall remain in effect regardless of the employee's exchange, except as modified herein.

5. ARTICLE 19: SENIORITY

- a. Employees in Crandon and Rib Lake shall have their Company seniority date serve as their net credited service date in accordance with the collective bargaining agreement.
- b. Rhinelander, Crandon, Rib Lake shall serve as one area for the purpose of job bidding.
- c. An employee's net credited service date will not be effected by any changes in the exchange where the employee works.

6. ARTICLE 32: PAYROLL DEDUCTION OF DUES AND ARTICLE 33: UNION SECURITY

- a. Regardless of whether an employee chooses to become a member of the Union, or chooses to join as an agency fee member, he/she shall be represented on the same basis as a union member or agency fee member and shall be covered by all terms and conditions of the contract.
- b. The parties agree that all future employees in the specified jobs of Combination Technicians, I&R Technicians and Sales & Service Specialists hired into the Crandon and Rib Lake exchanges will be covered by the collective bargaining agreement and shall comply with Articles 32 and 33.
- c. If an employee from Crandon and/or Rib Lake successfully bids on and accepts a

job in Rhinelander, which is covered by the collective bargaining agreement, he/she shall be required to comply with Articles 32 and 33 of the labor contract.

7. ARTICLE 26: BENEFITS / WELFARE PLANS

- a. Employees in Crandon and Rib Lake will retain all coverage, including Long Term Disability, in accordance with the Company's benefit plans.
- b. The monthly employee contribution for medical and/or other plan coverage shall continue to be in accordance with Company policy.

8. PENSION: COVERAGE SHALL CONTINUE TO BE IN ACCORDANCE WITH THE CITIZENS PENSION PLAN APPENDIX 1(b).

- a. Crandon and Rib Lake employees specified herein are excluded from "grandfathered" retiree healthcare coverage as provided for in Article 26 paragraph eight (26.08).

FOR THE COMPANY:

FOR THE UNION:

_____/s/_____

_____/s/_____

Edward Ward
AVP, Labor Relations

Tom Verkuilen
CWA District Representative

Dated: June 22, 2007

Dated: June 22, 2007

Frontier COMMUNICATIONS OF WISCONSIN, LLC

And

Communications Workers of America, AFL-CIO

MEMORANDUM OF AGREEMENT - FOUR DAY WORK WEEKS

The Company and Union agree to amend the parties' Labor Agreement to provide for Four-Day Work Weeks, as follows:

1. Notwithstanding any provision of the Agreement to the contrary and with at least 30 days advance notice to employees and the Union the Company may establish a four-day work week, composed of four (4) ten (10) hour tours, as a normal 40 hour work week. In such cases, the total number of hours constituting a five-day normal work week will be scheduled over four days of the calendar week, with at least two (2) consecutive days off, and where business needs permit, three (3) consecutive days off.
2. When a four-day schedule is in effect, the duration of normal tours (or shifts) as specified in the Agreement shall be considered to be expanded accordingly in their starting and/or ending times.
3. In administering four-day work weeks, the Company will first offer four-day work weeks to qualified employees on a voluntary basis in seniority order. If there are insufficient qualified volunteers, a four-day work week will be assigned to qualified employees, starting with the least senior employee in the affected work group(s). A maximum of two (2) employees from the bargaining unit as a whole will be required (non-volunteer) to work the four-day work week. The number of qualified volunteers working the four-day work week will be at the discretion of the Company. All employees working the four-day work week may be required to be on the alternate schedule for six (6) months in any calendar year. The Company agrees to limit this requirement to three (3) months in the first calendar year the four-day work week is implemented.
4. When a four-day schedule is in effect as a normal work week, overtime payments shall be made only for time worked in excess of 40 hours in a week or in excess of 10 hours in a day.
5. Pay allowances for absent time (including short term disability absence) occurring during four-day work weeks will be subject to the conditions specified in this Agreement. When pay treatment is calculated on a daily as opposed to an hourly basis (such as bereavement leave days versus short term disability absence), a scheduled day of a four-day work week and a scheduled day of a five-day normal work week will each count as one full day. Otherwise, pay treatment will be handled on an hourly basis.
6. Vacation time will be charged hour for hour based on the number of hours actually

scheduled on the tour in question. (For example, one day off in a 4-day work week will consume 10 hours of vacation time.)

7. For calendar weeks containing Holidays recognized under the Agreement, the Company will revert to a five-day schedule.

For the Company:

For the Union:

Peter Homes

Joy Roberts

Director – Labor Relations

Staff Representative

Date:

Date:

MEMORANDUM OF AGREEMENT
FRONTIER COMMUNICATIONS OF WISCONSIN, LLC

and

COMMUNICATIONS WORKERS OF AMERICA
LOCAL 4671
MAXIMIZING SALES OPPORTUNITIES

The Company and CWA acknowledge that the selling of Company products and services is essential to the Company's overall success and employee's long-term job security. Selling with respect to this agreement includes, but is not limited to, the following: identifying opportunities, identifying customer needs, maximizing Frontier's position as a full-service communications company, submitting referrals, active listening and establishing relationships.

Both parties have established that Frontier employees have a large number of regular face-to-face interactions with many Frontier customers. These interactions provide for a number of opportunities for Frontier employees to fulfill sales goals. The Company and the Union agree that all employees do not necessarily have equal opportunities to participate in the sales area. However, it is understood that all employees will attempt to meet those objectives with proper education, training and coaching.

The Company recognizes that some employees are better at selling than others. However, everyone is expected to try, and there is every reason to believe that legitimate efforts will result in positive sales results for the employee and the Company. The Company's focus is to encourage successful sales performance through positive incentives. The Company recognizes the need for quality and timely training and education to enhance the sales efforts of its employees.

The Company will provide employees with the opportunity to take at least 3 hours of the following types of training per calendar year:

1. Products and Services
 - Product updates
 - Training on products relevant to the customers with whom they deal.
 - Training on other Company products such as HSI, Dish Network, packages, features, Internet and long distance.

2. Sales Training
 - Customer contact skills
 - Sales techniques

FOR THE COMPANY:

_____/s/_____

Edward Ward
AVP, Labor Relations
Dated: June 22, 2007

FOR THE UNION:

_____/s/_____

Tom Verkuilen
CWA District Representative
Dated: June 22, 2007

**MEMORANDUM OF AGREEMENT
("MOA hereinafter)**

between

FRONTIER COMMUNICATIONS OF WISCONSIN, LLC.

and

**THE COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO
LOCAL 4671**

RETAIL SALES SPECIALIST

In recognition of the importance of the profitability to the continued operation of Frontier’s Retail Stores, and in order to align employee compensation with the performance and operational efficiencies of Frontier’s Retail Stores, Frontier **Communications of Wisconsin** (hereinafter “the Company” or “Frontier”) and the Communications Workers of America (hereinafter “the Union” or “CWA”), agree to the following:

1. Retail store employees currently in the Sales & Service Specialist title will be reclassified to Retail Sales Specialist. Any employee subsequently placed or hired into a retail store position will be classified as a Retail Sales Specialist. The Retail Sales Specialist will be placed on the current Sales & Service Specialist wage schedule, but an individual Retail Sales Specialist’s compensation will be determined as set forth below.

Over the course of this Agreement, Sales & Service Specialist title will receive the applicable GWI. The Sales & Service Specialist title will have an 18 month progression to top scale. All applicable GWI’s will apply.

2. Retail Sales Specialists will eligible for additional dollars per hour as defined below with the Silver and Gold Achievement Levels.

<u>Silver Achievement Level</u>	<u>Gold Achievement Level</u>
Hourly Differential	Hourly Differential
+ \$1.75/hr	+ \$3.00/hr

Base Rate Changes (Achievement Levels) – Base rate achievement levels will be established quarterly based on the employee’s results in the preceding quarter, and will remain at the set rate for a period of three (3) months.

- a) Criteria for Silver and Gold Achievement Levels

- i. The Company retains the right to determine the criteria to be used when establishing and/or modifying Silver and Gold Achievement Levels. Such criteria may include, but are not limited to, the following: Core Product Sales - to include Video, High Speed Internet, Home Phone Packages, Peace of Mind; Non Core Product Sales – to include Voice Mail, Long Distance, Caller ID, Inside Wire Maintenance.
 - ii. The Company will provide the union with advance notice of the criteria to be used in determining Silver and Gold achievement levels.
3. The remaining **30%** of Retail Sales Specialists’ base hourly wage rate will be converted to incentive-based pay and paid according to the terms of an incentive plan developed and administered solely by the Company. The incentive plan in which these employees will participate will be designated as the “Retail Sales Specialist Incentive Plan”.
- a) The Retail Sales Specialist Incentive Plan for the Retail Sales Specialist classification, including but not limited to the plan components, objectives, measurements, and target incentives, may differ from incentive compensation plan(s) applicable to other classifications.
 - b) The Company retains the right to develop and implement additional retail store commission, incentive and/or performance plans and to modify or discontinue any established commission, incentive and/or performance plans according to the needs of the business, provided that the base compensation of **70%** described shall not be reduced by any such actions.
 - c) The Appendix to this MOA entitled “Retail Sales Specialist Incentive Plan” contains a summary of the Retail Sales Specialist Incentive Plan.

This Memorandum of Agreement is effective on **June 1, 2019**, and **shall expire on June 4, 2022**. The amendments included in this Memorandum of Agreement supersede any Retail Sales Plans or any other provisions in the CBA that are contrary to, or would otherwise affect the terms of this MOA.

FRONTIER COMMUNICATIONS OF
WISCONSIN

THE COMMUNICATIONS WORKERS
OF AMERICA, AFL-CIO, 4671

Roger Baldwin
Sr. Manager – Labor Relations

Clinton Rogers
CWA Staff Representative

Date

Date

MEMORANDUM OF AGREEMENT
FRONTIER COMMUNICATIONS OF WISCONSIN, LLC.

-and-

COMMUNICATIONS WORKERS OF AMERICA
LOCAL 4671

SALES AND SERVICE TECHNICIANS

During collective bargaining negotiations in 2007, the parties discussed the continuing process of creating full flexibility in the duties that can be accomplished by employees in the following classifications holding the respective technician titles:

- Plant Craft Combination Technician
- Plant Craft Installation and Repair (I&R)
- Plant Craft Splicer
- Plant Craft Lineperson

The parties jointly endorse continued utilization and implementation of the “one technician out” (or “single dispatch”) concept as a competitive initiative, with the objective being to service customers wherever possible with a single dispatch and/or work assignment. The Company will continue to train and utilize employees to be able to safely and efficiently perform the entire job in a single dispatch or single assignment, while recognizing that all employees cannot be trained in all disciplines and qualified to perform every technician duty.

In further recognition of these principles, all of the above-listed titles shall be renamed “Sales & Service Technician”. In recognition of the fact that employees will continue to have primary job functions, the Sales and Service Technician titles will be further designated administratively with: (Combination Tech); (I&R); (Cable Splicer) and (Lineperson). These primary job function designations will continue to be used to the extent necessary and practical to compose and administer work groups for such things as tour assignments, vacation selection and overtime administration, but primary job function designations will not serve to limit the duties an employee is assigned or expected to perform consistent with the employee’s safety and the employee’s qualifications, ability, experience and/or training. In addition, in the event of a force adjustment under Article 21, employees will retain their former Plant Craft Combination Technician, Plant Craft I&R, Plant Craft Splicer and Plant Craft Lineperson classification status they held immediately before being re-named Sales and Service Technician.

FOR THE COMPANY:

_____/s/_____

Edward Ward

AVP, Labor Relations

Dated: June 22, 2007

FOR THE UNION:

_____/s/_____

Tom Verkuilen

CWA District Representative

Dated: June 22, 2007

MEMORANDUM OF AGREEMENT
("MOA hereinafter")

between

FRONTIER COMMUNICATIONS OF WISCONSIN, LLC

and

THE COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO
LOCAL 4671

SEASONAL LEAVES OF ABSENCE

Frontier Communications of Wisconsin ("the Company") and Communications Workers of America ("the Union") agree to the provisions concerning a Seasonal Leave of Absence set forth in this Memorandum of Agreement.

- 1. The purpose of a Seasonal Leave of Absence is to provide an alternative method of temporarily adjusting the size of the work force for up to four (4) months in a calendar year. The Seasonal Leave of Absence could be offered by the Company before or in lieu of invoking the layoff provisions as provided for in Article 21 of the Collective Bargaining Agreement.**
- 2. The total period of a Seasonal Leave of Absence will not exceed four (4) months. Seasonal Leave of Absence will be offered by seeking volunteers from the affected classification and affected status and reporting location. This will be done at least thirty (30) days prior to the effective date, unless this period is shortened by mutual agreement of the Company and Union. The decision to offer Seasonal Leave of Absence, the time frame or duration of the leave, the number of Seasonal Leave of Absence authorized, and the location and the classification/status affected will be at the sole discretion of Management.**
- 3. If the number of volunteers is not sufficient to eliminate the surplus, Management will then layoff the remaining surplus employees in accordance with Article 21 of the Collective Bargaining Agreement. If more employees volunteer than needed Management will allow the most senior of the volunteers to take the Seasonal Leave of Absence.**
- 4. While on a Seasonal Leave of Absence, eligible employees shall continue to receive employee discounts on Frontier products and services, Company paid life insurance, and medical/dental insurance benefits to the extent provided to active employees, provided the employee continues to pay applicable employee contributions, if any.**
- 5. Employees granted a Seasonal Leave of Absence prior to year end will be required to take all unused or remaining PTO prior to the end of the calendar year in which the**

leave is to begin. In addition, the employees will be required to use all PTO scheduled during the month(s) for the calendar year in which the Seasonal Leave of Absence ends.

6. All Seasonal Leave of Absences are without pay and are subject to approval by Management. Application of unemployment compensation will not be contested by the Company.
7. This Memorandum of Agreement shall in no way limit Management from utilizing other Company employees to perform work assignments of the nature performed previously by an employee who may be on a Seasonal Leave of Absence.
8. Upon return to work, employees granted a Seasonal Leave of Absence shall receive accredited service and seniority for the period of the Seasonal Leave of Absence.
9. At the end of the approved Seasonal Leave of Absence, employees will be guaranteed reinstatement to a job within their previous classification and reporting location.
10. Employees are required to return to work on the agreed upon date. Failure to return on the expected return date, for other than a personal compelling reason as determined by Management, will result in termination of employment. Should an employee be unable to return to work due to personal illness or injury and that illness or injury would be covered by the Company's sickness disability benefits, the employee may apply for sickness disability benefits for the remainder of the time that would normally be covered by sickness disability benefits.
11. Reinstatement is subject to any contractual provisions of the Collective Bargaining Agreement which covers adjustments to the work force that may have occurred during the Seasonal Leave of Absence of affected employees.
12. As a condition of Seasonal Leave of Absence, employees are required to comply with any applicable Union Membership provisions for the employee's state, as outlined in Article 2 of the Collective Bargaining Agreement.

This Memorandum of Agreement is effective on June 1, 2019, and shall expire on June 4, 2022. The parties specifically agree that the terms and conditions set forth in this Memorandum of Agreement shall also terminate on June 4, 2022, and shall not survive the expiration of this Memorandum of Agreement unless agreed to by the parties in writing.

FOR:
Frontier Communications of
Wisconsin

FOR:
Communications Workers of America

Roger Baldwin
Sr. Manager, Labor Relations

Clinton Rodgers
CWA Staff Representative