

4:00 P.M.

2000 COMMON ISSUES

MEMORANDUM OF UNDERSTANDING

BETWEEN VERIZON DELAWARE INC.,

VERIZON MARYLAND INC., VERIZON NEW JERSEY INC.,

VERIZON PENNSYLVANIA INC., VERIZON SERVICES CORP.,

VERIZON VIRGINIA INC., VERIZON WASHINGTON, D.C.

INC.

AND VERIZON WEST VIRGINIA INC.

AND

COMMUNICATIONS WORKERS OF AMERICA

AUGUST 23, 2000

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MEMORANDUM OF UNDERSTANDING

CONCERNING COMMON ISSUES

I. PARTIES/RATIFICATION/DURATION

This Memorandum of Understanding dated August 23, 2000 (hereinafter "the Date of this Memorandum") and effective as of August 6, 2000 (hereinafter "the Effective Date of this Memorandum"), by and between Verizon Delaware Inc., Verizon Maryland Inc., Verizon New Jersey Inc., Verizon Pennsylvania Inc., Verizon Services Corp., Verizon Virginia Inc., Verizon Washington, D.C. Inc., and Verizon West Virginia Inc. (hereinafter, "the Companies"), and Communications Workers of America, AFL-CIO (hereinafter, "CWA"), sets forth the terms of the agreement between the Companies and the CWA regarding common issues.

As used in this agreement, the term "employees" and "associates" refers to those employees of the Companies who are in bargaining units represented by CWA.

This Memorandum binds each of the Companies and the CWA to incorporate the terms hereinafter set forth into the collective bargaining agreements between each of the Companies and the CWA.

This understanding as to Common Issues terms shall become effective if, and only if, ratified by the combined results of the voting in the bargaining units in the Companies represented by the CWA on or before 11:59 p.m. on September 30, 2000.

Each of these Company and CWA contracts and other specified agreements shall terminate unless extended by mutual agreement, at 11:59 p.m. on August 2, 2003.

II. WAGES

Base Wage Increases

An initial wage increase shall be effective on August 6, 2000.

The schedule of wage increases for the term of this Agreement shall be as follows:

Effective Date	Percentage Increase	Applied to:
Sunday, 8/6/00	4%	all steps of the basic wage schedules
Sunday, 8/5/01	3%	all steps of the basic wage schedules
Sunday, 8/4/02	5%	all steps of the basic wage schedules

Furthermore, a wage increase for the Consultant/Service Representative titles of 4% shall be effective on August 6, 2000. This increase will be applied to all steps of the applicable basic wage schedules before application of the general base wage increase.

Corporate Profit Sharing (CPS)

The following Corporate Profit Sharing Plan shall apply during the term of this Agreement, in place of the prior terms of the plan:

Section 1. Plan Purpose. The Corporate Profit Sharing Plan ("CPS") is designed to encourage and reward employees for their contribution to Company profits.

Section 2. Plan Years. The Plan will provide awards for results in calendar years 2000, 2001 and 2002, with awards payable in 2001, 2002 and 2003.

Section 3. Eligibility.

- (a) **Eligible Employees.** Full-time and part-time regular, term and temporary employees who are on the payroll for at least 90 days during an applicable Plan Year will be eligible to receive a CPS Distribution to the extent earned and payable. Employees who resign or are discharged for cause prior to December 31 of the Plan Year forfeit their eligibility to receive a CPS Distribution.

- (b) **Proration for Partial Years.** For an employee who is employed more than 90 days, but less than 12 months, of the Plan Year, the employee's CPS Distribution will be prorated by twelfths to correspond to the number of months of participation during the

Plan Year. For purposes of proration, a month will be taken into account if the employee is actively participating on the first day of the calendar month.

- (c) Proration for Part-Time Employees. CPS Distribution for each eligible part-time employee will be prorated as a percent of the normal workweek for a full-time employee in the same title.

Section 4. Time Worked and Leaves of Absence. The following will count as time on the payroll for CPS Distributions:

- (a) Absence attributable to approved sickness or accident disability up to accrued FMLA leave.
- (b) Departmental leave (up to 30 days).
- (c) Time that an employee is eligible to receive pay for Military Leave.
- (d) Up to 30 days for Anticipated Disability Leave and Child Care leave combined.
- (e) Up to 30 days for any other approved leave.

An employee shall not lose eligibility if, on December 31 of the applicable Plan Year, the employee is absent for one of the reasons stated in (a) through (e) above.

Section 5. Separations. An employee who is otherwise eligible for a CPS Distribution will not lose eligibility due to the following separations (so long as

the employee has a period of at least 90 days of active participation during the Plan Year):

- (a) Retirement
- (b) Separation due to force surplus
- (c) Transfer (or a quit/hire, with a break not exceeding 30 days) to another company that participates in this Plan or to an affiliated company with a collectively bargained corporate profit sharing plan that is substantially similar to this Plan, and the employee is on the payroll of such company on December 31 of the same year
- (d) Death of the employee
- (e) Promotion to management, and the employee is on the payroll of the company in which he or she is employed as a manager on December 31 of the same year

An employee who is separated from the active payroll for the above reasons will receive a CPS distribution that shall be prorated as described in Section 3

Section 6. CPS Distribution Calculations.

- (a) Standard Award. The “Standard” CPS Distribution shall be as follows:

<u>Performance Year</u>	<u>Standard CPS Distributions</u>	<u>Year Payable</u>
2000	\$500	2001
2001	\$500	2002
2002	\$500	2003

(b) Performance Percentage. The actual CPS Distribution per eligible employee will be calculated by multiplying the “Standard” CPS Distribution by a "Performance Percentage" for the Plan Year that shall not be less than 0% and not more than 200%. The "Performance Percentage" shall be based on the performance percentage that is applicable to the financially driven component of the short-term annual cash incentive award (the "STIP" award) payable for that performance year to the Chief Executive Officer(s) of Verizon Communications (the "CEO"). The Performance Percentage for this Plan for a given year shall bear the same relationship to 200% as the performance percentage that is awarded to the CEO for financial results in that year bears to the maximum percentage available to the CEO for financial results under the STIP plan. For example, for any performance year in which the performance modifier for the CEO is based on a range from 0% to 200%, then the Performance Percentage under this Plan shall be equal to the performance modifier applicable to the CEO for the

same performance year. For any performance year in which the performance modifier for the CEO is based on a range from 0% to 100%, then the Performance Percentage under this Plan shall be equal to the product of two times the performance modifier applicable to the CEO for the same performance year.

- (c) Minimum Payout. Notwithstanding paragraphs (a) and (b) above, the minimum distribution for Performance Year 2000 will be \$500, the minimum distribution for Performance Year 2001 will be \$600, and the minimum distribution for Performance Year 2002 will be \$700; subject in all cases to prorating under Section 3.

Section 7. Information Requests. The Company agrees to provide to the Union upon request with publicly disclosed information about the STIP compensation of the CEO. With respect to information not publicly disclosed, the Company will only provide the Union with the following:

- (a) A copy of the approved STIP achievement scale for the performance year, which sets out the financially driven performance modifiers that would be applicable to various financial results for the year. The unions will treat this information as confidential and proprietary information and will not disclose the information to any person for any purpose other than monitoring the administration of the CPS program.

- (b) A report on the outcomes of the factors that affect the financially driven component of the CEO's STIP award for a performance year. This information will be provided as soon as practicable after the end of the performance year.
- (c) A summary of the total CPS distribution payments which eligible employees received under the Plan. This information will be provided as soon as practicable following the end of the Plan Year.

Section 8. Payment of CPS Distributions. CPS Distributions, when earned, will be paid by separate payroll remittance (EFT or check) not later than March 15th of the year immediately following the Plan Year. For eligible employees who are no longer employed at the time of payment, the Company will be deemed to have satisfied its obligation to pay the CPS award if it sends payment to the eligible recipient's last known address. Each such payment shall be subject to the applicable federal withholding rate for non-recurring payments (currently, a 28% flat rate), and other applicable payroll taxes.

Section 9. Benefit-Bearing Treatment of CPS Distribution.

When paid, a CPS distribution will be treated as eligible benefit-bearing pay solely for the following purposes:

- (a) The CPS distribution will be taken into account for purposes of the Supplemental Monthly Pension calculation under the qualified pension plan.

- (b) The CPS distribution shall be treated as eligible benefit-bearing pay which may be contributed to the qualified Savings and Security Plan according to the same contribution percentage (if any) as is in effect for regular wages at the time the CPS distribution is paid (and the same terms and conditions for pre-tax or after-tax treatment, and for qualifying for applicable company matching contributions).
- (c) To the extent that an employee is eligible for the one-times-pay death benefit under the qualified pension plan (subject to applicable caps on such death benefit), the last CPS distribution paid to an employee prior to an employee's death shall be taken into account (to the extent it does not cause the death benefit to exceed the applicable cap).
- (d) The last CPS distribution paid to an employee prior to an employee's death shall be taken into account under the terms of the group term life insurance plan for active employees.
- (e) The CPS distribution may be taken into account for union dues to the extent determined appropriate by the union representing the employee.

CPS distributions will not be included in calculations for any other purposes.

Section 10. Grievances and Arbitration. The employee's employing company shall have the discretion to administer this Plan according to its terms. The employing company's interpretations and determinations under this Plan shall be final and binding. The employee's union representative may present grievances relating to matters covered by the Plan but neither the Plan nor its administration shall be subject to arbitration, except that the limited issue of an employee's eligibility to participate in a specific distribution under the Plan shall be arbitrable. Any "make-whole" arbitration award (which reinstates an employee with full back pay) shall include any applicable CPS distribution for the Plan Year in which the employee had been separated from employment if the employee was otherwise eligible and did not otherwise receive a distribution for the applicable Plan Year.

Stock Option Plan

Prior to December 31, 2000, the Companies will grant 100 Verizon Communications stock options to regular full time employees who are on the payroll on the date of the grant. The Companies will grant 50 Verizon Communications stock options to regular, benefits-eligible part time employees who are on the payroll on the date of the grant. This grant will be undertaken in accordance with a stock option plan to be established by the Companies, within their sole discretion. The Union agrees that it waives its right to bargain over the specific timing of the grant of options, the terms of the plan, and its administration and interpretation, and that these matters will not be grievable or arbitrable.

Team Based Incentive Plan

Effective January 1, 2001, the existing Team Based Incentive Plan shall be modified to provide as follows:

From time to time, the Companies may implement team-based incentive pay linked to service, productivity and/or other business related standards set by lines of business or business units up to 10% of annual basic wage rates. These non-benefit-bearing payments may be paid monthly, quarterly, semi-annually or annually. Teams may be at career level 03 (2nd tier manager level) or larger groups. The Company will meet with the union to solicit input and review the details of any team-based incentive pay plan prior to its implementation. Neither this provision nor any team-based incentive pay plan will be subject to the grievance and arbitration procedures.

Bi-lingual Differential (All Titles)

The following provision will be added to the appropriate section of the local collective bargaining agreements:

Differential for Use of Bi-lingual Skills

An employee will be paid an hourly differential in the amount of 3.5% of the employee's basic hourly wage rate for all scheduled or nonscheduled hours or partial hours (including overtime) during which the employee is assigned to provide bi-lingual services to customers or to provide translation services for the Company. Only employees who qualify as proficient on the appropriate test for the language being used will be eligible to be assigned such work, and to receive this differential. Employees who were assigned such duties during the term of the 1998 contracts, but who have not qualified as proficient on the appropriate test, will be grandfathered

until September 1, 2003, to become test-qualified, during which time they may continue to be assigned such duties.

The bi-lingual differential will enter into computations of overtime pay in accordance with applicable law on overtime on differentials.

It is also agreed that this provision replaces the Bi-lingual Letters of Understanding in the applicable collective bargaining agreements.

COST-OF-LIVING

1. Effective August 4, 2002, an adjustment will be made in basic weekly rates in each wage schedule in accordance with the following: The amount of the adjustment shall be .75% of the scheduled rates in effect on August 3, 2002, rounded to the nearest 50 cents, for each full or partial percent increase above 9.0% in the "CPI-W" (1982-84 = 100) for May 2002 over May 2000.
2. In no event shall a decrease in the CPI-W result in a reduction of any basic weekly wage rate.
3. In the event the Bureau of Labor Statistics does not issue the appropriate Consumer Price Indexes on or before the dates referred to in Paragraph 1, the cost-of-living adjustment required by such appropriate indexes shall be effective at the beginning of the first payroll week after receipt of the indexes.

4. No adjustment, retroactive or otherwise, shall be made as the result of any revision which may later be made in the first published figures for the CPI-W for May 2000 and May 2002 .
5. The cost-of-living adjustment is dependent upon the availability of the CPI-W in its present form and calculated on the same basis as the CPI-W for May 2000. In the event the Bureau of Labor Statistics changes the form or the basis of calculating the CPI-W, the Company and the Union agree to request the Bureau to make available, for the life of this agreement, a CPI-W in its present form and calculate it on the same basis as the CPI-W for May 2000, which was 168.0 (1982-84 = 100).

Pension Band and Wage Schedule Adjustments for Operators

Effective from October 1, 2000, through June 30, 2003, the Pension Band for the Operator Job Title in New Jersey, Delaware and Potomac Locality Wage Group A (Washington, DC, Washington Suburban Area-Maryland and Northern Virginia Area) will be increased from Band 107 to Band 108. On and after July 1, 2003, the Pension Band for the Operator Job Title in these locations will revert to Band 107.

Effective December 31, 2000, the 36-month and 60-month wage schedules for the Operator Job Title in New Jersey will be increased to eliminate half of the difference on each step between the New Jersey rate and the Washington, D.C. (Locality Wage Zone A) rate, rounded to the nearest fifty cents (\$0.50).

Effective December 30, 2001, the 36-month and 60-month wage schedules for the Operator Job Title in New Jersey will be revised to match the wage schedules for the Operator Job Title in Washington, D.C. (Locality Wage Zone A).

Nothing in this Agreement affects whether an Operator is on a 36-month or 60-month wage schedule.

III. EMPLOYEE BENEFITS

Subject to this Agreement being ratified not later than September 30, 2000, the effective date of all of the changes described in this "Employee Benefits" portion of this Agreement shall be January 1, 2001, except to the extent that a different effective date is expressly stated to the contrary in the following provisions. The Companies reserve the discretion to defer one or more effective dates in this "Employee Benefits" portion of this Agreement by up to one year if ratification occurs later than September 30, 2000.

Except to the extent that the terms of this Agreement state expressly to the contrary, the provisions of this "Employee Benefits" portion shall apply to benefit plans for eligible active employees and, where applicable, to the portions of the pension, savings, medical, dental or life insurance plans that apply to employees who may retire during the term of the contract.

Continuation of Benefit Plans

The following employee benefit plans are continued in effect through August 2, 2003, in accordance with their existing terms and the changes agreed in this Agreement, and with the changes to the names of the plans (as indicated below) taking effect as of January 1, 2001.(*)

Current Name	Name effective as of 1/1/2001
For eligible Associates who are active employees:	
Bell Atlantic Accidental Death and Dismemberment Plan	Verizon Accidental Death and Dismemberment Plan for Mid-Atlantic Associates
Bell Atlantic Adoption Reimbursement Program	Verizon Adoption Reimbursement Program for Mid-Atlantic Associates
Bell Atlantic Dental Expense Plan	Verizon Dental Expense Plan for Mid-Atlantic Associates
Bell Atlantic Dependent Accidental Death and Dismemberment Plan	Verizon Dependent Accidental Death and Dismemberment Plan for Mid-Atlantic Associates
Bell Atlantic Dependent Care Account	Verizon Dependent Care Account for Mid-Atlantic Associates
Bell Atlantic Dependent Group Life Insurance Plan	Verizon Dependent Group Life Insurance Plan for Mid-Atlantic Associates
Bell Atlantic Group Life Insurance Program	Verizon Group Life Insurance Plan for Mid-Atlantic Associates
Bell Atlantic Health Care Account	Verizon Health Care Account for Mid-Atlantic Associates
Bell Atlantic Income Security Plan	Verizon Income Security Plan for Mid-Atlantic Associates
Bell Atlantic Long Term Care Insurance Plan	Verizon Long Term Care Insurance Plan for Mid-Atlantic Associates
Bell Atlantic Long Term Disability Plan for Non-Salaried Employees	Verizon Long Term Disability Plan for Mid-Atlantic Associates
Bell Atlantic Managed Care Network and Medical Expense Plan	Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates
Bell Atlantic Pension Plan	Verizon Pension Plan for Mid-Atlantic Associates

Current Name	Name effective as of 1/1/2001
Bell Atlantic Savings and Security Plan for Associates of Bell Atlantic South	Verizon Savings and Security Plan for Mid-Atlantic Associates
Bell Atlantic Sickness and Accident Disability Benefit Plan	Verizon Sickness and Accident Disability Benefit Plan for Mid-Atlantic Associates
Bell Atlantic Supplemental Accidental Death and Dismemberment Plan	Verizon Supplemental Accidental Death and Dismemberment Plan for Mid-Atlantic Associates
Bell Atlantic Supplemental Group Life Insurance Program	Verizon Supplemental Group Life Insurance Plan for Mid-Atlantic Associates
Bell Atlantic Vision Care Plan	Verizon Vision Care Plan for Mid-Atlantic Associates (including the VDT User Eyecare Program)
For eligible Associates retiring during the term of this Agreement, or after 12/31/89 in the case of the MCN/MEP plan below:	
Bell Atlantic Dental Expense Plan for Post 12/31/89 Retirees	Verizon Dental Expense Plan for Mid-Atlantic Post-1989 Associate Retirees
Bell Atlantic Managed Care Network and Medical Expense Plan (Post 12/31/89)	Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Post-1989 Associate Retirees
Bell Atlantic Retiree Life Insurance Plan for Non-Salaried Employees	Verizon Life Insurance Plan for Mid-Atlantic Associate Retirees
Bell Atlantic Retiree Supplementary Group Life Insurance Plan	Verizon Supplemental Life Insurance Plan for Mid-Atlantic Associate Retirees

(*) See attached letter from Ron Williams to James Short dated August 3, 2000 (Attachment 1).

Medical Benefits

MEP / Managed Care Network ("MEP/MCN")

The Bell Atlantic Managed Care Network and Medical Expense Plan, including the Managed Care Network portion of the plan ("MCN") and the MEP portion of the plan for participants outside the area served by the network ("MEP"), and the retiree MCN plan ("Retiree-MCN") and the MEP portion of the plan for retirees living outside the area covered by the

network ("Retiree-MEP") of the Bell Atlantic Managed Care Network and Medical Expense Plan for Post 12/31/89 Retirees, shall be amended to provide as follows:

Assisted Reproduction and Fertility Treatments

The MCN, Retiree-MCN, MEP and Retirees MEP plans shall cover "Advanced Reproductive Technologies and fertility treatments" (as defined) when rendered by an in-network provider to an employee and/or covered spouse or covered domestic partner, up to \$10,000 per 12-month period, subject to a \$20,000 lifetime maximum per family. "Advanced Reproductive Technologies and fertility treatments" means those medical procedures, treatments and prescriptions for the purpose of assisting in reproduction (such as approved forms of in-vitro fertilization and artificial insemination), and related prescriptions for that purpose, which are approved by the treating physician and which are pre-authorized by the benefit administrator as being medically appropriate for individuals in like circumstances. This benefit will continue to be excluded from coverage under the out-of-network portions of MCN and Retiree-MCN.

Chiropractic Care Without Referral

Under the MCN, Retiree-MCN, MEP and Retiree-MEP plans, the plan shall not require a referral by a primary care physician in order to be eligible for coverage -- for up to the \$750 annual maximum (including in and out of network coverage) -- by a chiropractor. There is no change in the terms of the plan which limit coverage of chiropractic care to medically necessary non-maintenance services.

Coverage for Obesity Treatments

The MCN, Retiree-MCN, MEP and Retiree MEP plans shall cover medically necessary treatment of clinical obesity, subject to prior authorization from the benefit administrator. This benefit will continue to be excluded from coverage under the out-of-network portions of MCN and Retiree-MCN.

Hearing Aids

The existing coverage under MCN, Retiree-MCN, MEP and Retiree MEP plans for the purchase of one or more hearing aids shall be increased to allow a maximum reimbursement of \$1,000 for any such hearing aids over 24 months.

Elimination of Certain Penalties

Under the MCN and Retiree-MCN plans, the plans will no longer impose a specific-dollar penalty for failure to notify the primary care physician (PCP) or benefit administrator of the use of an emergency room. That penalty provision shall be eliminated from the plans. All other plan provisions regarding emergency room usage continue to apply.

Under the MCN, Retiree-MCN, MEP and Retiree MEP plans, the penalty for failure to pre-certify a hospital visit shall be eliminated.

Medicare HMOs

1. For Medicare-eligible retirees and dependents, participation in Medicare HMOs (formerly referred to as Medicare Risk HMOs) shall be voluntary, not mandatory. Any retiree or dependent who is a participant in a Medicare HMO shall be eligible to enroll during any annual enrollment period in any Medicare HMO for which they are eligible, or in Retiree-MCN (or the Retiree-MEP program, if not within an area covered by Retiree-MCN).

2. In connection with the existing requirement that the design of a Medicare HMO provide benefit levels consistent with the MCN: (1) only participants in such an MCN-comparable Medicare HMO as of 12/31/2000 shall be eligible to remain enrolled in that MCN-comparable Medicare HMO program on or after January 1, 2001, provided that the spouse or other covered dependent of a retiree who is a participant in such an MCN-comparable Medicare HMO may enroll, when eligible, in that Medicare-comparable Medicare HMO, e.g., upon attaining Medicare eligibility age, (2) the benefit levels of each such MCN-comparable Medicare HMOs as of 12/31/2000 shall remain in place in future plan years with no further obligation to mirror post-2000 design changes, (3) the ACHC will have no further role in the design of MCN-comparable Medicare HMO's, and (4) notwithstanding the other provisions of this paragraph, if an HMO ceases to be willing to offer the MCN-comparable Medicare HMO design or otherwise ceases to do business as a Medicare HMO that HMO shall permanently cease to be offered as an MCN-comparable Medicare HMO and the retirees (and dependents) participating in that HMO will be permitted to enroll in MEP/MCN or in another Medicare HMO then offered by the Company.

3. The Companies and the Union shall establish and convene a joint committee consisting of benefits and finance specialists from the professional finance, actuarial and benefits staffs of the Companies and the Union to (1) review retiree health care alternatives for Medicare-eligible retirees, and (2) make recommendations to the Companies.

Other Medical Benefits

Extension of Survivor Coverage After Death

For eligible surviving covered dependents of post-89 retirees who participate in either the Retiree-MCN, Retiree MEP, HMO or Medicare HMO plans, the 6-month period of continuing medical coverage at no charge following the death of the employee or retiree will be increased to 12 months.

For covered dependents of an active employee who participates in either the MCN, MEP or HMO plans, and who dies during active service, the 6-month period of continuing coverage at no charge will be increased to 24 months.

This improvement will be effective for employee or retiree deaths occurring on or after 8/6/2000. There are no changes in the provisions -- under COBRA (for months 13 to 36, or 25 to 36, whichever is applicable) and under any applicable continuation coverage provisions of the Family Security Program -- which may apply after the 12-month or 24-month period ends.

Extension of Company-Paid Medical Coverage After Layoff or ISP Offer

The existing provisions of the MEP and MCN plans that provide company-paid or company-subsidized medical benefit coverage to the employee (and any covered dependents) for the first six calendar months following a "layoff" (as that term is defined under the Collective Bargaining Agreement) shall be improved to provide such company-paid or company-subsidized medical benefit coverage for the first 12 calendar months following a "layoff". This provision applies only to layoffs and not other types of discharges or separations, such as those resulting from force surplus or other company initiatives that are covered under the Income Security Plan ("ISP") or discharges for disciplinary reasons. For an employee who separates from service with benefits under ISP, and who has at least one year of service but less than five years of service on the date of separation, the post-separation company-paid or company-subsidized medical benefit coverage shall be six months instead of three months. Nothing in this paragraph is intended to eliminate the employee's right to purchase COBRA continuation coverage from the end of the period that is company-paid or company-subsidized through the 18th calendar month following the layoff (or ISP separation).

Provide access to a network of LASIK eye surgery providers

For employees and post-89 retirees (and their covered dependents) who participate in either the MCN, MEP, Retiree-MCN, Retiree-MEP, or an HMO or Medicare HMO option, the applicable medical plans will be supplemented by a program which provides access, on an employee-paid or a retiree-paid basis, to a discounted network of LASIK eye surgery providers.

Health Plans Generally

Shorten the Waiting Period for Health Benefits

The existing waiting period for a newly hired employee to become eligible for participation in any of the health benefit plans or HMO alternatives (including medical, dental or vision plans) on a company-paid or company-subsidized basis shall be shortened. Effective on the first of the month in which the employee attains three months of service, for all health and insurance benefits, such an employee may elect to participate on a company-paid or company-subsidized basis. Furthermore, at the same time -- as an alternative to coverage under an HMO option or the MCN plan (or the MEP plan, if applicable to the employee) -- the employee may elect to waive all medical benefit alternatives. There is no change in the rule which allows an employee to purchase coverage on an employee-paid basis during the waiting period.

There shall be no change in the rule which allows an employee who is eligible for the immediate bridging of Net Credited Service to participate without a waiting period for company-paid or company-subsidized health and insurance benefits, subject to the completion of customary enrollment and administrative processing procedures.

Dependent Eligibility, Dependent Care, and Enrollment

Dependent Eligibility Until Age 25

The eligibility rules of the medical, dental and vision plans shall be amended to allow dependents who continue to qualify as full-time students to remain eligible for coverage until the end of the year in which they attain age 25 instead of age 23. All other rules applying to full-time

student eligibility remain unchanged. The eligibility rules that apply to Sponsored Children shall likewise be modified to provide for potential coverage to the end of the year of attaining age 25 instead of age 23.

Sponsored Parents -- Income Limit for Eligibility

The eligibility rules of the MCN, MEP, Retiree-MCN and Retiree-MEP plans shall be amended to allow a parent with an annual income as high as \$15,000 to be eligible for coverage as a "Sponsored Parent"; however, the employee-paid premium for coverage of any Sponsored Parent shall be \$75 per month (indexed to medical CPI).

Eliminate Fees for Late Enrollment

During each annual enrollment period, commencing with the enrollment in 2000 for plan year 2001, the program of special charges for the late submission of benefit enrollment changes shall be eliminated. Enrollment changes shall be permitted at no charge (1) during the scheduled enrollment period, (2) within 2 weeks of the date of the written confirmation statement to the employee, or (3) as soon as humanly possible in case of extenuating circumstances beyond the employee's control; provided, however, that in the cases described in "(2)" and "(3)" the enrollment administrator will not accept any change after the last day of the calendar year containing the enrollment period unless there is a status change of a type which would allow a mid-year change in the benefit(s) which the employee wishes to change.

Eligibility for VDT Program

Active employees who are eligible for the VDT program shall commence coverage immediately upon hire.

Advisory Committee on Health Care ("ACHC")

During the term of this Agreement, the Companies agree to continue the ACHC, under the same terms that governed the ACHC under the 1998 Common Issues MOU.

Health Care Benefit Coordinator ("HCBC") Senior Managed Care Coordinator ("SMCC")

During the term of this Agreement, the Companies agree to continue the two existing HCBC positions and to add a third HCBC position. The HCBCs will be added as full members of the ACHC.

During the term of this Agreement, the Companies agree to continue the existing SMCC position. The SMCC will act as a liaison between retirees with inquiries or disputes concerning their health care benefits and the Retiree Medical and Dental plan administrators. The SMCC will not have the authority to vary plan provisions or override decisions of the carrier-administrator. The ACHC may assign the SMCC other duties, such as retiree education on health plan changes and activities associated with retiree medical and dental plan enrollment and disenrollment from Medicare Risk HMOs.

The Wage Table for HCBCs and the SMCC is the following:

Interval (Steps)	08/06/00	10/01/00	10/01/01	10/01/02
Start	\$1,095.69	\$1,147.57	\$1,198.47	\$1,251.15
6 Months	\$1,172.32	\$1,224.20	\$1,275.10	\$1,327.78
12 Months	\$1,248.95	\$1,300.82	\$1,351.72	\$1,404.41
18 Months	\$1,325.57	\$1,377.45	\$1,428.35	\$1,481.03
24 Months	\$1,402.20	\$1,454.08	\$1,504.98	\$1,557.66

Effective August 6, 2000, the HCBCs and SMCC will be placed at the start rate of the schedule, and will be eligible for progression increases in accordance with the intervals set forth in the schedule. The wage increases applicable to other titles will not apply to these titles.

The HCBCs and SMCC will be in Pension Band 125.

Dental Plans

Preferred Dentist Program (PDP)

Annual In-Network Maximum

The Preferred Dentist Program option under the Dental Expense Plans for active and post-89 retired employees ("PDP") will be amended to provide that the annual in-network maximum reimbursement for non-orthodontic services will be \$1,500.

Dental Expense Plan Coinsurance Rates

Effective January 1, 2001, the coinsurance rates applicable to the Preferred Dental Plan (PDP) will apply to active and post-89 retired employees, and their dependents, who are covered by the out-of-area provisions of the Dental Expense Plan (DEP) because they reside in a zip code not covered by the PDP. The percentage will be applied to the Reasonable and Customary charges (R&C) for applicable covered services, rather than the Network Negotiated Fee (NNF) because there is no NNF for providers outside the PDP.

Also effective January 1, 2001, the annual benefit and lifetime orthodontia maximums in the PDP will apply to such DEP participants and the fifty dollar (\$50.00) lifetime deductible, if not yet satisfied, will be eliminated for all such DEP participants.

The ACHC will explore ways to expand the PDP coverage area.

Lifetime Orthodontic Maximum

The PDP will be amended to provide that the lifetime in-network maximum reimbursement for orthodontic services will be \$2,000.

Annual Non-Orthodontic Maximum – Out-of-Network

The portion of the PDP that applies to active and post-89 retired employees residing in the PDP service area who choose to use an out-of-network (non-preferred) provider will be

amended to increase the existing \$750 non-orthodontia annual maximum for out-of-network covered services to \$1,000.

Sealants

The PDP will be amended to provide that tooth sealants will be covered as a Basic Service (Type II), meaning that it is covered at 80% of the PDP preferred rate if the service is obtained in-network, and at 70% of the PDP preferred rate if the service is obtained out-of-network. This coverage is subject to the limitations of (i) one treatment every 5 years; (ii) coverage applicable to permanent non-restored molars only; and (iii) coverage applicable to participants and their eligible dependents up to age 19.

Occlusal Devices

The PDP will cover occlusal devices only when necessitated by bruxism as determined by the Plan administrator.

Insurance Plans and Programs

Advantage Insurance Program

The Companies will offer employees (and retirees who retire during the term of this Agreement) eligibility to voluntarily purchase, at employee (or retiree) expense, insurance products with group discounts from two major national insurance companies. The insurance

products which will be available under the discount program include homeowners, auto, and umbrella liability policies. The pricing of the insurance products, the administration of the program, and acceptances and rejections of applications, will be in the discretion of the insurance companies. The program shall be known as the Advantage Insurance Program, and the Companies shall have the discretion to discontinue the Program if either of the insurers -- Travelers or Liberty Mutual -- discontinue offering the discounted program to the Companies' employees on a group discount basis. The Companies shall not contribute to the cost of any insurance purchased by employees or retirees, however, for active employees, the Companies will offer employees an election to pay premiums by means of after-tax payroll deductions.

Life Insurance and AD&D

Dependent Group Life Insurance -- More Choice

The Dependent Group Life Insurance plans for active employees shall be amended to offer additional choices of levels of coverage of a spouse (\$50,000, \$75,000 and \$100,000), and additional choices for levels of coverage for any one or more children (\$10,000, \$15,000 and \$20,000), with all options being available on an unbundled basis. Coverage of \$50,000 or greater will require Evidence of Insurability satisfactory to the insurer. All other existing rules for evidence of insurability satisfactory to the insurer continue to apply.

The plan shall also be amended to offer coverage for a same-sex "domestic partner" (as defined by the insurer), subject to the employee and the partner satisfying the enrollment requirements of the insurer by, among other things, submitting a written medical certification and declaration of domestic partner status satisfactory to the insurer.

Dependent AD&D

The Dependent Accidental Death and Dismemberment Plan shall be amended to offer participating employees an election to purchase AD&D insurance coverage for a same-sex "domestic partner" (as defined by the insurer). Furthermore, for an employee who wishes to cover any dependent, the number of choices of levels of coverage shall be increased. Coverage of a domestic partner under the plan will be subject to the employee and the partner satisfying the enrollment requirements of the insurer, including, among other things, submitting a declaration of domestic partner status satisfactory to the insurer.

Pension Band Increases

Band Increases Generally

The Pension Plan will be amended to provide for increases in pension bands by the "Percentage Increase" amounts shown in the following table, as applied to participating employees whose "Pension Effective Date" (which is the first day following the last day on the payroll) is on or after the corresponding "Effective Date" shown below.

Effective Date	Percentage Increase
7/1/2001	5%
7/1/2002	5%
7/1/2003	4%

Bands for Consultants / Service Representatives

As of the effective date of the wage increase for employees with a job title of either "Consultant" or "Service Representative", the pension band applicable to each such title shall be increased -- as shown in the table below -- to the band that would apply to the title after taking into account the special 4% wage increase for the title (but not the general wage increase of the same date).

Wage Table	Titles	Current Band	New Band
Potomac Zone A	Service Rep.; Consultant	112	114
Potomac Zone B	Service Rep.; Consultant	111	113
Pennsylvania	Service Rep.; Consultant	112	114
Delaware	Service Rep.; Consultant	112	114
New Jersey	Service Rep.; Consultant	113	115

Pension Cashout Trial

Cashout Trial

Under the Bell Atlantic Pension Plan ("BAPP"), the pension cashout trial, which applies to employees who retire or terminate employment between January 1, 1999 and December 31, 2000 (the "1999-2000 Trial"), will be replaced by a new window which

shall apply to any participating employee who retires with a service pension or terminates employment with a vested pension at any time from January 1, 2001 through December 31, 2003 (the "2001-2003 Cashout Trial Period"). The provisions applicable to cashouts during the 2001-2003 Cashout Trial Period will be the same as those which applied during the second year of the 1999-2000 Trial Period, including, among other terms and conditions, the provision which provides for the calculation of the lump-sum value in an amount equal to the "greater of" the GATT versus PBGC/UP84 method. Therefore, during the 2001-2003 Cashout Trial Period, as was the case during plan year 2000, there will be no change in:

- (1) the use for GATT purposes of the yield on 30-year US Treasury securities and GAM 83 mortality factors,
- (2) the use for PBGC/UP84 purposes of 120% (and 100%, in the case of lump sums under \$25,000) of the applicable PBGC immediate or deferred rates and the Non-Insured Unisex Pension 1984 (UP84) Mortality Table, and
- (3) the existing methods used by the Pension Plan for applying interest rates for the applicable months in the prior calendar quarter to pension calculations throughout a calendar quarter.

During this trial, for a spouse who has a right to receive a survivor annuity after the death of an employee or former employee whose pension has not yet commenced, the Pension Plan will offer the spouse an election to receive the benefit either as an annuity or as a lump-sum, as

set forth in the Pre-Retirement Survivor Pension Benefits section, which is actuarially equivalent to the value of the 50% survivor annuity.

During this trial, the survivor benefit for a non-spouse beneficiary discussed elsewhere in this Agreement shall be delivered solely in the form of an immediate single-sum cashout which is the actuarial equivalent of the value of a 50% or 65% survivor annuity, as set forth in the Pre-Retirement Survivor Pension Benefits section.

Survivor Benefits in Pension Plans

Pre-Retirement Survivor Pension Benefits

(a) Unmarried Employees: The existing pre-retirement survivor pension benefit provisions of the Pension Plan shall be amended to provide a pre-retirement survivor pension benefit for an employee who dies, either during active service or prior to commencing a pension benefit, at a time when he or she is unmarried and has accrued at least five years of vesting service. An unmarried employee may, at any time prior to commencing a pension benefit or dying, designate any living person as the designated beneficiary for the pre-retirement survivor pension benefit. The employee may likewise revise the beneficiary designation at any one or more times prior to commencing a pension benefit or dying. Subject to the small-pension lump sum rule of the plan, the pre-retirement survivor pension shall be distributed in the form of a single-sum cashout. This single sum cashout may be computed as the actuarial equivalent of either a 50% or 65% survivor annuity, at the employee's election. The 50% option shall be calculated by taking into account the employee's accrued pension benefit on the date of death, the

applicable age-based 50% joint and survivor reduction factor (and -- in the case of a death of an active non-retirement-eligible employee with less than 15 years of service or a former deferred vested employee prior to pension commencement -- after taking account of the applicable rules relating to actuarial age-based reductions for such survivor pensions). The Pension Plan shall utilize age-based factors based on mortality and interest assumptions deemed reasonable by the Plan's actuary. For the 65% option, the Pension Plan shall impose any applicable IRS limitations on the minimum age of the designated non-spouse beneficiary. For purposes of calculating the 65% benefit for a designated non-spouse, the Pension Plan shall adopt age-based factors based on mortality and interest assumptions -- and age-based joint and survivor reduction factors -- deemed reasonable by the plan's actuary.

(b) Married Employees: If an employee is married on the date of death, the survivor beneficiary shall be the spouse unless the spouse has previously delivered a written waiver (at the time and in a manner that applies with applicable regulations) consenting to another beneficiary designated by the participant. Subject to obtaining such a spousal consent, a married participant may elect to designate any person as the survivor beneficiary. For the survivor of such a married participant, the benefit shall be calculated as either a 50% or 65% joint and survivor benefit, based upon the employee's election. The 50% survivor annuity will use the 50% joint and survivor factor for the spouse or non-spouse designated beneficiary (whichever is applicable) -- and, for an active non-retirement-eligible employee with less than 15 years of service or a former deferred vested employee prior to pension commencement, after taking account of the applicable

rules relating to actuarial age-based reductions. For the 65% option, the Pension Plan shall impose any applicable IRS limitations on the minimum age of a designated non-spousal beneficiary. For purposes of calculating the benefit for a designated non-spouse, the Pension Plan shall adopt age-based factors based on mortality and interest assumptions – and age-based joint and survivor reduction factors – deemed reasonable by the plan’s actuary. If the designated beneficiary is a spouse, the spouse may elect an immediate annuity or a lumpsum cashout. If the designated beneficiary is a non-spouse, the benefit shall automatically be paid as an actuarial equivalent cashout.

The provisions regarding the increase from 50% to 65% in this section shall be on the effective date of this agreement. However, all other changes in this section regarding an unmarried employee’s designation of a beneficiary and the ability of any employee to designate any person as a beneficiary shall be effective January 1, 2001.

An employee shall have a duty to notify the benefit administrator of his or her marital status and the name and Social Security number of any spouse.

Joint and Survivor Annuities for Retirees

In addition to allowing any person to be designated as beneficiary for the 50% joint and survivor annuity, the Pension Plan shall be amended to allow an employee at the time of commencing a pension benefit to designate any living person as the beneficiary for either the 60% or 70% joint and survivor annuity offered under the Pension Plan. In the case of an employee who is married at the time of commencing a pension, the employee may not designate any beneficiary other than the spouse without complying with the spousal

consent rules of the plan. For the 60% and the 70% joint and survivor annuity benefits, the Pension Plan shall impose any applicable IRS limitations on the minimum age of the designated beneficiary. For purposes of calculating the benefit for a designated non-spouse, the Pension Plan shall adopt age-based factors based on mortality and interest assumptions -- and age-based joint and survivor reduction factors -- deemed reasonable by the plan's actuary.

All changes in this section shall be effective for deaths occurring on or after January 1, 2001.

Savings and Security Plan

CPS Award as Benefit-Bearing Pay

The Savings and Security Plan will be amended to add the Corporate Profit Sharing (CPS) award, if and when paid, to the definition of benefit-bearing compensation under the plan. Effective with the 2002 CPS payout for Performance Year 2001, Section 9 of the Corporate Profit Sharing Plan will be amended to provide that each active employee of the Companies may make an annual election to have his or her CPS payment contributed to the Savings and Security Plan, provided the employee is, at the time of the payout, contributing some percentage of basic wages to the Savings Plan. If the employee makes this election, the entire amount of his or her CPS payment, less union dues and any other required deductions, will be contributed to the Savings and Security Plan on a pre-tax basis and the first six percent (6%) of the CPS payment will be treated as a basic contribution for purposes of the company match. If an employee fails to make such an

election, a portion of the employee's CPS payment will be contributed to the Savings and Security Plan, by treating the CPS payment the same as basic wages. For example, if an employee has elected to contribute four percent (4%) of basic wages to the Savings and Security Plan on a post-tax basis and the employee fails to elect to have 100% of his CPS payment contributed to the Savings and Security Plan on a pre-tax basis, then four percent (4%) of the employee's CPS payment will be contributed to the Savings and Security Plan on a post-tax basis. IRS limitations on maximum annual pre-tax and total contributions to the Savings and Security Plan will continue to apply.

Differentials as Benefit-Bearing Pay

Effective not later than July 1, 2001, the Savings and Security Plan will be amended to add, as benefit-bearing compensation under the plan, the types of "differential" payments which are currently benefit-bearing for purposes of the Supplemental Monthly Pension benefit formula of the Pension Plan. The contribution percentage for any such differential payment shall be the percentage (if any) that is in effect for the employee as of the date the differential payment is paid, and any such contributions derived from a differential payment shall be subject to the same terms under the plan which currently apply to contributions derived from base wages.

Increase Company Matching Contribution

Effective August 5, 2001, the Company matching contribution on basic contributions will be increased from 80% to 82%.

Preventive Care and Wellness Benefits

For the life of the 2000 collective bargaining agreements, the Companies agree to extend the Preventive Care and Wellness Benefits under the same terms that governed those benefits under the 1998 MOU.

Gradual Return to Work from Care of Newborn Child Leave

Effective January 1, 2001, an employee on Care of Newborn Child (“CNC”) Leave or a Disability Absence Leave as a result of the birth or adoption of a child shall be permitted to return to work on a reduced schedule known as a Gradual Return to Work (“GRW”). The combination of CNC Leave and/or Disability Absence Leave, and GRW shall not exceed the 12 month period currently in effect for CNC Leave.

GRW shall be implemented as follows:

1. An employee on GRW shall have the same status (full or part time) as she or he had before being on leave. Except for (2) below, an employee shall have the same benefits, vacations, holidays, EWDs, and other contractual entitlements which he or she had before the Leave began.

2. An employee on GRW shall be paid for time worked, and incidental absence and jury duty will be paid only for actual time excused from his or her scheduled work.
3. The hours assigned to an employee on GRW shall fall within the range of hours that the employee would have been assigned if working a full schedule.
4. An employee on GRW shall not work Sundays, holidays or overtime.
5. The assignment of tours for employees on GRW shall not violate the seniority rights of a more senior employee.
6. Employees on GRW must work a minimum of half their normal work week, and a full day on Monday or the day after a holiday.

IV. **OTHER ITEMS**

Training Advisory Board Executive Council (TABEC)

For the life of the 2000 collective bargaining agreements, the Companies agree to continue the TABEC, under the same terms as governed it under the 1998 Common Issues MOU, except that funding will be as follows:

- TABEC - \$2.53 Million for each year of the contract.
- The Competitive Skills Award - \$170,000 for each year of the contract.
- Training Liaison position: an additional amount up to \$110,000 for the first year of the contract; up to \$115,000 for each subsequent year of the contract.
- An additional \$275,000 to the TABEC to fund a seminar for the TABEC Training Advocates.

Tuition Assistance Plan

Effective January 1, 2001, the annual caps, under the Tuition Assistance Plan, on tuition assistance for associates, will be adjusted, as follows:

- There will be no caps for regular full-time and regular full-time term associates.
- The annual cap for regular part-time associates and regular part-time term associates, will be \$3,500.
 - For courses of study and curricula directly related to career paths within the Companies, the annual maximum for tuition and approvable fees is \$3,500.
 - No more than \$1,800 of the \$3,500 annual maximum may be allocated to courses of study and curricula which relate to career paths external to the Companies.
 - Any employee who, as of the effective date of this Agreement, has an approved educational plan exceeding these limits will not be subject to the limits set forth above, provided there is no change in the approved educational plan.

All other applicable provisions of the Companies' Tuition Assistance Plan are unaffected.

Advisory Council on Family Care (ACFC)

For the life of the 2000 collective bargaining agreements, the Companies agree to continue the Advisory Council on Family Care (ACFC) under the same terms as governed the ACHC under the 1998 Common Issues MOU, and, in addition, agree to the following:

- Increase funding for the ACFC to the amount of \$1,600,000 per year
- An additional responsibility of the ACFC shall be to arrange for a program, which will be available to employees outside of work time, to assist them in dealing with stress.

The Companies reaffirm that:

- They will continue to maintain a separate ACFC involving only the Union and Companies who are parties to this Memorandum.
- The ACFC shall continue to have the accountability for, and responsibility to manage, its funding.
- The management of the vendor contract(s) will continue to be the Companies' responsibility. However, the choice of vendor(s) and services provided by the vendor(s) must be approved by the ACFC.

Short Notice Excused Work Days

The Short Notice Excused Work Days (SNEWDs) provisions in the local collective agreements will be amended, as follows:

SHORT NOTICE EXCUSED WORK DAYS (SNEWDs)

Effective January 1, 2001, and continuing for the calendar years 2002 and 2003, notwithstanding the applicable Excused Work Day provisions in the local collective bargaining agreements, requests to supervision for up to three (3) paid Excused Work Days and one (1) unpaid Excused Work Day will be granted on short notice to employees eligible for paid and unpaid Excused Work Days under the following conditions:

1. The employee must request time off on short notice prior to the start of a scheduled tour or half-tour, but no more than twenty four (24) hours prior to the start of the scheduled tour or half-tour.

2. The Company will grant all Excused Work Days on the basis of the earliest request(s) to supervision provided that the Company may deny any and all requests in work groups of five (5) or more which would result in less than eighty percent (80%) of the scheduled force being available for duty. In a work group of four (4), the Company may deny any and all requests which would result in only one or two scheduled employees being available for duty. In a work group of 3, the Company may deny any and all requests which would result in only one employee being available for duty. This paragraph does not apply to a work group of one or two employees.

3. The work group shall be the same as the group designated for purposes of vacation selection.

4. Short Notice Excused Work Days may be taken in one-half (1/2) day increments; however, no more than one full day may be requested at any one time.

5. In each work group, the Company may designate up to four (4) work days in any month as unavailable for Short Notice Excused Work Days. Such designations will be made in accord with work schedule posting requirements.

6. The Company will have the right to deny any and all requests during any severe service disruption that may be caused, for example, by a natural disaster or other calamity (e.g., fires, explosions, civil disturbances, wars, acts of terrorism, major utility and transportation disruptions). Disputes regarding the application of the terms and conditions of Short Notice Excused Work Days may be submitted to the grievance procedure; however, neither these provisions nor their interpretation and application shall be subject to arbitration.

Adoption Expense Reimbursement Plan

The Adoption Expense Reimbursement Plan will be modified on the effective date of this Memorandum to provide that reimbursable expenses will be increased and limited to \$10,000 per adoption.

Advertising and Classifying Job Vacancies

A new letter agreement will be added to each collective bargaining agreement, as follows:

Advertising and Classifying Job Vacancies

The Company agrees that effective January 1, 2001, all regular full-time, regular part-time, and temporary Associate Vacancy Requests (AVRs) submitted to the Associate Staffing Center will be advertised for ten (10) business days via STAR (or any future system which replaces or complements STAR). This replaces the 8/11/98 job advertising commitment in New Jersey.

The Company also reaffirms that the designations “internal” and “external” will not be placed on Associate Vacancy Requests (AVR). In addition, the Company reaffirms that the best-qualified candidate, whether internal or external, will be selected to fill a job vacancy. With regard to internal candidates, seniority will continue to be considered in accordance with existing contractual provisions.

Enhanced Staffing Information

Over the life of the 2000 collective bargaining agreement, the Company will continue to provide on a monthly basis, separate associate staffing reports which reflect the number of new hires, promotions and laterals by state, city, work location and job title.

Over the life of the 2000 collective bargaining agreement, the Company will continue to provide on a quarterly basis, job forecasts by job title, city, major work location (i.e., work locations with 25 or more associates) and state.

These reports will be provided to each major work location (25 or more associates) and to the appropriate Local union offices; electronic or other automated means may be used instead of paper distribution where mutually agreed. A report that includes the names and Net Credited Service Dates (or dates of hire in the case of new hires) for employees promoted, laterally transferred or hired will be provided to the appropriate local Union offices.

Joint Time For Participation In Joint Committees

For the life of the new agreements, the Companies will pay for joint time spent in the following committees, all of which are also continued for the life of the agreement:

- Advisory Committee on Health Care
- Advisory Committee on Family Care
- National Health Reform Committee
- Safety Executive Council
- Training Advisory Board Executive Council
- Joint Title Review Committee (new)
- Stress Relief Committee (Commercial) (new)
- Operator Services Monitoring (new)

This list is intended to include all regional joint committees for which joint time is paid; if any were inadvertently omitted, they are eligible for the same treatment.

Job Title Review Committee

Add a letter agreement to each of the local collective bargaining agreements, as follows:

Job Title Review Committee

The parties agree that within three (3) months after ratification of this Memorandum of Understanding, a joint Union-Company Job Title Review Committee will be established. The objectives of this committee will be (1) to identify job classifications which perform substantially the same or very similar duties, but which carry different designations, and (2) to attempt to reach agreement on a single designation for each such job title to be recommended to the Company and Union bargaining committee(s) for the affected bargaining unit(s). A non-exclusive list of examples of titles which may qualify for this consideration appears on "Attachment A".

The Committee will be composed of five (5) representatives from the Company and its affiliates and a total of five (5) from the Unions. There will be one (1) representative from each of the three affected CWA Districts; to the extent that job titles represented by a Local of the IBEW are involved, the parties agree to invite one (1) representative from each such Local to discuss the re-designation of those titles. The Committee will meet a total of at least five (5) times during the years 2000 and 2001 combined.

Any recommendation to use a common designation will not change or otherwise affect the job content or wage rate of any of the involved titles.

JOB TITLE REVIEW – ATTACHMENT A

TITLE	DC	MD	VA	WV	DE	PA	NJ
Assignment Technician						X	
Exchange Layout Assigner							X
Apprentice Technician							X
Assistant Technician	X	X	X	X		X	
Cable Splicing Technician	X	X	X	X			
Facilities Technician							X
Splicing Technician					X	X	
Central Office Technician	X	X	X	X			
Network Technician							X
Switching Equipment Technician					X	X	
Coin Box Collector							X
Coin Telephone Collector	X	X	X	X	X	X	
Maintenance Administrator	X	X	X	X	X	X	
Repair Service Clerk							X
RCMAC Clerk	X	X	X	X			X
Translations Administrator					X	X	
Telephone Canvasser – Business					X	X	
Telemarketing Representative	X	X	X	X			X
Systems Technician – Operations							X
Systems Technician – All Others	X	X	X	X	X	X	
Communications Representative	X	X	X	X			
Customer Sales Representative							X
Automotive Equipment Technician	X	X	X	X	X		
Automotive Mechanic						X	
Senior Clerk					X	X	
General Field Clerk					X	X	
General Clerk	X	X	X	X			

Service Analyst							X
TITLE	DC	MD	VA	WV	DE	PA	NJ
Senior Field Clerk					X	X	
Staff Clerk					X	X	X
Senior Service Analyst							X
Special Clerk	X	X	X	X			

Four Day Work Week Trial

The Companies agree to continue the four day work week trial agreement, as amended below, a copy of which will be placed in the DC, MD, VA, WV, VSC, Local 13000, Local 13101 and NJ collective bargaining agreements as a letter agreement:

FOUR DAY WORK WEEK TRIAL

For six (6) months following the ratification of this Agreement, Four-Day Work Week Trials will be implemented in Company jurisdictions under the following terms:

The Company and the Union mutually recognize that, in certain administrative groups, it may be beneficial to the employees and in the best interests of the business to establish four-day work week trials as a normal week. In such cases, the total number of hours presently constituting a five-day normal work week will be scheduled over four days of the calendar week. Four day work weeks will be scheduled on four consecutive days.

Individual tours scheduled during a four day normal work week may or may not be of equal length, but will not be shorter than 7.5 hours or longer than 10 hours. When a four-day schedule is in effect, the duration of tours specified in the Local Agreements will be considered to be expanded accordingly.

The Company, with the Union's input, may institute four-day trials in administrative groups. The Company or the Union may discontinue four-day trials upon fourteen (14) Days' notice to the other party.

In administering four-day trials, the Company will offer four-day work weeks to employees on a voluntary basis in seniority order. If there are insufficient volunteers, four-day work week trials will not be instituted. In BA-PA/CWA Local 13000 only, an employee who is required to work an evening, night, or weekend tour "by virtue of the operation of Section A2.02" of the local agreement may not volunteer for a four day work week. Night differential payments shall be paid pursuant to the applicable differential provision in the local collective bargaining agreements.

When a four-day schedule is in effect as a normal work week overtime payments shall apply to time worked in excess of the new normal daily tour.

Pay allowances for absent time (including sickness absence) occurring during four-day trials will be subject to the conditions specified in this Agreement. When pay treatment is calculated on a daily (as opposed to hourly or weekly) basis, a scheduled day of a four-day trial and a scheduled day of a five-day normal work week will each count as one full day, except with respect to vacations and employee designated excused work day calculations.

Vacation and employee designated excused work days will be assessed in proportion to the ratio between the hours actually scheduled on the tour in question and the hours scheduled on

each tour of a five day normal work week for the employee's administrative group. For example, if a 37.5-hour employee scheduled to work three 10-hour days and one 7.5 hour day takes a vacation day on a 10 hour day, all 10 hours (or 1.33 vacation days) will be charged. If that same employee takes a vacation day on the 7.5-hour day, 7.5 hours (or one vacation day) will be charged.

For calendar weeks containing holidays recognized under the Agreement (including floating holidays) or Company designated excused work days, the Company will revert to a five-day schedule.

Subject to the above, four-day trials will be administered in accordance with the applicable provisions of the Local Agreements. The parties may meet locally and discuss other administrative issues raised with respect to the four-day work week. These provisions will become effective upon ratification.

Unless renewed or amended by mutual agreement, these four day work week trials will terminate six (6) months following ratification of this Agreement .

Sales Prorate Commitment Letter (Renew)

The Companies agree to renew the Sales Prorate Commitment Letter in the DC, MD, VA, WV, VSC, Local 13100, Local 13500 and NJ (Commercial) collective bargaining agreements for the life of those agreements.

Renew Video Display Terminal (VDT) Letter

The Companies agree to renew the Video Display Terminals (VDT) letters in all of the collective bargaining agreements for the life of those agreements.

Memorandum of Understanding In Word Perfect 6.0 (or higher) Format

The Companies agree to provide a copy of this MOU in Word Perfect 6.0 (or higher) format.

Treatment of Grievances Settled by the Parties or Arbitration Awards Which Involve

Backpay and/or Reinstatement

Add a new provision to the local collective bargaining agreements (as a new article or letter agreement, or to an existing pertinent article or letter agreement), as follows:

Treatment of Grievances Settled by the Parties or Arbitration Awards Which

Involve Backpay and/or Reinstatement

If, as a result of the settlement of a grievance by the parties or an arbitration award, the grievant is to receive back pay and/or reinstatement following a discharge, layoff, demotion, or suspension, unless and to the extent the settlement or arbitration award specifies otherwise, the

employee will be entitled to the following compensation and benefits, and no other compensation (other than any back pay awarded or agreed upon) or benefits:

1. In the case of a discharged employee reinstated to employment with full back pay, or regardless of the amount of back pay if the settlement or award specifies that the employee is to be “made whole” for the entire period off the payroll, the employee shall receive, less any applicable deductions: (a) full service credit under the pension plan for the period off the payroll, (b) reimbursement for the COBRA premiums the employee paid for medical, dental and/or vision coverage if the employee continued those coverage(s) under COBRA, or if the employee did not continue those coverage(s) under COBRA, reimbursement for out-of-pocket medical, vision and dental expenses if, under the provisions of the applicable plans, the employee would not have incurred these expenses if they had remained on the payroll. The appropriate Plan Administrator would determine which expenses would be reimbursable. Copies of bills and receipts for services provided must be submitted in order for the employee to be eligible for a reimbursement. (c) any Corporate Profit Sharing Award(s) the employee would have received but for the termination, (d) any Ratification Bonus the employee would have received but for the termination, (e) reimbursement for telephone-related services that would have been covered by Concession Telephone Service had the employee remained on the payroll, and (f) recognition of the time off the payroll as “hours worked” for purposes of FMLA eligibility.

2. A laid off employee who is reinstated as a result of a grievance settlement or arbitration award shall receive the compensation and benefits set forth in paragraph 1 irrespective of the amount of back pay the employee is to receive.

3. In the case of a discharged employee reinstated to employment with no back pay or partial back pay, pursuant to a settlement or award which does not specify that the employee is to be “made whole” for the entire period off the payroll, the employee shall receive, less any applicable deductions, the following, each of which will be prorated as specified: (a) prorated service credit under the pension plan for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, with immediate bridging of service, and (b) reimbursement for the COBRA premiums the employee paid for medical, dental and/or vision coverage if the employee continued those coverage(s) under COBRA, or if the employee did not continue those coverage(s) under COBRA, reimbursement for out-of-pocket medical, vision and dental expenses if, under the provisions of the applicable plans, the employee would not have incurred these expenses if they had remained on the payroll, based upon the employee’s coverage at the time of the discharge, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed. The appropriate Plan Administrator would determine which expenses would be reimbursable. Copies of bills and receipts for services provided must be submitted in order for the employee to be eligible for a reimbursement. (c) any Corporate Profit Sharing Award(s) the employee would have received but for the termination, prorated according to Section 3 of the Corporate Profit Sharing Plan, so that the

employee receives one-twelfth of the applicable Corporate Profit Sharing Award(s) for each full month's worth of backpay awarded, (d) any Ratification Bonus the employee would have received but for the termination, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, (e) reimbursement for telephone-related services that would have been covered by Concession Telephone Service had the employee remained on the payroll, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed, and (f) recognition of the time off the payroll as "hours worked" for purposes of FMLA eligibility, prorated for the period off the payroll based upon the ratio between the amount of back pay and the amount which the employee would have received in pay if continuously employed.

CONSULTANT AGREEMENT (Renew)

The Companies agree to extend the Consultant Agreement for the life of the 2000 collective bargaining agreements.

INTER-COMPANY TRANSFERS

The following letter of agreement shall be incorporated in all collective bargaining agreements:

INTER-COMPANY TRANSFERS

1. Commencing January 1, 2001, the Company will implement a process which will allow employees to request lateral transfers or downgrades between positions in NY/NE Companies and Mid-Atlantic Companies.

2. For the purposes of this agreement NY/NE Companies will include:

Verizon New England Inc,

Verizon New York Inc.

Empire City Subway Company (Limited) Telesector Resources Group, Inc.

For the purposes of this agreement Mid-Atlantic Companies will include:

Verizon Pennsylvania Inc.

Verizon New Jersey Inc.

Verizon Delaware Inc.

Verizon Maryland Inc..

Verizon Virginia Inc.

Verizon Washington, D.C. Inc.

Verizon West Virginia Inc.

Verizon Services Corp.

3. This agreement does not apply to requests for upgrades. This agreement does not apply to employee requests for lateral transfers or downgrades within these companies, among the

NY/NE Companies, among the Mid-Atlantic Companies, or to any other employee movements covered by other provisions of the collective bargaining agreements, if any. This agreement will not affect existing staffing procedures in any of the NY/NE or Mid-Atlantic Companies.

UPGRADE FOR NAC EMPLOYEES

The Companies agree to upgrade the NAC employees, whose names appear in Attachment 2 to this Agreement, to the new title of Network Service Coordinator, as of the first effective date of the wage increases in this Agreement. Attachment 2 intended to include all employees in the covered titles; however, if any employee in a covered title has been inadvertently omitted, he or she will be included in the upgrade. In DC, MD, VA, WV, VSC, and DE, the new title will be placed on the same 40-hour wage schedules and pension bands as the Maintenance Administrator in DC, MD, VA, WV, VSC, and DE respectively. In NJ, the new title will be placed on the 40-hour wage schedule and designated pension band (shown on the chart which follows this paragraph). Any such employee who is currently on an absence covered by Sickness and Accident Disability Benefit Plan or on leave will be upgraded on the Sunday following his or her return to work from the absence.

ARTICLE XX

CLERICAL WEEKLY WAGE RATE SCHEDULE
DISTRICT, AREA AND GENERAL HEADQUARTERS

Network Service Coordinator

WAGE SCHEDULE SERVICE PERIOD	WEEKLY WAGE RATE
Start	\$394.00
End of 6 Mos.	446.00
" " 12 "	503.00
" " 18 "	569.00
" " 24 "	643.00
" " 30 "	726.00
" " 36 "	820.00

Pension band 113

Length of the above schedule is 36 months

Income Security Plan

Amend the Income Security Plan/Enhanced Income Security Plan articles in each of the collective bargaining agreements, as follows:

- Increase the ISP Termination Allowance from \$1,000 to \$1,100, and increase the maximum from \$30,000 to \$33,000.
- Increase the Enhanced ISP Termination Allowance from \$2,000 to \$2,200, and increase the maximum from \$60,000 to \$66,000.

Agreement Continuation

The following Common Issues MOU provisions with an expiration date of August 5, 2000 (unless otherwise noted) are hereby extended for the life of the new collective bargaining agreements, with no change in their terms and will be included in the applicable collective bargaining agreement(s):

- Outside Copper Cable Splicing
- Internal v. External Staffing Commitment
- IME Program
- Stress Letter of Understanding

- 1991 Memorandum of Understanding ("PA Information Age Agreement")
- BANI Customer Bid Work Letter
- Letter Agreement on Termination of Outside Contractors
- Letter Agreement on Service Quality Observing
- Letter Agreement on Service Monitoring
- FMLA – Absence for Union Business
- Provisions on Vacation Scheduling Percentage (Percentage is 18%)

Any Memorandum of Understanding provision that was in effect during the period of the 1998 collective bargaining agreements which has not been altered, changed, or removed, but which may have been inadvertently omitted from the above list, will speak for itself.

The status of MOU provisions with an expiration date of August 5, 2000 which have been modified by the parties during 2000 negotiations will speak for themselves.

All Local, District and International agreements that were valid and enforceable under the 1998 collective bargaining agreements, and which have not been separately renegotiated by the parties in 2000 negotiations, will continue in effect for the life of the new agreements.

The status of all Local, District and International agreements that have been renegotiated during 2000 negotiations will speak for themselves.

In the event a letter agreement has been inadvertently omitted, it will be treated in accord with the above provisions.

On the subject of oral agreements, there is no intention on the Companies' part to change the status of any oral agreement -- whatever contractual status any oral agreement had during the

term of the 1998 contracts will remain unchanged unless a change is made subsequent to collective bargaining.

If there are particular oral agreements that the Union wishes to discuss or which become the subject of a dispute after the contract, the Union may bring them to the attention of Labor Relations. If we are unable to resolve the situation, the dispute can be submitted to arbitration under the usual procedures.

CONTRACTING INITIATIVES COMMITTEE LETTER

Add a letter agreement to each of the local collective bargaining agreements, as follows:

Bell Atlantic Network Services, Inc.

One Bell Atlantic Plaza
1710 H Street, N.W.
10TH Floor – North
Washington, DC 20006
Office: 202-392-1000
Fax: 202-392-0246

Ron Williams
Executive Director
Bell Atlantic
Labor Relations
Mid-Atlantic Region



August 6, 2000

Mr. James J. Short
Assistant to Vice President
CWA, District 13, AFL-CIO
230 South Broad Street, 19th Floor
Philadelphia, PA 19102

Dear Mr. Short:

This will confirm our agreement regarding contracting initiatives.

The Company agrees, subject to certain conditions described below, that through 12-31-02, it will not contract out work of a type that it has not contracted out during the three years preceding the effective date of the agreement. This restriction shall not preclude contracting out work to deal with emergency situations including severe weather conditions.

The parties further agree to create a Contracting Initiatives Committee, which will be co-chaired by the CWA District Vice President and a company Senior Operations Manager (or their designee). The CEO of the Verizon and the President of CWA shall be ex-officio members of the Committee. Each party may appoint up to two additional members.

The purpose of this Committee is to find ways by which the levels of contracting can be reduced within the Verizon (Mid-Atlantic) Operating companies. The objective is for company employees to do more work in a more productive and efficient manner than that performed by contractors. The company will provide all necessary resources needed by the Committee to carry out its purpose.

In addition, the Company will notify the Union at least six months in advance of planned new, major, contracting initiatives that are to be implemented on or after January 1, 2003, and which affect employees represented by the Union. The Contracting Initiatives Committee will have the opportunity to discuss such new major initiatives. It is understood, however, that after the end of the six month period, the Company is free to implement planned, new, major initiatives that do not otherwise violate the collective bargain agreement.

Very Truly Yours,

AGREED:

(s) _____
Bargaining Agent
Communications Workers of America

LETTER OF UNDERSTANDING – “BANDI”

A condition of the Federal Communications Commission’s approval of the merger between Bell Atlantic and GTE is the creation of a separate data affiliate (“SDA”) to provide certain data services. The parties understand that the SDA, Bell Atlantic Network Data, Inc. (“BANDI”) will need to employ employees who are currently employed by some former Bell Atlantic Network Services Companies in bargaining units represented by the CWA (“Union”). The Network Services Companies and the Union hereby agree that bargaining unit employees of the Network Services Companies may be transferred, on a voluntary basis, to employment at BANDI, which shall be treated as a transfer between employers within the same bargaining unit. Simultaneous with such transfers, BANDI will recognize the Union as the exclusive bargaining representative of the transferred employees, and the collective bargaining agreement that governed employees' terms and conditions of employment immediately prior to the change in employer will be amended to add BANDI as a party to the agreement effective as of the date of the first employee’s transfer. (If BANDI’s corporate name is changed, the new name will be substituted for BANDI.)

BANDI employees will continue to be covered by any promotion, lateral or downgrade plans (as well as all other rights) available to employees of the former Network Services Companies and may continue to avail themselves of the use of these plans.

The parties further understand that as a result of regulatory requirements, BANDI will not be able to provide local concession telephone service to its employees. Instead, bargaining unit employees shall receive \$35 per month to be included in payroll compensation that will be effective upon the first month that a bargaining unit employee becomes employed by BANDI.

BANDI employees who retire during the life of the current agreement will receive a lump sum payment of \$2,600, less applicable deductions.

By: _____

Company Bargaining Chair for:
Verizon Services Corp.,
Verizon Delaware Inc.,
Verizon Maryland Inc.,
Verizon New Jersey Inc.,
Verizon Pennsylvania Inc,
Verizon Virginia, Inc.,
Verizon West Virginia,
Verizon Washington, D.C.

By: _____

Bargaining Agent
Communications Workers of America

Dated: August 6, 2000

Home Garaging Trial

A new letter agreement will be added to the Local 13000 and D.C./MD/VA/WV/VSC collective bargaining agreements, as follows. Local 13101 will have the option to choose no later than fifteen (15) days after ratification either this home garaging trial or Attachment 7 to this agreement.

Home Garaging Trial

The Home Garaging Trial will be continued in administrative work units whereby employees will be assigned a motor vehicle for use in their work, for traveling between their work locations and area of residence or other designated places where the vehicle is stored. The Home Garaging Trial will be implemented only within administrative work units where some or all of the employees normally use a Company-provided motor vehicle in order to perform their work. The decision to implement a trial of this program will be within management's discretion. However, only volunteers will be utilized.

When Home Garaging is introduced within an administrative work unit, all employees within that unit who normally use a Company-provided motor vehicle in the performance of their work assignment will be eligible to participate.

Since participation is voluntary if an employee elects not to participate, management will determine where the motor vehicle assigned to that employee is to be stored and that location will become the employee's work reporting location, but not for purposes of locality wage zones, special city allowances or union local affiliation. All employees, including those who do not participate in home garaging trials in administrative work units, will report to a company designated work center (as described above) at least once a week.

Employees who participate in the program will be expected to provide normally secure and legal storage for the vehicle at their places of residence. If the vehicle cannot be properly stored at an employee's place of residence, the Company may arrange for appropriate storage at its expense.

Operating and maintenance costs will be at the Company's expense. The Company will make arrangements for maintenance of the vehicle; however, it will be the responsibility of the employee to whom the vehicle is assigned to assure that the vehicle is properly maintained.

For employees who participate in the Home Garaging Trial, a work reporting area will be established on a local basis before implementation. The work reporting area normally will be a circular geographic area. In large congested metropolitan locations or where natural barriers render a circular work reporting area impractical, other mutually suitable parameters will be established.

Each participating employee will be expected to begin and end the work tour at any assigned location within the established work reporting area.

Employees who are assigned to a job location at the beginning or end of a work tour which is outside an established work reporting area will be paid for necessary travel time to or from their homes at the beginning or end of their tours.

As specified above, at least one (1) tour per week will begin at a Company designated work center. If requested by the Local Union representative or steward, on a voluntary basis, participants will be permitted sixty (60) Company paid minutes of union meeting time each month on those days when the participant reports to work at the Company designated work center.

Unless renewed or amended by mutual agreement, this trial will be terminated six (6) months following ratification of this agreement.

MEDIATION

The provisions on "Mediation Cases" in the 1998 MOU will be continued for the life of the 2000 collective bargaining agreements.

In addition, the following mediation trial will be conducted under each of the local collective bargaining agreements, as follows:

- The trial will last from January 1, 2001 to December 31, 2001.
- The following matters will be subject to mediation without mutual agreement under the normal mediation rules (where the mediator can become an arbitrator if no settlement is reached):
 - Suspensions of up to 10 days
 - Claims of management performing bargaining unit work
 - Claims of an improper "bypass" under a lateral transfer plan (solely for purposes of this trial, whether or not these claims are subject to arbitration under applicable contract provisions)

At the close of the trial, the Company and Union will meet to discuss the trial and to decide whether to continue the trial, by mutual agreement, for a period not exceeding the remaining life of the applicable collective bargaining agreements.

Overtime Administration -- Potomac Companies

The Letter of Understanding in the D.C., MD, VA, WV, and VSC collective bargaining agreement will be extended and modified to read as follows:

This confirms our understanding of August 9, 1998 that the Company's right to assign overtime to meet the needs of the business includes but is not limited to meeting operational needs to meet customer service requirements in a timely manner, or for safety reasons.

Management will first attempt to use volunteers to meet overtime needs. When there are not enough volunteers, and overtime is assigned, management will review an employee's request to be excused if timely presented, and will accept excuses that are reasonable after considering the circumstances of the employee and the needs of the business. The above principles apply throughout the entire bargaining unit.

In seeking volunteers, the following guidelines will apply:

- 1) Before requiring employees to work overtime, the Company will first seek available, qualified volunteers (who are on the job) from within the group normally used for administering overtime under existing practices.
- 2) Before requiring any residential or business installation or repair technician within National Operations to perform work on an overtime basis, the Companies will seek available,

qualified volunteers (who are on the job) in the Proactive Preventive Maintenance (PPM) organization, Wholesale, and then in the Construction organization. This commitment applies only to technicians who normally perform work in the geography where the work in question will be performed.

- 3) Notification: Where the Company needs to have work performed on an overtime basis on a given day, and it may be necessary to require employees to perform work on an overtime basis on the same day, the Companies will notify affected employees (who are on the job) no later than two-and one-half (2.5) hours before the end of the employee's scheduled tour that day ("the 2.5 hour point"). (This will not apply in situations where an employee must work overtime to complete a job or work in progress.) For applicable titles, notification may consist of paging the employee before the 2.5 hour point, with the employee responsible to return the page in order to receive notification, or requiring employees to call in to pre-designated telephone number(s) before the 2.5 hour point.

Commencing September 1, 2000, the limitation on forced overtime ("cap") for the remainder of 2000 shall be 10 hours per employee per payroll week. Commencing January 1, 2001, this cap on forced overtime shall be 8 hours per employee per payroll week. Voluntary overtime worked will be counted toward the overtime cap, except for the period from January 1, 2001 to September 1, 2001.¹ Upon request, the Union will assist in securing volunteers. These

¹ Footnote not intended for printed contract: This exception to counting voluntary overtime in the 8 hour cap between January 1, 2001 and September 1, 2001 supersedes the portion of the July 27, 2000 letter from R. Williams to J. Short on how overtime caps are computed, for that period of time.

overtime limitations will not apply in the case of emergency, long term service difficulties or if an employee consents to additional overtime. Except in emergencies, no employee will be involuntarily scheduled or assigned to work six days in a week in consecutive weeks. For purposes of this paragraph only, an emergency is defined as an event of national importance, fire, explosion, or other catastrophe, or severe weather conditions, e.g., hurricane, tornado, blizzard, severe ice damage or major flood. In addition, the Union will assume responsibility to make every effort to obtain sufficient volunteers in any condition of sustained bad weather. For Commercial employees, the cap on overtime for purposes of this paragraph is 7.5 hours.

During the final year of the 2000 collective bargaining agreement, employees requesting weekly vacation during the summer vacation period (May, June, July, August, September) will provide a minimum of one week advance notice for any such request.

A committee consisting of the Company and Union authorized bargaining representatives and an additional representative designated by each party will be established to review Union concerns regarding overtime administration. The Committee will meet quarterly, if requested by the Union.

This Letter of Understanding shall expire at 11:59 PM on August 2, 2003.

Overtime Administration - Pennsylvania (Local 13000) & Delaware (Local 13101)

Local 13000: Modify Subsection A3.022, Overtime Administration (Plant/Services/Financial), by deleting existing subsections A3.0221 and A3.0222, replacing them with the following, and re-numbering the remaining subsections:

A3.0221 Commencing September 1, 2000, the limitation on forced overtime (“cap”) for the remainder of 2000 shall be 10 hours per employee per payroll week. Commencing January 1, 2001, this cap on forced overtime shall be 8 hours per employee per payroll week. Voluntary overtime worked will be counted toward the overtime cap, except for the period from January 1, 2001 to September 1, 2001.² Upon request, the Union will assist in securing volunteers. These overtime caps will not apply in the case of emergency, long term service difficulties or if an employee consents to additional overtime.

[The additional changes made to A3.0223 and A3.0224 in local bargaining are covered by the Local 13000 settlement proposal.]

² See footnote 1.

Local 13101: Modify the January 25, 1996 letter agreement regarding overtime by replacing the first numbered paragraph with the following:

1. Commencing September 1, 2000, the limitation on forced overtime (“cap”) for the remainder of 2000 shall be 10 hours per employee per payroll week. Commencing January 1, 2001, this cap on forced overtime shall be 8 hours per employee per payroll week. Voluntary overtime worked will be counted toward the overtime cap, except for the period from January 1, 2001 to September 1, 2001.³ Upon request, the Union will assist in securing volunteers. These overtime caps will not apply in case of emergency, long term service difficulties or if an employee consents to additional overtime.

³ See footnote 1.

Broadband Network/Employment Security Provisions

The Broadband Network/Employment Security Provisions are renewed, as amended below, for the life of the new collective bargaining agreements of the covered Verizon operating telephone companies. The following amendments supersede any contrary or conflicting provisions in the current Broadband Network/Employment Security Provisions. The Broadband Network/Employment Security Provisions, as amended herein, expire on August 2, 2003.

1. Commencing no later than August 1, 2001, Verizon Connected Solutions Inc. (VCS) will no longer perform repair work between the serving terminal/TAP/ONU and the Companies' side of the network interface device ("drop repair work"). Except as provided for below, "drop repair work" will be dispatched exclusively to CWA-represented employees of the Companies ("core" employees). Staffing associated with the return of this work will take place over the period January 1, 2001 through August 1, 2001.

The exclusions to the above commitments are as follows:

- Repair, replacement, and/or connection of buried drops, or "C" wire, after service has been restored or corrected by temporary means, and
- In an emergency ("event of national importance, fire, explosion, or other catastrophe or severe weather conditions, e.g., Hurricane, Tornado, Blizzard, severe ice damage, or Major Flood").

2. Commencing no later than October 1, 2000, when a "core" employee is dispatched on "drop repair work", and the trouble on that job is at or beyond the customer's side of the network interface device ("inside repair work"), the "inside repair work" will be performed by the "core" employee if the customer is present to provide access at the time of the visit.
3. The foregoing commitments will not affect the ability of VCS technicians to perform repair work involving the network interface device when dispatched to a repair job involving "inside repair work".
4. Existing VCS technicians will receive full consideration for "core" vacancies created as a result of the implementation of these provisions. VCS technicians hired as "core" employees will not be counted in the 50/50 Internal vs. External Staffing Commitment. Their impact will be fully neutral.
5. These commitments apply only to repair jobs necessary to restore or correct service in response to a specific trouble report.

Bell Atlantic Network Services, Inc.
One Bell Atlantic Plaza
1710 H Street, N.W.
10TH Floor – North
Washington, DC 20006
Office: 202-392-1000
Fax: 202-392-0246

Ron Williams
Executive Director
Bell Atlantic
Labor Relations
Mid-Atlantic Region



August 18, 2000

Mr. James J. Short
Assistant to Vice President
CWA, District 13, AFL-CIO
230 South Broad Street, 19th Floor
Philadelphia, PA 19102

Dear Mr. Short:

This letter will confirm that for the life of the collective bargaining agreements specified below, for the employees specified below, work performed exclusively by employees in a particular job title or titles at a work location will not be contracted in the geographic area covered by that location for 6 months after any employee(s) in that job title (or titles) and work location have accepted an ISP/EISP offer. During that 6 month period, if a need arises for personnel to perform such work, the work will be performed by existing employees or an employee(s) added to the group. Thereafter, the Company's rights to contract work shall be whatever they were before the ISP/EISP offer in question was accepted.

The terms of this letter apply to the following employees:

- Local 13000 (PA): "Plant Employees" under Article 1, Section 1.01(a)
- Local 13101 (DE): "Plant Employees" under Article 1, Section 1.01(a)

- D.C, MD, VA, WV, VSC: "Category 1 Employees" under Article 40, Section 8.

Nothing in this letter is intended to enlarge the Company's rights to contract work.

Very Truly Yours,

AGREED:

(s) _____
Bargaining Agent
Communications Workers of America

Operator Services Monitoring

The following will be added as a letter agreement in the DC, MD, VA, WV, and VSC, Local 13101, and NJ Traffic collective bargaining agreements:

Effective January 1, 2001, Operator Services will implement paragraphs (3) and (4), (6) and the unnumbered paragraph following paragraph (6) of the Commercial Evaluative Observations provisions of this Agreement, changing “Consultant” to “Operator” and “one Consumer organization RSSC in each CWA Local” to “one Operator Services office in NJ and one Operator Services office in DC, MD, VA or WV.”

The parties agree to create a joint Mid-Atlantic Company-Union Operator Services Monitoring Committee, comprised of three representatives of the Companies, and three representatives of the Union (one from NJ, one from DE, and one from DC, MD, VA, WV).

The purpose of this Committee is to determine how to revise Paragraphs (1), (2) and (5) of the Commercial Evaluative Observations provisions of this Agreement to apply in the Operator Services work environment and work operations. The Committee will take into account the substantial differences between RSSCs and GBS business offices on the one hand, and Operator Services offices, on the other, including but not limited to, the competitive pressures affecting Operator Services, the significantly shorter contact time in Operator Services, and the lack of methods other than monitoring to measure individual or office service results.

The committee will meet at mutually agreeable times, commencing no later than 60 days after ratification of the collective bargaining agreements. A mutually agreed Monitoring Policy will be developed and implemented no later than March 1, 2001.

V. COMMERCIAL STRESS RELIEF PACKAGE

Special Wage Increase for Service Representatives/Consultants

A wage increase for the Consultant/Service Representative titles of 4% shall be effective on August 6, 2000. This increase will be applied to all steps of the applicable basic wage schedules before application of the general base wage increase.

Service Representatives/Consultants -- Downgrades, Transfers, Promotions

The following will be added as a letter of agreement to the DC, MD, VA, WV, and VSC, Local 13100, Local 13500, and NJ Commercial - Marketing collective bargaining agreements:

Service Representatives/Consultants -- Downgrades, Transfers, Promotions

This will confirm that for the life of the 2000 collective bargaining agreement, Consultants/Service Representatives who are not meeting their sales objectives will be allowed to apply for non-sales related positions (positions without sales objectives or requiring sales skills) provided that they meet all other appraisal standards and other applicable qualifications except for sales objectives.

Evaluative Observations

The following will be added as a letter of agreement to the DC, MD, VA, WV, and VSC, Local 13100, Local 13500, and NJ Commercial - Marketing collective bargaining agreements:

EVALUATIVE OBSERVATIONS

This letter will confirm our agreement to modify evaluative observation practices for certain Consultants in all lines of business for the life of the 2000 collective bargaining agreement, and to conduct a trial moratorium on evaluative observations for certain Consultants.

Effective January 1, 2001, the modifications to evaluative observation practices for Consultants in all lines of business are as follows:

- 1) Consultants will receive advance notification of evaluative observations except for Consultants who received an overall rating of “Needs Improvement”, “Does Not Meet Requirements”, or “Not Rated” on their most recent annual evaluation under the Associate Appraisal Plan in performance only.
- 2) The Company will utilize results from diagnostic observations and other criteria such as CCI results to measure the performance of each office and compare the office's performance and results during the trial with those before the trial. This will occur during the first six

months of the trial. Before a decision is made on whether or not to continue the trials, the results will be discussed with the Union. After the notification requirement contained in paragraph one (1) above has been in use for a six (6) month period, the Company and the Union will determine whether to continue it for an additional period of time.

- 3) The Company will endeavor to provide face-to-face feedback on observations by the close of the day on which the observation was taken but in no event later than the close of the next business day on which both the Consultant and the team leader who conducted the observation are on the job and are working at a common work location for their full tours.
- 4) Evaluative observing will take place only during the first 7 paid hours of a scheduled work day for employees with a 35 hour basic work week, or during the first 7.5 paid hours of a scheduled work day for employees with a 37.5 hour basic work week. If the Company determines that a Consultant's performance is substantially different during periods of diagnostic evaluation, as compared to periods of evaluative observation, evaluative observations may be conducted on that Consultant beyond the first 7 hours or 7.5 hours, whichever applies.
- 5) On an annual basis, evaluative observations will be limited in frequency as follows:
 - 20 observations for Consultants who received an overall rating of "Exceeds Requirements" on their most recent annual evaluation under the Associate Appraisal Plan;

- 30 observations for Consultants who received an overall rating of “Meets All” on their most recent annual evaluation under the Associate Appraisal Plan; and
 - 40 observations for Consultants who received an overall rating of “Needs Improvement”, “Does Not Meet”, or “Not Rated” on their most recent annual evaluation under the Associate Appraisal Plan.
- 6) It is expressly understood that these modifications do not apply to diagnostic evaluations, which are not appraisal-impacting.

The Company further agrees to conduct a trial moratorium on evaluative observations in one Consumer organization RSSC in each CWA Local for a three (3) month period during the term of the new contract. Consultants will be eligible to participate in this trial if they are rated “Exceeds Requirements” or “Meets All Requirements” on their most recent evaluation under the Associate Appraisal Plan. If the Company determines that overall office performance as it relates to sales, customer satisfaction or customer quality declines as a result of this trial, the Company and the Union will meet to review the information and to make a determination to continue the contact freedom trial.

Closed Time

The following will be added as a letter of agreement to the DC, MD, VA, WV, and VSC, Local 13100, Local 13500, and NJ Commercial - Marketing collective bargaining agreements:

Closed Time

This will confirm our agreement with respect to providing off-line time to Consultants in all lines of business. This agreement will be effective March 1, 2001, and remain in effect for the life of the 2000 collective bargaining agreement.

Effective March 1, 2001, on Tuesdays through Saturdays, excluding the first business day after a holiday, the Company will provide 15 minutes of closed time per day per scheduled Consultant. Effective July 1, 2001, on Tuesdays through Saturdays, excluding the first business day after a holiday, the Company will provide an additional 15 minutes of closed time per day per scheduled Consultant. Closed time does not constitute a break, but rather is provided to the Consultant for purposes of performing productive work dealing with customer related issues. It does not, however, include training time. If an emergency condition as defined in the applicable collective bargaining agreement exists on any given day, the supervisor shall notify the Union steward that closed time is not available that day.

Any question arising in connection with this letter is specifically excluded from the arbitration provisions of the collective bargaining agreement.

Note: PA Local 13500: Within 30 days after ratification, PA Local 13500 must elect either (1) to adopt the above Closed Time letter and to withdraw with prejudice Arbitration Case AAA 14-300-2090-96 and all pending grievances alleging a violation of the August 28, 1992 (Modified 8-11-98) letter agreement on Closed Time, or (2) to retain the August 28, 1992

(Modified 8-11-98) letter agreement on Closed Time. In the event of a withdrawal as described under option (1), the Union's position on the intent and meaning of the August 28, 1992 letter will not be prejudiced should that letter be reinstated in the future.

Disconnect Work

The following will be added as a letter of agreement to DC, MD, VA, WV, and VSC, Local 13100, Local 13500, and NJ Commercial -- Marketing collective bargaining agreements:

Disconnect Work

This will confirm our agreement that for the life of the 2000 collective bargaining agreement, the Company will return customer disconnect service order work to the Consumer RSSCs no later than June 1, 2001.

DSL Demand Sales

The following will be added as a letter of agreement to DC, MD, VA, WV, and VSC, Local 13100, Local 13500, and NJ Commercial - Marketing collective bargaining agreements:

DSL Demand Sales

This will confirm our agreement as follows:

1. The Company's Residence Sales and Service Organization (Consumer) will, by the end of the current contract, train its Consultants to handle customer incoming calls for Verizon-On-Line

DSL requests in D.C., DE, MD, NJ, PA, VA, WV ("Mid-Atlantic Region"). At least 50 Consultants in PA/DE, 50 Consultants/CSRs in NJ, and 100 Consultants in the combined D.C., MD, VA, and WV will be trained before June 1, 2001.

2. The Company's General Business Sales Organization (GBS) will, before June 1, 2001, train a total of at least 10 bargaining unit Consultants in the Mid-Atlantic Region to handle customer incoming calls for Verizon-On-Line DSL requests.

3. GBS and Consumer Consultants will become the primary channel for incoming sales demand calls to business offices in the Mid-Atlantic Region requesting Verizon-On-Line DSL service for the types of customers handled by GBS and Consumer, except that complex Verizon-On-Line DSL calls will continue to be handled by the Company's High Speed Solution Center until the Company is satisfied that the technology is in place in business offices for GBS and Consumer Consultants to handle such complex calls, and until they are trained to do so. The Company expects this technology to be developed and such training to be completed by June 1, 2001, and will use its best efforts to meet this target. [For New Jersey Commercial-Marketing only:] This Consultant Verizon-On-Line DSL work may also be assigned to the Customer Sales Representative title.

[For Local 13500 only:] The Company may assign Telephone Canvassers to perform outbound telecanvassing for Verizon-On-Line DSL service if the Telephone Canvasser work force is adequately staffed and qualified, and the Direct Marketing Center is appropriately equipped.

4. Further, nothing herein shall limit the Company from assigning non-demand DSL sales work of any kind to any sales channel such as, for example, telemarketers or Internet based ordering.
5. Except for the specific commitments set forth above, nothing in this letter of agreement shall be construed to affect any existing rights or obligations under the collective bargaining agreement.

Stress Relief Committee

The following will be added as a letter agreement in the DC, MD, VA, WV, and VSC, Local 13100, Local 13500, and NJ Commercial - Marketing collective bargaining agreements:

In recognition of the need to address issues of employee stress, the parties agree to create a joint Mid-Atlantic Region-wide Company-Union Stress Relief Committee, comprised of five representatives of the Company, and five representatives of the Union, and will be co-chaired by the President of the Retail Markets Group and the District 13 representative with primary responsibility for Commercial issues.

The parties will discuss issues relating to employee stress in the Consumer, General Business Sales, and Receivables Management organizations. Among the matters that the committee will discuss are the following:

- Pro-rated sales objectives;
- Computer timing/adherence;
- Training;
- Wait Time;
- Cap of Force Movement

The committee will meet at mutually agreeable times, commencing no later than 60 days after ratification of the collective bargaining agreement. The Committee will issue an executive report containing its recommendations no later than January 31, 2001.

Limitations on Mandatory Overtime
(Applicable to Commercial Employees Only)

The overtime limits ("caps") of 10 or 15 hours specified in existing overtime administration provisions in the DC, MD, VA, WV, VSC, Local 13100, and Local 13500 collective bargaining agreements shall both be reduced to seven and one-half (7.5) hours. In addition, the following provision will apply in all of the collective bargaining agreements: The Company will give reasonable consideration to an employee's timely request to be excused.

For New Jersey Commercial-Marketing collective bargaining agreement, see below.

New Jersey Commercial-Marketing -- Modify the August 11, 1998 letter agreement on Mandatory Overtime by adding the following new paragraphs:

3. An employee will not be required to work more than a total of seven and one-half (7.5) hours overtime in any payroll week except in case of emergency (as defined in the preceding paragraph), long term service difficulties or employee consent to such overtime. For purposes of computing the 7.5 hour limits, both voluntary and mandatory overtime will count towards those limits. Upon request, the Union will assist in securing volunteers to work overtime.
4. The Company will give reasonable consideration to an employee's timely request to be excused.
5. The parties recognize that long term service difficulties for an extended period may develop from time to time during which suspension of the above overtime limitations would be appropriate. In the event such service difficulties develop, the Company and the Union will meet to discuss the problem and determine how to best deal with the situation.

Notice for Mandatory Overtime

No mandatory overtime will be assigned to Service Representatives/Consultants with less than 24 hours notice before the start of the tour in which the overtime is to be worked to the affected employee, except for the following situations:

1. To complete calls and/or clear calls in queue at the end of a tour, or

2. Extenuating service conditions, in which case the Company will contact the Union in advance to explain the situation.
3. Emergency conditions as defined in the existing contract provisions on overtime “caps”.

Service Representative/Consultant – Time in Title

Effective January 1, 2001, the time in title requirement under RAMP for the Service Representative and Consultant titles shall be reduced from 36 months to 30 months.

The above change should not be read to suggest that the Companies and Union have negotiated any provision of RAMP or that the Union accepts RAMP, either in whole or in part. This letter is simply a commitment by the Companies regarding how they will administer a single RAMP requirement for the life of the 2000 collective bargaining agreements.

SIGNATURES

FOR THE CWA:

James J. Short, Chairperson

Pat Niven, Co-Chair

Doug Thompson, Co-Chair

Ed Carr - CWA, PA

Louis Scinaldi - CWA, VA

Sandy Kmetyk - CWA, PA

Rey Massa - CWA, NJ

Rick Mabrey - CWA, WV

FOR THE COMPANIES

Ronald H. Williams, Chairperson

Maryanne Crompton

James R. Davis

Helen M. Hanson

Mike Walsh

William C. Hart

SIGNATURES

FOR THE CWA

James G. Pappas - CWA, DC

Steve Holland - CWA, MD

Bud Speakman - CWA, DE

Darryl Bryant - CWA, DE

Suzanne F. Truman - CWA, NJ

Bell Atlantic Network Services, Inc.

One Bell Atlantic Plaza
1710 H Street, N.W.
10TH Floor – North
Washington, DC 20006
Office: 202-392-1000
Fax: 202-392-0246

Ron Williams
Executive Director
Bell Atlantic
Labor Relations
Mid-Atlantic Region



August 3, 2000

Mr. James Short
Assistant to Vice President
District 13, CWA
230 South Broad Street, 19th floor
Philadelphia, PA 19102

Dear Mr. Short:

As requested, this letter will confirm that the chart of benefit plans (with plan name changes) in Section III of the MOU is a complete list of the employee benefit plans that provide benefits for the CWA-represented employees of the Companies.

If any such plans were omitted, it was inadvertent, and there will be no change to the substantive plan provisions of any such inadvertently omitted plan during the term of the 2000 collective bargaining agreements.

The list shows each plan with the name best known to employees. It does not include names of certain programs (like HMOs) that are included within a named plan that is on the list. The HMO options are not on the list of plans because the eligibility for HMO options is included within the MEP/MCN plan document. And the list doesn't include certain other "wrap-around" plans (like "Bell Atlantic Plan 550") that have no effect on benefits and are used solely to

economize on annual reporting on government Form 5500 by bundling several benefit plans into one "wrap-around" filing. "Bell Atlantic Plan 550" is a name used for purposes of delivering a consolidated annual filing on Form 5500 for the several plans that are included in it, such as the MEP/MCN plan and the Dental Expense Plan.

Sincerely,

/S/ Ron Williams

DISTRICT 2 NAC LIST

LAST NAME	FIRST NAME	NCS DATE	TITLE	CITY	ST
Rush	Carol	09/01/67	Special Clerk	Falls Church	VA
Knox	Betty	09/11/67	Special Clerk	Falls Church	VA
Brown	Daisy	09/04/68	Dial Administration Clerk	Falls Church	VA
Stevens	Susie	04/28/70	Special Clerk	Falls Church	VA
Moore	Carolyn	08/22/70	Special Clerk	Falls Church	VA
Solomon	Marilyn	09/07/70	Special Clerk	Falls Church	VA
Smalls	Jamie	08/06/71	Dial Administration Clerk	Falls Church	VA
Gray	Marie	01/29/73	Special Clerk	Falls Church	VA
Jones	Arlita	05/01/73	Dial Administration Clerk	Falls Church	VA
Marshall	Sandra	10/14/74	Dial Administration Clerk	Falls Church	VA
Ghalayini	Therese	12/18/77	Dial Administration Clerk	Falls Church	VA
Casey	Donald	07/21/78	Special Clerk	Falls Church	VA
Proctor	Mary	07/06/81	Dial Administration Clerk	Falls Church	VA
Midkiff	Bernice	04/06/83	Dial Administration Clerk	Falls Church	VA
Frost	Hosaphenia	08/02/83	Dial Administration Clerk	Falls Church	VA
Streeter	Wanda	04/23/84	Dial Administration Clerk	Falls Church	VA
Roxas	Michael	05/10/99	Dial Administration Clerk	Falls Church	VA
Sumby	Nicole	07/06/99	Dial Administration Clerk	Falls Church	VA
Wesley	Regina	07/26/99	Dial Administration Clerk	Falls Church	VA
Battle	Josephine	12/20/99	Dial Administration Clerk	Falls Church	VA
Ball	Ronita	01/10/00	Dial Administration Clerk	Falls Church	VA
Daniels	Dana	02/14/00	Dial Administration Clerk	Falls Church	VA

LAST NAME	FIRST NAME	NCS DATE	TITLE	CITY	ST
Stapleton	Darline	02/14/00	Dial Administration Clerk	Falls Church	VA
Lufsey	Linda	02/24/00	Dial Administration Clerk	Falls Church	VA
Garrett	Hilda	04/10/70	Dial Administration Clerk	Norfolk	VA
Lukowsky	Jeannie	04/21/70	Dial Administration Clerk	Norfolk	VA
Brown	Regina	07/23/70	Dial Administration Clerk	Norfolk	VA
Williams	Barbara	09/13/70	Dial Administration Clerk	Norfolk	VA
Greene	Gladys	04/29/74	Dial Administration Clerk	Norfolk	VA
Milbourne	Faye	12/31/74	Dial Administration Clerk	Norfolk	VA
Marshall	Doretta	04/02/79	Dial Administration Clerk	Norfolk	VA
Maye	Darlene	11/10/86	Dial Administration Clerk	Norfolk	VA
Taylor	Gale	09/01/93	Dial Administration Clerk	Norfolk	VA
Julian	Kathe	11/17/97	Dial Administration Clerk	Norfolk	VA
Wehrmann	Jennifer	01/03/00	Dial Administration Clerk	Norfolk	VA
Foster	Cindi	05/30/00	Dial Administration Clerk	Norfolk	VA
Jackson	Brenda	12/03/67	Dial Administration Clerk	Richmond	VA
Dyson	Cynthia	01/03/72	Dial Administration Clerk	Richmond	VA
Braxton-Mines	Patricia	10/30/72	Dial Administration Clerk	Richmond	VA
Harris	Norma	03/18/77	Dial Administration Clerk	Richmond	VA
Lott	Leta	08/30/99	Dial Administration Clerk	Richmond	VA
Harkins	Rachel	11/08/99	Dial Administration Clerk	Richmond	VA
VanSutphen	Barbara	01/02/70	Dial Administration Clerk	Roanoke	VA

LAST NAME	FIRST NAME	NCS DATE	TITLE	CITY	ST
Hill	Barbara	01/18/70	Dial Administration Clerk	Roanoke	VA
Burkholder	Pamela	12/01/81	Dial Administration Clerk	Roanoke	VA
Wilson	Elizabeth	04/15/91	Dial Administration Clerk	Roanoke	VA
Hawkins	Linda	04/22/91	Dial Administration Clerk	Roanoke	VA
Murphy	Faith	06/22/98	Dial Administration Clerk	Roanoke	VA
Clingan	Barbara	04/13/62	Dial Administration Clerk	Cockeysville	MD
Simmen	Jean	06/08/64	Dial Administration Clerk	Cockeysville	MD
Saeger	Rosemary	07/29/66	Dial Administration Clerk	Cockeysville	MD
Curd	Edith	09/01/66	Dial Administration Clerk	Charleston	WV
Morris	Lynda	11/12/66	Dial Administration Clerk	Charleston	WV
Lada	Cindy	12/02/66	Dial Administration Clerk	Clarksburg	WV
Perry	Phyllis	03/31/67	Dial Administration Clerk	Cockeysville	MD
Ellis	Emma	04/22/67	Dial Administration Clerk	Cockeysville	MD
Boone	Helen	05/10/67	Dial Administration Clerk	Cockeysville	MD
Thorton	Ruth	05/10/67	Dial Administration Clerk	Cockeysville	MD
Edwards	Brenda	02/24/68	Dial Administration Clerk	Cockeysville	MD
Davis	Barbara	04/05/68	Dial Administration Clerk	Clarksburg	WV
Marks	Becky	09/22/68	Dial Administration Clerk	Clarksburg	WV
Csernak	Joanne	03/02/69	Dial Administration Clerk	Cockeysville	MD
White	Sue	08/25/69	Dial Administration Clerk	Cockeysville	MD
Fowlkes	Mattie	12/29/69	Dial Administration Clerk	Cockeysville	MD

LAST NAME	FIRST NAME	NCS DATE	TITLE	CITY	ST
Bryant	Joan	02/23/70	Dial Administration Clerk	Charleston	WV
Scott	Mary	03/02/70	Dial Administration Clerk	Clarksburg	WV
Coleman	Gerva	03/31/70	Dial Administration Clerk	Charleston	WV
Green	Margie	05/13/70	Dial Administration Clerk	Charleston	WV
Brady	Edna	07/06/70	Dial Administration Clerk	Cockeysville	MD
Bohn	Connie	09/24/70	Dial Administration Clerk	Cockeysville	MD
Veltri	Kathy	03/13/71	Dial Administration Clerk	Clarksburg	WV
Canning	Mary	08/25/71	Dial Administration Clerk	Cockeysville	MD
Montgomery	Vicki	09/20/71	Dial Administration Clerk	Charleston	WV
Dyke	P. Lynn	03/16/72	Dial Administration Clerk	Charleston	WV
Hawkins	Magalene	03/14/73	Dial Administration Clerk	Cockeysville	MD
Cork	Diane	04/02/73	Dial Administration Clerk	Clarksburg	WV
Saylor	Cindy	07/08/73	Dial Administration Clerk	Cockeysville	MD
Stewart	Charlene	07/28/75	Dial Administration Clerk	Cockeysville	MD
Patterson	Cathy	02/02/76	Dial Administration Clerk	Clarksburg	WV
Sands	Pat	09/16/76	Dial Administration Clerk	Cockeysville	MD
Seti	Mary	07/22/77	Dial Administration Clerk	Clarksburg	WV
Thompson	Jean	02/16/78	Dial Administration Clerk	Cockeysville	MD
Lance	Sabrina	03/08/78	Dial Administration Clerk	Cockeysville	MD
Gardner	Betty	07/17/78	Dial Administration Clerk	Cockeysville	MD
Wines	Kathy	11/26/79	Dial Administration Clerk	Cockeysville	MD

LAST NAME	FIRST NAME	NCS DATE	TITLE	CITY	ST
Roessler	Barbara	12/08/80	Dial Administration Clerk	Cockeysville	MD
Belt	Gail	07/25/88	Dial Administration Clerk	Clarksburg	WV
Belcastro	Mark	11/03/97	Dial Administration Clerk	Cockeysville	MD
Hughes	Deborah	02/03/72	Dial Administration Clerk	Norfolk	VA
Jacob	Beth	10/25/99	Dial Administration Clerk	Norfolk	VA
Jones	Elizabeth	05/02/89	Dial Administration Clerk	Norfolk	VA
Thompson	James	04/09/74	Dial Administration Clerk	Norfolk	VA
McCoy	Joanne	07/16/60	Dial Administration Clerk	Charleston	WV
Myers	Anita	06/03/67	Dial Administration Clerk	Charleston	WV
Purnell	Kurt	01/24/00	Dial Administration Clerk	Falls Church	VA
Rierson	Janet	06/15/67	Dial Administration Clerk	Cockeysville	MD
				Total	96

DELAWARE 13101 NAC LIST

LAST NAME	FIRST NAME	NCS DATE	TITLE	CITY	<u>STATE</u>
Bogucki	Deborah	09/11/72	Staff Clerk	Marshallton	DE
Bumgardner	Nancy	04/07/75	Staff Clerk	Marshallton	DE
Hammett	Debra	07/01/74	Staff Clerk	Marshallton	DE
Isaacs	Patricia	08/23/76	Staff Clerk	Marshallton	DE
Lesko	Judy	06/01/70	Staff Clerk	Marshallton	DE
Reiter	Margaret	10/13/70	Staff Clerk	Marshallton	DE
Schulte	Joette	06/14/71	Staff Clerk	Marshallton	DE
Sellers	Geraldine	08/26/70	Staff Clerk	Marshallton	DE
Vavala	Paulette	10/16/72	Staff Clerk	Marshallton	DE
				Total	9

NJ TRAFFIC NAC LIST

LAST NAME	FIRST NAME	NCS DATE	TITLE	CITY	STATE
Didonato	Nancy	10/24/1966	Records Clerk	Irvington	NJ
Cauthen	Marie	01/13/1969	Records Clerk	Irvington	NJ
Ellison	Mary	03/31/1969	Records Clerk	Irvington	NJ
Johnson	Gloria	02/16/1970	Records Clerk	Irvington	NJ
Connor	Peggy	08/02/1973	Records Clerk	Irvington	NJ
Ponder	Elaine	10/27/1973	Records Clerk	Irvington	NJ
Rosario	Joann	04/16/1974	Records Clerk	Irvington	NJ
Miller	Helen	01/23/1975	Records Clerk	Irvington	NJ
Minder	Merry	04/03/1978	Records Clerk	Collingswood Irvington	NJ
Trumbauer	Jeannette	06/25/1979	Records Clerk	Irvington	NJ
Estrada	Sonia	07/12/1982	Records Clerk	Irvington	NJ
Young	Mary	01/27/1984	Records Clerk	Collingswood Irvington	NJ
Christmas	Rhea	08/23/1985	Records Clerk	Irvington	NJ
Tames	Joanne	07/20/1987	Records Clerk	Irvington	NJ
Adams	Nanette	06/27/1988	Records Clerk	Irvington	NJ
Mallory	Cynthia	08/15/1988	Records Clerk	Irvington	NJ
Palmer	Angela	08/29/1988	Records Clerk	Irvington	NJ
Clemonts	Ronneane	10/03/1988	Records Clerk	Irvington	NJ
Mozee-Hatcher	Vanessa	11/21/1988	Records Clerk	Irvington	NJ
Hardin	Tracy	01/09/1989	Records Clerk	Irvington	NJ
Noel	Yvonne	03/13/1989	Records Clerk	Irvington	NJ
Culpepper	Laura	07/24/1989	Records Clerk	Irvington	NJ
Chrono	Richard	03/19/1990	Records Clerk	Collingswood Irvington	NJ
Ashenfelter	Sandra	07/12/1993	Records Clerk	Collingswood Irvington	NJ
Charlton	Omar	08/30/1993	Records Clerk	Irvington	NJ
Tutt	Dexter	07/01/1996	Records Clerk	Irvington	NJ
Wright	Jarae	09/30/1996	Records Clerk	Irvington	NJ
Watson	Deborah	11/04/1996	Records Clerk	Irvington	NJ
Spinner	Erica	12/15/1996	Records Clerk	Irvington	NJ
Melvin	Al-Jathyah	03/17/1997	Records Clerk	Irvington	NJ
Evans	Felicia	08/13/1997	Records Clerk	Irvington	NJ
Giles	Dorothy	11/17/1997	Records Clerk	Irvington	NJ
White	Ameena	11/17/1997	Records Clerk	Irvington	NJ
Bacon	Kelly	03/30/1998	Records Clerk	Irvington	NJ
Hubbard	Lisa	04/27/1998	Records Clerk	Irvington	NJ
Bell	David	05/09/1998	Records Clerk	Irvington	NJ

LAST NAME	FIRST NAME	NCS DATE	TITLE	CITY	STATE
Ford	Anwa	06/21/1999	Records Clerk	Irvington	NJ
Graves	Lee	08/09/1999	Records Clerk	Irvington	NJ
Bynum	Shirley	11/01/1999	Records Clerk	Irvington	NJ
				TOTAL	39
Truppo	Marie	04/16/1957	Staff Clerk	Irvington	NJ
Bresnock	Joan	07/13/1962	Staff Clerk	Irvington	NJ
Dennis	Lynn	04/07/1969	Staff Clerk	Irvington	NJ
Baldwin	Patricia	09/11/1972	Staff Clerk	Irvington	NJ
Williams	Vianne	04/28/1978	Staff Clerk	Irvington	NJ
Scott	Francine	07/30/1979	Staff Clerk	Irvington	NJ
Rela	June	09/04/1979	Staff Clerk	Irvington	NJ
Swierk	Palma	01/07/1980	Staff Clerk	Irvington	NJ
Pagano	Dianne	04/07/1980	Staff Clerk	Irvington	NJ
				Total	9

August 13, 2000

Mr. James J. Short
Assistant to Vice President
CWA, District 13, AFL-CIO
230 South Broad Street, 19th floor
Philadelphia, PA 19102

Dear Mr. Short:

This letter will confirm, as requested, that “Attachment E” (copy attached) to the IME provisions in the 1998 Memorandum of Understanding will continue in effect for the life of the 2000 agreements.

Very truly yours,

/s/ Ron Williams
Executive Director-Labor Relations
Verizon Services Inc.

Attachment

8/10/98

Tyler Williams

During our discussions this morning you were asked what criteria the IME would use if CORE disagreed with the employees attending physician. Your response was that the IME would be requested to determine whether or not the employees attending physician made a proper determination or not.

CORE policies or guidelines would not be a part of the IME's determination.

Please sign below if you are in concurrence.

/s/ Tyler Williams

/s/ Vince Maisano

August 18, 2000

Mr. James J. Short
Assistant to Vice President
CWA, District 13, AFL-CIO
230 South Broad Street, 19th Floor
Philadelphia, PA 19102

Dear Mr. Short:

For the life of the 2000 agreements, when there is a dispute between the employee's attending physician and the Company's SADBPA Administrator (currently CORE) as to whether an employee who is able to work requires medical restrictions (such as, but not limited to, a restriction on the number of hours per day the employee can work or a restriction on how much weight the employee can lift), or a dispute as to the duration of such restrictions, a binding functional capacity evaluation by an independent third party will be arranged by CORE.

The procedures CORE will follow shall be reviewed by the ACHC no later than November 15, 2000, for implementation on December 1, 2000.

Very truly yours,

Executive Director – Labor Relations
Verizon Services Corp.

AGREED:

Assistant to Vice President

Sales And Referral Incentive Programs

This will confirm our understanding of August 20, 2000, regarding sales and referral incentive programs reached in 2000 Bargaining.

The Company may develop and implement sales and referral incentive programs which will provide employees in any title who participate the opportunity to earn merchandise, cash, meals, recognition, and other awards of value based on individual and/or collective performance in achieving standards developed and administered solely by the Company.

Except for attending informational meetings, the decision of whether or not to participate in sales and referral incentive programs shall be wholly voluntary. Sales employees are expected to continue their sales activities and other job responsibilities whether or not they participate in these incentive programs.

A Company representative will notify the Union of any sales and referral incentive programs prior to implementation. The development, design, size, frequency, and/or administration of sales and referral incentive programs, including the amount of merchandise, cash or other awards earned by participating employees, are wholly within the discretion of the Company and are not subject to the grievance or arbitration provisions of the collective bargaining agreement, except that alleged violations of the provisions of this letter may be grieved and arbitrated.

This Letter of Understanding shall expire at 11:59 PM on August 2, 2003.

Verizon Washington, DC Inc.

Communications Workers of America

Verizon Maryland Inc.

Verizon Virginia Inc.

Verizon West Virginia Inc.

Verizon Services Corp.

By _____

By _____

Company Bargaining Chair

Union Bargaining Chair

Bell Atlantic Network Services, Inc.
One Bell Atlantic Plaza
1710 H Street, N.W.
10TH Floor – North
Washington, DC 20006
Office: 202-392-1000
Fax: 202-392-0246

Ron Williams
Executive Director
Bell Atlantic
Labor Relations
Mid-Atlantic Region



August 16, 2000

Mr. James J. Short
Assistant to Vice President
CWA, District 13, AFL-CIO
230 South Broad Street, 19th Floor
Philadelphia, PA 19102

Dear Mr. Short:

When an employee makes a permissible change in benefit plans, there is no fee. In the event an employee is charged such a fee, the fee will be waived.

Sincerely,

/s/
Ron Williams