



Patrick J. Prindeville
Executive Director
Labor Relations

140 West Street
Room 09-114
New York, NY 10007

O 212 519.4867
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March 10, 2020

Ms. Gladys M. Finnigan
Assistant to the Vice President
Communications Workers of America
AFL-CIO, District One
80 Pine Street, 37th Floor
New York, New York 10005

Re: COVID – 19 Testing

Dear Ms. Finnigan:

This confirms our agreement with respect to cost sharing for COVID -19 testing under the <<Verizon Medical Expense Plan for New York and New England Associates>> (the "Plan") for active and Pre-Medicare retirees. Effective immediately and until further notice the cost of physician ordered COVID-19 tests for participants of the Plan will be covered at 100% when done in an approved laboratory location that meets CDC guidelines.

The Company reserves the right in its sole discretion to suspend this enhancement and will provide thirty (30) days' notice to the Union before such change takes effect. This agreement is non-precedent setting and shall not be cited in any other matter between the parties, except as necessary to enforce the terms of this agreement. Please indicate your agreement by signing below.

Very truly yours,

Patrick J. Prindeville
Executive Director - Labor Relations

Agreed:

Gladys M. Finnigan – Assistant to the Vice President
Communications Workers of America

Dated: March 11, 2020



Patrick J. Prindovilla
Executive Director
Labor Relations

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March 13, 2020

Ms. Gladys M. Finnigan
Assistant to the Vice President
Communications Workers of America
AFL-CIO, District One
80 Pine Street, 37th Floor
New York, New York 10005

RECEIVED
MAR 13 2020

BY:

Re: COVID-19 Work At Home

Dear Ms. Finnigan:

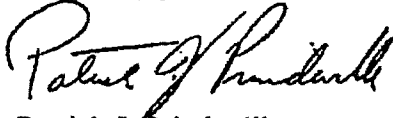
As a result of the current COVID-19 outbreak, through the end of April ^{2020 JMS} certain eligible associates shall be entitled to work at home on a voluntary basis. Management will determine how many associates are eligible to work at home by title, location and work group, and associates in the eligible title, location and work group will volunteer to work at home. If there are more volunteers in a particular title, location and work group than management determines are eligible to work at home, volunteers will be selected by seniority. Every accepted volunteer's wages, benefits and other terms and conditions of employment will continue to be governed by the applicable collective bargaining agreement.

Accepted volunteers will be responsible for installing and maintaining all Company property provided to them in order to perform work at home. While working at home, it is the accepted volunteer's responsibility to comply with all Company rules and policies. For example, all accepted volunteers must use all Company property in accordance with Company rules and policies and protect Company and customer proprietary information in accordance with such rules and policies. Management retains the discretion to terminate an accepted volunteer's temporary work at home arrangement if an accepted volunteer fails to abide by the Company's work rules or policies. If any accepted volunteer comes to their normal reporting location during their temporary work at home arrangement, no payment for mileage or travel time will be made.

This agreement is without prejudice or precedent to any position that any party to this agreement may wish to take in any other proceeding involving any matter. This agreement, and the underlying facts related to this agreement, shall not be cited by any party in any proceeding in any forum including, but not limited to, any arbitration or matter before any federal, state or local court or administrative agency, involving any matter, except as necessary to enforce the terms of this agreement.

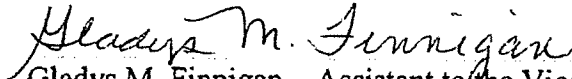
Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Very truly yours,



Patrick J. Prindeville
Executive Director - Labor Relations

Agreed for the Union:



Gladys M. Finnigan Assistant to the Vice President
Communications Workers of America

Dated: March 13, 2020



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March 15, 2020

Ms. Gladys M. Finnigan
Assistant to the Vice President
Communications Workers of America
AFL-CIO, District One
80 Pine Street, 37th Floor
New York, New York 10005

Re: Telehealth

Dear Ms. Finnigan:

In furtherance of ongoing public health coronavirus containment efforts and consistent with recommendations from the CDC, effective immediately and until further notice, the Verizon Medical Expense Plan for New York and New England Associates will cover telehealth services at the same cost that applies to an office visit with a primary care physician. This agreement is without precedent with respect to any other matter. Please indicate your agreement by signing below.

Very truly yours,

Patrick J. Prindeville
Executive Director - Labor Relations

Agreed for the Union:

Gladys M. Finnigan – Assistant to the Vice President
Communications Workers of America

Dated: March 15, 2020



Patrick J. Prindevile
Executive Director
Labor Relations

140 West Street
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March 15, 2020

Ms. Gladys M. Finnigan
Assistant to the Vice President
Communications Workers of America
AFL-CIO, District One
80 Pine Street, 37th Floor
New York, New York 10005

Re: COVID-19 Back-up Care Advantage Program

Dear Ms. Finnigan:

As a result of the COVID-19 outbreak, through the end of April 2020 the Company will offer Associates Bright Horizons back-up care benefits (summarized in the attachment) on the same terms it offers such benefits to management employees. Through the end of April, if the Bright Horizons back-up care benefits are modified for management employees, they will be identically modified for Associates.

Effective March 16, 2020, the benefits for management employees have been modified as follows:

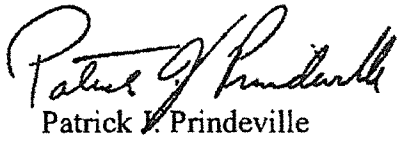
- The annual limitation of hours for full-time employees (80 hours) and part-time employees (40 hours) has been eliminated during the month of March 2020

Any hours an Associate utilizes on the Bright Horizons back-up care benefits from March 16th through March 31st will not be counted towards their annual limit if such a limit is reinstated before the end of April.

This agreement is without prejudice or precedent to any position that any party to this agreement may wish to take in any other proceeding involving any matter. This agreement, and the underlying facts related to this agreement, shall not be cited by any party in any proceeding in any forum including, but not limited to, any arbitration or matter before any federal, state or local court or administrative agency, involving any matter, except as necessary to enforce the terms of this agreement.

Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Very truly yours,



Patrick K. Prindeville
Executive Director – Labor Relations

Agreed for the Union:



Gladys M. Finnigan – Assistant to the Vice President
Communications Workers of America

Dated: March 15, 2020

Back-up Care Advantage Program

Back-up Care Advantage program is designed to provide temporary care for your children or adult/elder family members to allow you to "get to work." Please remember, you may not use the program for non-work related purposes. If you have any questions at all regarding program policies, please contact **Bright Horizons** (<http://backup.brighthorizons.com/>).

Awareness is key...

Safeguarding your child with the facts is necessary. Bright Horizons has pulled together with some experts a quick guide to help you talk to your child about the virus and address their concerns in a way that is developmentally appropriate. To access this guide, navigate to the following page: Talk to Your Child About COVID - 19 (novel coronavirus) (<https://www.brighthorizons.com/family-resources/talking-to-children-about-covid19>)

Backup Care Notice: Coronavirus Exposure

We are requiring that YOU DO NOT USE BRIGHT HORIZONS BACK-UP CARE FOR 14 DAYS following the last potential exposure, if any member of your household has (or has been in close contact with anyone else who has):

- A suspected or confirmed case of COVID-19, or
- Recently returned from a *Level 2 or *Level 3 area, as designated by the Center for Disease Control

If, at the end of this 14-day period, no household member has experienced any symptoms, use of back-up care is allowed. If any household member does experience symptoms during that 14-day period, you will need to obtain medical clearance before use of back-up care will be allowed.

Individuals in the same household, including individuals who may not live in the household but may be staying there or are otherwise present in the household on a regular basis (e.g. nannies, caregivers, home health workers, contractors, etc.) are considered to be in close contact.

To keep yourself aware of any changes, please access the Bright Horizons online resource page at www.brighthorizons.com/covid19.

Program Policies

Care for children or adult/elder family members while you recover from surgery or other medical therapies are considered non-work related situations and are therefore not covered. Likewise, care requests so you may get some sleep in order to work the next day are not covered.

To access the Back-up Care Advantage program, call 1-877 BH CARES (242-2737) to contact our Back-up Care Specialists, or **Enroll On-line at Bright Horizons**

(<http://backup.brighthorizons.com/>) to initiate a search The user name is: Verizon; Password is: Benefits4You. Be sure to have specific dates when back-up care will be needed in order for you to continue to work.

What's in it for me (WIIFM)?

Back-up Care Specialists can...

- begin to search for care up to 30 days in advance! For in-home care, specific caregivers cannot be guaranteed but care can be scheduled. In some cases, drop-in care availability may not be known until closer to the date care is required.
- contact all appropriate providers directly to verify availability of care based on the dates needed, ages of individuals requiring care, times of the day or night to be covered, and your specific needs. Therefore, Back-up Care Specialists are not able to provide you with general lists of providers.

Once you make a request for back-up care, Back-up Care Specialists will...

- notify you within 2 hours with a status update as to whether care is available.

NOTE: It may take 4 hours from search initiation for an in-home caregiver to arrive at your home, assuming care is available. These response times apply only to traditional business hours. The response times to calls made to Back-up Care Options during non-traditional hours are dependent upon provider business hours.

Other helpful info...

- The total number of hours that you use care (either in the home or through the drop-in child care centers) will be accumulated toward your annual subsidized allotment.
- As a full time employee, you have a total of 80 hours of Back-up Care, which is renewable each year on January 1.
- Part time employees have a total of 40 hours of Back-up Care, also renewable on January 1.

NOTE: If you enroll more than one child into drop-in care on the same day with the same provider, you will only be assessed the number of hours used by one child toward your annual allotment. For example: 2 children in the same family each use 8 hours of

care in one drop-in center for a total of 8 hours of back-up care counted against your annual allotment.

You should know...

- Back-up Care Specialists will educate you on all appropriate back-up care options to meet your individual needs. For instance, if drop-in care is requested but not available or appropriate for a particular situation, an in-home care option will be explored with you.
- Care is not guaranteed, but every effort will be made by the Back-up Care Specialist to solve the temporary breakdown of care so that you may get to work.
- Back-up Care Specialists will gladly work with you if providers are not readily available or none are located in your area.

NOTE: You must cancel care at least 6 hours before scheduled care is to begin or you may be charged a \$100 cancellation fee.

- If you contact the Back-up Care Advantage program in the morning but care is unavailable, a Back-up Care Specialist will make every effort to find care to cover the second half of the day, or offer to schedule care for the next day so you can get to work.
-
- You may also access the Back-up Care Advantage program when taking your family with you for business travel. Because of the national scope of the network, you may request care in your destination city. In some cases, drop-in care may be appropriate and available at local child care centers. In almost all cases, the in-home providers can send a caregiver to the hotel to care for your child or adult/elderly relative.

NOTE: You are responsible for your co-payment. If you are more than 30 days delinquent for your co-payment services may be suspended.

Home Care Agencies

If you are authorized to work from home, and need temporary in-home care for children or adult/elder family members, you may access the Back-up Care Advantage program to allow you to continue to work.

In-home care can be used for all ages, sick or healthy, 24 hours a day, 7 days a week. The co-payment for in-home care is \$4 per hour which covers up to three (3) children or adults in the same home. An additional hourly fee may be charged if more than one caregiver is required to care for all of the individuals in your home.

During inclement weather (snow days, ice or severe storms, hurricanes, etc.) a Back-up Care Specialist will contact the appropriate in-home agencies in the area to determine if they are still sending caregivers out on the road to service cases. If not, you will be notified that it is not considered safe by the agencies to send providers to your home.

In-home care through the Back-up Care Advantage program may be used for an adult or elderly relative of yours, in your home or in your relative's home. Access to care will be determined based on whether you would have to miss work in order to care for the adult/elderly relative. This option can be used for long-distance care giving in special circumstances.

You may request back-up care at any time during the day or night in which you are required to be at work. If you need back-up care beyond your regularly scheduled hours, multiple caregivers may be provided, however you will have to pay the private pay, unsubsidized rate for additional hours.

The in-home program is typically staffed by Certified Nursing Assistants or Home Companions educated and trained in either child or elder care. If a higher level of skilled care is required for a particular situation, you will have the option of paying the difference between the contracted rate and the rate for the higher skilled practitioner. Bright Horizons will invoice you this additional fee, plus any hourly co-payment, after the care has been provided.

You may request the same caregiver from a particular in-home agency but Bright Horizons cannot guarantee that person will be available each time.

Once in-home care has been scheduled, you may request that the caregiver call before coming to your home to discuss their background, training and the specific needs of your family. It is not possible however, for you to interview prospective in-home caregivers before scheduling. Should you decide not to accept a caregiver for back-up care services once the caregiver arrives at your home, you must call Bright Horizons immediately to discuss the problem, and identify an alternative solution.

Child Care Centers

Drop-in care through our network of licensed child care centers, can typically be used for healthy children only, during the normal hours of operation for each individual center. In some locations, sick care centers or 24-hour centers may be available.

The co-payment for drop-in care is \$2 per hour, for each child (available for healthy children only).

Employees may request on-site visits at their local contracted drop-in child care centers by calling the toll-free number and scheduling a visit through the Back-up Care Specialist who will make all of the arrangements between the employee and the center.



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March 16, 2020

Ms. Gladys M. Finnigan
Assistant to the Vice President
Communications Workers of America
AFL-CIO, District One
80 Pine Street, 37th Floor
New York, New York 10005

Re: Leave Agreement

Dear Ms. Finnigan:

As a result of the COVID-19 outbreak, the Company will offer the following excused leaves to associates:

1. For those medically diagnosed with COVID-19, we will offer a leave of absence up to 26 weeks with pay at the basic hourly rate from the first date of absence until the individual is medically cleared to return to work.
2. For those who have been directed by a doctor to remain out of the workplace during the COVID-19 outbreak due to an underlying health condition (their own or that of a household member) and who are unable to work from home, we will offer a leave of absence up to 8 weeks with pay at the basic hourly rate and up to 18 weeks of 60% pay at the basic hourly rate (terminating sooner if/when the associate is able to return to the workplace or work from home).
3. For those who establish that they are unable to work because they are caring for a child whose school or daycare has been closed due to COVID-19 and for whom another childcare option (e.g., Bright Horizons, childcare provider reimbursed through Bright Horizons or family member) is not available, we will offer a leave of absence with up to 8 weeks of pay at the basic hourly rate and up to 18 weeks of 60% pay at the basic hourly rate (terminating sooner if/when the associate is no longer caring for such a child, the child's school or daycare reopens or other childcare option is available).
4. For those who establish that they are unable to work because they are caring for a person medically diagnosed with COVID-19 who is unable to provide self-care and for whom another caregiver is not available, we will offer a leave of absence with up to 8 weeks of pay at the basic hourly rate and up to 18 weeks of 60% pay at the basic hourly rate (terminating sooner if/when the associate is no longer caring for such an individual, the individual is able to provide self-care or another caregiver is available).

These leaves will not be used to prorate either the Corporate Profit Sharing (CPS) or the Lump Sum Payment.

The Company will determine administrative practices to validate qualification for these leaves of absence which may include periodic re-qualification. Amounts paid by the Company under these leaves will be subject to reduction, offset or repayment based upon any other payments that an individual may otherwise receive from Verizon for that time period (e.g., vacation pay). Amounts paid by the Company under these leaves will be subject to reduction, offset or repayment based upon any other payments that an individual may otherwise receive for that time period under any Verizon plan or from any governmental plan or benefit, and the Company reserves the right to require that associates access such plans or benefits prior to receiving pay for these leaves.

This agreement is without prejudice or precedent to any position that any party to this agreement may wish to take in any other proceeding involving any matter. This agreement, and the underlying facts related to this agreement, shall not be cited by any party in any proceeding in any forum including, but not limited to, any arbitration or matter before any federal, state or local court or administrative agency, involving any matter, except as necessary to enforce the terms of this agreement.

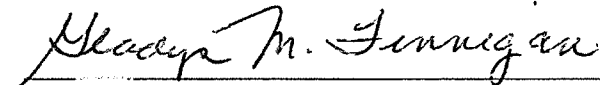
Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Very truly yours,



Patrick J. Prindeville
Executive Director – Labor Relations

Agreed for the Union:



Gladys M. Finnigan – Assistant to the Vice President
Communications Workers of America

Dated

March 17, 2020