

**600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038**

**Larry Best
Manager – Labor Relations**

June 24, 2021

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: Care.com Premium Membership and Back-up Care Benefits for Remainder of 2021

Dear Sylvia,

The Company plans to provide a premium membership with Care.com as well as access to Care.com backup care benefits, under the terms described below, to all active bargaining unit members effective July 1, 2021.

Enrollment in the Care.com premium membership is voluntary, and employees will be required to log into the Care.com site to activate their premium membership, which will be provided at no cost to the Associates. As with the Bright Horizons backup care benefits, the Company will offer Associates Care.com benefits on the same terms it offers such benefits to management employees. Accordingly, if benefits available through Care.com are modified for management employees, they will be identically modified for Associates.

Consistent with the backup care benefits available to management employees, backup care benefits available to West Associates will be modified as set forth below:

- For the remainder of 2021, if an Associate resides in an area where caregiving alternatives are available through the Bright Horizons or Care.com networks and their regular care arrangements are not available, they will be eligible for up to 80 hours of backup care through Bright Horizons or up to 10 days of backup care through Care.com or any combination of both not to exceed 80 hours in total. Effective July 1, Associates residing in areas where caregiving alternatives are available through the Bright Horizons or Care.com networks will no longer be eligible for reimbursement under the Emergency Verizon Backup Care Policy.
- For the remainder of 2021, if an Associate resides in an area where caregiving alternatives are not available through the Bright Horizons or Care.com networks and their regular care arrangements are not available, they will continue to be eligible to submit requests for reimbursement through the Emergency Verizon Backup Care Policy so long as the situation satisfies the Policy requirements. As set forth in that Policy, eligible child/elder care services by a caregiver of the Associate's choice will be reimbursed \$15 per hour with a maximum payout of \$100 per day, per family.

The Bright Horizons and Care.com benefits will be administered by Bright Horizons and Care.com respectively, and no matter concerning these benefits shall be subject to the grievance or arbitration process. Moreover, these benefits and all the terms and conditions relating to them, and the resolution of any disputes involving the terms, conditions, interpretation, or administration of the benefits shall be determined by and at the sole discretion of the Company.

The Company agrees to provide the Unions with advance notification of material changes to these Bright Horizons and Care.com benefits including, but not limited to, diminishment or termination of the benefits at least thirty (30) days in advance of the effective date.



The union's acceptance of this proposal will not become effective unless and until all the West contracts agree to the terms set forth herein. Absent agreement of each of the above in the immediately preceding sentence, this proposal may be withdrawn without precedent or prejudice.

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

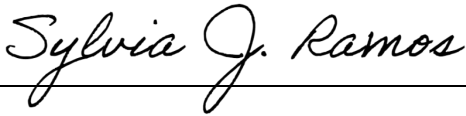
Sincerely,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:



July 7, 2021

Assistant to the Vice President

600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager – Labor Relations

June 24, 2021

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Via email: sramos@cwa-union.org

Re: TeleHealth

Dear Sylvia:

The parties agree that effective August 1, 2021 the Plan for Group Insurance and the Verizon Retiree Group Health Plan for West Associates (the "Plans") for active associates and Pre-Medicare retirees will cover telehealth services at a \$10 copay. Telemedicine office visits coded in conjunction with COVID-19 testing will continue to have no cost sharing for as long as that is required by the Coronavirus Aid, Relief, and Economic Security (CARES) Act. This agreement is without precedent with respect to any other matter. Please indicate your agreement by signing below.

Sincerely,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:



Assistant to the Vice President

July 7, 2021

600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager – Labor Relations

September 30, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: Texas COVID-19 Backup Care – Extension

Dear Sylvia,

As a result of the COVID-19 outbreak, through December 31, 2020, the Company will offer Associates Bright Horizons back-up care benefits on the same terms it offers such benefits to management employees. Additionally, from March 16th through December 31, 2020 the Company will eliminate the annual limit on the number of hours an employee can utilize on Bright Horizon back-up care benefits. Additionally, from March 16th through December 31, 2020 any hours an employee utilizes on Bright Horizon back-up care benefits will not be counted towards their annual limit if such a limit is reinstated.

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.

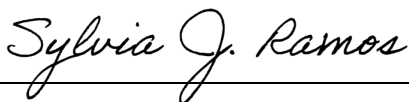
Sincerely,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:



10/02/20

Sylvia J. Ramos
Assistant to the Vice President

600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager – Labor Relations

September 25, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: COVID-19 Excused Leaves Update

Dear Sylvia,

For associates who have exhausted 26 weeks of any of the leaves available pursuant to the March 17, 2020, COVID-19 Leave Agreement (the "COVID Leave Agreement") the Company will provide up to an additional 26 weeks of such leave without pay (terminating sooner if/when the associate is no longer eligible for such leave under the eligibility terms set out in the COVID Leave Agreement).

The associate will remain on active benefits and continue to accrue service credit during such leave. While on the unpaid portion of such leave except to the extent the associate receives any other payments from Verizon (e.g., vacation, disability benefit payments), the associate's typical payroll deductions (e.g., employee medical contributions, union dues) will build up and be paid in arrears upon the associate's return to paid status.

The Company will determine administrative practices to validate qualification for these leaves of absence which may include periodic re-qualification.

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 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.

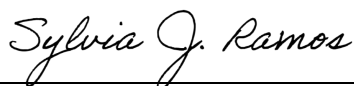
Sincerely,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:



9/25/20

Sylvia J. Ramos
Assistant to the Vice President



600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager – Labor Relations

September 15, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: Texas COVID-19 Work At Home – Renewal

Dear Sylvia,

As a result of the ongoing COVID-19 outbreak, through December 31, 2020, or until the public health emergency is over and full occupancy of buildings and offices is advisable, whichever is later, 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 (and he/she can only do so with approval), no payment for mileage or travel time will be made.

Upon written notice to the Company, an associate may withdraw from work-at-home. If an associate does so, he/she will only be eligible to subsequently re-elect work-from-home at the Company's discretion. The Company will honor an associate's notice to withdraw from work-at-home as soon as practical (generally within 14 days but no more than 30 days). In the interim, the associate will continue to work at home.

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.

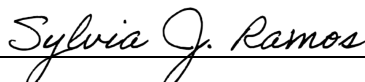
Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Sincerely,

Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:



Sept. 16, 2020

Sylvia J. Ramos
Assistant to the Vice President



600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager – Labor Relations

July 2, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: Texas COVID-19 Backup Care – Renewal

Dear Sylvia,

As a result of the COVID-19 outbreak, through September 30, 2020, the Company will offer Associates Bright Horizons back-up care benefits on the same terms it offers such benefits to management employees. Additionally, from March 16th through September 30, 2020 the Company will eliminate the annual limit on the number of hours an employee can utilize on Bright Horizon back-up care benefits. Additionally, from March 16th through September 30, 2020 any hours an employee utilizes on Bright Horizon back-up care benefits will not be counted towards their annual limit if such a limit is reinstated.

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.

Sincerely,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:



July 8, 2020

600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager – Labor Relations

May 15, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: Texas COVID-19 Work At Home – Renewal

Dear Sylvia,

As a result of the current COVID-19 outbreak, through September 30, 2020, 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.

Sincerely,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:

Sylvia J. Ramos

May 15, 2020

600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager – Labor Relations

April 28, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: Texas COVID-19 Backup Care – Renewal

Dear Sylvia,

As a result of the COVID-19 outbreak, through June 30, 2020, the Company will offer Associates Bright Horizons back-up care benefits on the same terms it offers such benefits to management employees. Additionally, from March 16th through June 30, 2020 the Company will eliminate the annual limit on the number of hours an employee can utilize on Bright Horizon back-up care benefits. Additionally, from March 16th through June 30, 2020 any hours an employee utilizes on Bright Horizon back-up care benefits will not be counted towards their annual limit if such a limit is reinstated.

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.

Sincerely,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:

Sylvia J. Ramos

April 28, 2020

**600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038**

**Larry Best
Manager – Labor Relations**

April 28, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: Texas Bonuses For Those Not Enabled for Work-From-Home – Renewal

Dear Sylvia,

As a result of the COVID-19 outbreak, the Company may pay bonuses to associates in positions that are not enabled to work from home while they are actively working. To the extent the Company pays such bonuses, all full-time associates in the bargaining unit who meet these criteria and either live or work in a jurisdiction that has a stay-in-place/shelter-in-place order or equivalent order then in effect will receive the same bonus amount (subject to reduction, offset or repayment based on any federal, state or local provision requiring or making available premium or equivalent pay for such persons).

In addition, the Company may pay bonuses to associates in positions that are not enabled to work from home while they are on a leave of absence due to being medically diagnosed with COVID-19. To the extent the Company pays such bonuses, all full-time associates in the bargaining unit who meet these criteria and either live or work in a jurisdiction that has a stay-in-place/shelter-in-place order or equivalent order then in effect will receive the same bonus amount (subject to reduction, offset or repayment based on any federal, state or local provision requiring or making available premium or equivalent pay for such persons).

In addition, the Company may pay bonuses to associates in positions that are not enabled to work from home while they are (a) directed by Verizon to self-quarantine because of potential exposure to COVID-19 identified by Verizon; or (b) directed by Verizon to self-quarantine with pay following Verizon's review of circumstances after a doctor or government official has directed self-quarantine because of potential exposure to COVID-19. To the extent the Company pays such bonuses, all full-time associates in the bargaining unit who meet these criteria and either live or work in a jurisdiction that has a stay-in-place/shelter-in-place order or equivalent order then in effect will receive the same bonus amount (subject to reduction, offset or repayment based on any federal, state or local provision requiring or making available premium or equivalent pay for such persons)

Any such bonus payments do not constitute wages and as such shall not impact or be impacted by any other provisions of the applicable collective bargaining agreement that would regularly be impacted by wages or wage rates, including (but not limited to) provisions for differentials, holidays worked, etc. Any such bonus payments will not be required to be included in wages for computation of overtime, except to the extent the Company determines such inclusion is required by law. Any such bonus payments will not be required to be included in wages for benefits or any other purpose.

This agreement shall remain in effect through June 30, 2020.

Re: Bonuses For Those Not Enabled for Work-From-Home – Renewal (continued)

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, 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.

This letter contains the entire agreement between the parties with respect to the matters described above.

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

Sincerely,



Larry Best
Manager – Labor Relations

Agreed:

Communications Workers of America

Date:



April 28, 2020

600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager – Labor Relations

April 28, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: Texas COVID-19 Work At Home – Renewal

Dear Sylvia,

As a result of the current COVID-19 outbreak, through June 30, 2020, 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.

Sincerely,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:



April 28, 2020

600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager – Labor Relations

April 14, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: COVID-19 Medical Support Leave

Dear Sylvia:

In light of federal, state and municipal calls for medically-trained individuals to support in responding to the COVID-19 outbreak, the Company will enable medically-trained associates (e.g., doctors, nurses, EMTs) providing such medical support to take a leave of absence in one week intervals of up to 8 weeks with pay at their basic hourly rate and up to 18 weeks with pay at 60% of the basic hourly rate (subject to termination at any time during the 26-week period if/when the associate ceases or curtails work supporting the COVID-19 response effort).

The Company will determine administrative practices to validate initial qualification and continued eligibility for this leave of absence, which may include submission of documents about the services being provided, and reserves the right to terminate a leave if the public health justification is deemed insufficient. Amounts paid by the Company for this leave will be subject to reduction, offset or repayment based upon any other payments that an individual may otherwise receive for that time period from Verizon or from any other entity (e.g., military pay). This leave will not be used to prorate the Team Performance Award (TPA). Amounts paid by the Company under this leave 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 this leave.

Time on this COVID-19 medical support leave will not count towards the 36 months of available enhanced military leave.

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, 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.

This letter contains the entire agreement between the parties with respect to the matters described above. Please indicate your agreement with the above by signing a copy of this letter where indicated and returning it to me.

Sincerely,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:

Sylvia J. Ramos

April 15, 2020

**600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038**

**Larry Best
Manager – Labor Relations**

March 30, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: Bonuses For Those Not Enabled for Work-From-Home

Dear Sylvia,

As a result of the COVID-19 outbreak, through April 2020, the Company may pay bonuses to associates in positions that are not enabled to work from home while they are actively working. To the extent the Company pays such bonuses, all full-time associates in the bargaining unit who meet these criteria will receive the same bonus amount.

In addition, through April 2020, the Company may pay bonuses to associates in positions that are not enabled to work from home while they are on a leave of absence due to being medically diagnosed with COVID-19. To the extent the Company pays such bonuses, all full-time associates in the bargaining unit who meet these criteria will receive the same bonus amount.

In addition, through April 2020, the Company may pay bonuses to associates in positions that are not enabled to work from home while they are (a) directed by Verizon to self-quarantine because of potential exposure to COVID-19 identified by Verizon; or (b) directed by Verizon to self-quarantine with pay following Verizon's review of circumstances after a doctor or government official has directed self-quarantine because of potential exposure to COVID-19. To the extent the Company pays such bonuses, all full-time associates in the bargaining unit who meet these criteria will receive the same bonus amount.

Any such bonus payments do not constitute wages and as such shall not impact or be impacted by any other provisions of the applicable collective bargaining agreement that would regularly be impacted by wages or wage rates, including (but not limited to) provisions for differentials, holidays worked, etc. Any such bonus payments will not be required to be included in wages for computation of overtime, except to the extent the Company determines such inclusion is required by law. Any such bonus payments will not be required to be included in wages for benefits or any other purpose.



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, 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.

This letter contains the entire agreement between the parties with respect to the matters described above.

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

Very truly yours,

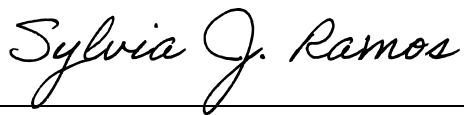


Larry Best
Manager – Labor Relations

Agreed:

Communications Workers of America

Date:



March 31, 2020

3-30-2020

Advanced Notice to the Union re: The Back-up Care Advantage Program

Dear Sylvia, this message is to inform you the Bright Horizons back-up care annual limitation of hours for full-time employees (80 hours) and part-time employees (40 hours) has been eliminated during the month of April 2020. Any hours an Associate utilizes on the Bright Horizons back-up care benefits from March 16th through April 30th will not be counted towards their annual limit.

This expansion of the Bright Horizons back-up care program is in accordance with the attached agreement, which states: "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."

Please let me know if you have any questions or concerns about this notice. Also attached for your review is a document with details about the Back-up Care Advantage Program

Sincerely,

Larry

verizon
Larry Best

Manager
Labor Relations

O 972 457 8042
M 214 681 8936
600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

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) (<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.brighthouse.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.

600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager – Labor Relations

March 13, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: COVID-19 Work At Home - Texas

Dear Sylvia,

As a result of the current COVID-19 outbreak, through the end of April 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.

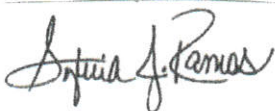
Very truly yours,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:



March 18, 2020

600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager – Labor Relations

March 16, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: COVID-19 Back-up Care Advantage Program - VSSI

Dear Sylvia,

As a result of the COVID-19 outbreak, through the end of April 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,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:



March 18, 2020

600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager – Labor Relations

March 16, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: COVID-19 Back-up Care Advantage Program - Texas

Dear Sylvia,

As a result of the COVID-19 outbreak, through the end of April 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.

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

Very truly yours,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:



March 18, 2020

600 Hidden Ridge
Mail Code: E03H37
Irving, Texas 75038

Larry Best
Manager - Labor Relations

March 17, 2020

Sylvia J. Ramos
Assistant to Vice President
Communication Workers of America, District 6
The Parkway, Building One
4801 Southwest Parkway, Suite 145
Austin, Texas 78735

Re: COVID-19 Excused Leaves

Dear Sylvia,

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 with pay at 60% of 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 and who are unable to work from home, 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 pay at 60% of 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 pay at 60% of 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).

verizon[✓]

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.

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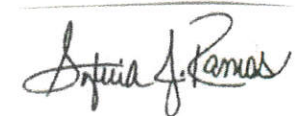
Very truly yours,



Larry Best
Manager – Labor Relations

Agreed:
Communications Workers of America

Date:



March 18, 2020