

Work-At-Home Memorandum of Agreement

Effective on the date of this Work-At-Home Memorandum of Agreement (the “Agreement”), the Verizon Companies (as defined in the applicable Memorandum of Understanding) (collectively, the “Company”) will continue work-at-home arrangements for all International Brotherhood of Electrical Workers and Communications Workers of America (collectively, the “Union”) associates who are working from home or who are currently eligible to do so, under the terms outlined below.

The participating associates’ wages, benefit coverage and other terms and conditions of employment including, but not limited to, tour selection, vacation scheduling (e.g., vacation weeks, days, EWDs, etc.), and overtime scheduling will continue to be governed by the applicable collective bargaining agreement except as modified below.

Additional terms and conditions for associates working at home are as follows:

1. All associates who volunteer and are eligible (referred to as “associates” throughout) must have a single, permanent work-at-home location with the following qualifications:
 - a. The work-at-home location has adequate space necessary to perform the associate’s work;
 - b. No deed, lease, condominium, or co-op restrictions would be violated by performance of the work-at-home location. The associate is accountable for determining such occupancy/use restrictions; and,
 - c. The associate’s work-at-home location must have broadband capability sufficient to reliably access Verizon systems and perform work assignments. While the preferred set-up for working at home is a wired connection, associates who have computers that are not enabled for wi-fi may request that the Company enable wi-fi connectivity on their computer, and the Company will do so as soon as practical after January 1, 2023 provided that the connection at the location of the computer within the home meets and maintains these requirements.

- d. An associate's request to temporarily work at an alternative work-at-home location may be granted upon the employee demonstrating extenuating circumstances with management's approval.
2. The associate will work from home on all assigned workdays except as provided in Paragraphs 9 and 10 or if approved by a supervisor in advance. Nevertheless, the associate will continue to have a designated normal reporting location for administrative purposes that will remain the location it was immediately preceding the execution of this Agreement, and the Company may update the associate's normal reporting location in accordance with the applicable collective bargaining agreement in the future. In making the update, consideration will be given to geographic proximity and maintaining the associate's local union affiliation, and the Company will not make an update if doing so would result in a change to the associate's national union affiliation. If a change in normal reporting location would affect an associate's local union affiliation, then the Company will not make that change without first consulting with the Union and giving good faith consideration to any alternative suitable Company locations that would not necessitate a change in local union affiliation. The associate may change their work-at-home location on a permanent basis up to one time per calendar year to another location so long as the change will not increase the associate's commute to their normal reporting location by 75 or more miles. All other requests to change one's work-at-home location require management approval. If an associate utilizes existing contractual processes and that leads to a change in their normal reporting location, their work-at-home location must be located within 75 miles of their new normal reporting location within 6 months of the change. The associate is required to notify their manager in advance of any planned change of work-at-home location, and whenever possible, that notification should take place four weeks in advance of any planned change of work-at-home location.
3. The Company will bear the cost of providing a Verizon computer with agent image, thin client, dual monitors, keyboard, webcam, secure router, surge protector, headset, and a mouse. Associates and/or other bargaining unit employees will be responsible for installing and maintaining all Company property referenced above provided to them in

order to perform work at home. Associates who are experiencing technical difficulties with the provided equipment and have not been able to resolve the issue after utilizing other resources (e.g., Help Desk, supervisor) shall have the ability to initiate a request for the help of the CTS/OCS organization. Additionally, departments may choose to utilize CTS/OCS associates in lieu of shipping replacement equipment and/or utilizing the Help Desk. All equipment and items provided must only be used for Verizon business purposes. To the extent an associate requires an accommodation, the Company will provide equipment and items as required by law. The Company will provide associates with a one-time reimbursement of up to three hundred dollars (\$300) toward the purchase of an office desk and/or chair, reimbursable after the associate provides proof of purchase. All Verizon equipment and other materials provided to an associate in connection with the work-at-home arrangement, and all equipment, materials, correspondence, records, documents, software, promotional materials, and other Company property, including all copies, summaries, synopses, or portions thereof, which come into the associate's possession whether or not created by the associate, and regardless of whether they were received by the associate at his/her residence, will at all times remain the sole and exclusive property of the Company. At any time that the Company requests, if the associate stops working from home pursuant to Paragraph 13, 14 or 15, or upon the termination of an associate's employment, the associate will return to the Company all such Company property, and will not keep any copies of such Company property. Removal and return of Company-provided equipment, and/or related peripherals will be performed by the associate and/or other bargaining unit employees. If the Company determines that an associate's equipment should be returned to the office, then in addition to any other work performed by CTS/OCS, CTS/OCS shall perform any work on such returned equipment that they would have performed had the associate been based in the office.

4. All work schedules will be posted electronically, and it will be the associate's responsibility during their working hours to access and view the work schedule posting. The work-at-home arrangement must enable the supervisor to evaluate associate performance, certify the accuracy of timesheets and attendance records, and perform

other supervisor responsibilities to the same extent as if the participating associate were working at his/her normal reporting location. Associates will be required to: (i) be logged into the Company's instant messaging system during all work hours, and (ii) use webcam to participate in meetings, training, development, and other work-related activities, as necessary. Associates will be provided with at least 15 minutes notice when they are required to use the webcam. The provided webcam will not be used for the purposes of surveillance. When a webcam is not in use, the webcam may be covered or deactivated by the associate. Supervisors will contact the associate at home for work-related matters, including but not limited to, coaching, observation, feedback, and attendance. At the Company's discretion, investigatory interviews and disciplinary discussions may be conducted electronically (for example, teleconference/video conference, using a webcam, etc.), or in-person at a designated Company location or, if mutually agreed, at a Union location. However, in every instance where the nature of the violation being investigated could reasonably result in dismissal or a suspension of more than five days, the associate will be given the option to meet in-person for an investigatory interview at a designated Company location or, if mutually agreed, a Union location.

5. The associate will be responsible for providing broadband connection, a quiet and safe work environment, and utilities. Those associates currently utilizing internet devices provided by the Company, who will be set forth on a list provided by the Company, will be permitted to continue utilizing those devices at no cost unless there is other commercially available broadband at their work-at-home location that would be sufficient to allow them to reliably access Verizon systems and perform work assignments. In the event the associate receives any insurance payment arising from the insured loss of any Company property, he/she must promptly remit payment to the Company.
6. Associates will be expected to comply with the same rules and policies of the Company including the Verizon Code of Conduct with which all associates must comply. For example, it is the associate's responsibility to use Company equipment in a reasonable and safe manner and to protect Company equipment and software against damage,

abuse, misuse or other violation of existing rules of the Company concerning protection of its property and information. Associates may not use Company equipment, materials, systems or software in any manner or for any purpose that violates the Company's policies, the Verizon Code of Conduct, or federal state, or local laws. Associates will adhere to the Company's policies regarding the protection of Company information from disclosure to third-parties who do not have a need to know such information. No third-party, including family or friends, may use Company equipment or software for any reason.

7. Associates will work their full tours, including split tours where such tours are permitted by the applicable collective bargaining agreement, and will adhere to their work schedule. They will begin work on time and give their full time and attention to the performance of their job duties. Work time will not be spent on dependent care activities. In the event associates need to leave their work positions at times other than scheduled breaks and the lunch hour (e.g., feeling ill), they must first confer with supervision and secure permission, using current local practices. If an emergency situation develops requiring immediate action on the part of the associate, he/she should react appropriately then notify his/her supervisor as soon as practicable. Upon returning to their work positions, associates must inform supervision. Absent supervisor approval, associates are not permitted to log into Company systems for the purpose of performing work during non-working hours. Working outside of scheduled tours or approved overtime is strictly prohibited, and this includes checking, reading, or responding to work emails and receiving or making work-related calls. Associates will not be prohibited from logging into Company systems during non-work hours for de minimis activities primarily for their own benefit (e.g., to verify their Company-provided benefits). Associates will be expected to communicate to their family members and friends that distractions such as personal telephone calls, visitors and interruptions by other family members, children, pets, acquaintances, social guests or other individuals while on duty can be very disruptive to their ability to perform the job, and should be limited to emergencies.
8. Associates will be expected to keep their home work area free from potential hazards and obstructions, and generally to treat it as if it were a Company office. If an associate

suffers a work-related injury or illness in his/her work-at-home location, the associate must report the injury or illness in accordance with Company policy.

9. Associates must inform supervision as soon as practicable of any malfunctioning equipment and/or any other reason why they cannot work from home (e.g., lack of power or internet). In these circumstances, supervision may require the associate to promptly report to their normal reporting location or other Company or non-Company locations and continue to do so until the associate has the ability to effectively work from home. Generally, the associate will only be required to report to a Company or non-Company location if the inability to work from home is recurrent, or has lasted (or is expected to last) more than half of their tour. Associates will not suffer loss of pay resulting from the inability to work from home provided the cause is beyond the associate's control, and the associate complies with the Company's instructions and the terms of this Agreement.
10. Associates may be required to report to their normal reporting location or other Company or non-Company locations for purposes such as, but not limited to, meetings, kick-offs, team-building exercises, medical and testing visits, training sessions, certifications, to pick up work-related materials, or where the associate's work assignment requires it. There must be a non-discriminatory reason to require the associate to report to their normal reporting location or other Company or non-Company locations, and requiring associates to report to such locations under this paragraph shall not be used as a form of discipline or for punitive reasons. Associates will be given at least 48 hours' notice of the need to be present at their normal reporting location or other Company or non-Company locations for these purposes. Associates may also be required to report to their normal reporting location or other Company or non-Company locations for investigatory interviews or disciplinary discussions and will be given notice of the need to be present at such locations no later than noon the day before.
11. No additional payments of any kind (e.g., for mileage or travel time, Board and Lodging, etc.) will be made when the associate is directed to report to his or her normal reporting location. If the associate is directed to report to any other Company or non-Company location, all collective bargaining agreement provisions applying to payment for travel

time, mileage, board and lodging, etc. will apply, and all travel/mileage calculations will be based on the distance from the normal reporting location to the location the associate is directed to report.

12. Emergency call outs and overtime will be handled as outlined in the applicable collective bargaining agreement and/or local practice provided it does not violate any applicable collective bargaining agreement. Overtime must be approved in advance by the associate's supervisor or authorized designee unless an associate is in the process of completing a customer call.
13. During the first nine months of an associate's work-at-home arrangement under this Agreement, an associate may withdraw from and discontinue their work-at-home arrangement with thirty days' notice to the Company ("Retreat Rights"). After the first nine months, upon the associate's request, the Company may exercise its discretion to approve an associate to discontinue working at home upon the associate demonstrating extenuating circumstances. Any such approvals shall be without precedent and the Company will not withhold such approval in an arbitrary or capricious manner in cases of undue hardship beyond an employee's control. If an associate exercises the Retreat Rights or if, after the first nine months of working from home, the Company permits an associate to discontinue working at home upon a showing of extenuating circumstances, the associate will only be eligible to subsequently work from home at the Company's discretion.
14. The Company has the discretion, after notification to the union, to designate newly hired or rehired associates into the workgroups that have associates eligible to work from home into work-at-home positions subject to this Agreement without the associate having any recourse to the "Retreat Rights" set out in Paragraph 13. However, the Company may exercise its discretion to approve an associate to discontinue working at home upon the associate demonstrating extenuating circumstances. Any such approvals shall be without precedent and the Company will not withhold such approval in an arbitrary or capricious manner in cases of undue hardship beyond an employee's control. If the Company permits an associate to discontinue working at home upon a showing of

extenuating circumstances, the associate will only be eligible to subsequently work from home at the Company's discretion.

15. Associates who transfer into work-at-home positions shall be able to exercise the Retreat Rights set forth in Paragraph 13: (a) prior to beginning the work-at-home position on notice to the Company; or (b) during the first nine months of an associate's work-at-home arrangement with thirty days' notice to the Company.
16. If requested by a Local Union Business Manager/President, the Company and the Union will discuss arrangements to allow associates to meet with the Union.
17. The Company may terminate the work-at-home arrangements at any time for an individual associate for material or repeat violation of the terms of this Agreement or material or repeat failure to adequately perform their job for a reason or reasons related to working from home with 7 days' notice to the affected associate. The Company may terminate this work-at-home arrangement for any workgroup or groups if it has a demonstrated need to do so for such group(s) so long as the Company notifies the Union and discusses its plans at least 90 days before the planned termination date for such workgroup or groups. The Company will not provide any such notice prior to one year from ratification of this Agreement.
18. Alleged violations of this Agreement are subject to the grievance and arbitration procedures of the applicable collective bargaining agreement.
19. Within three months of ratification or at a time mutually agreed upon, the Company will send an e-mail to associates who are working from home that contains a link provided by the Union which will enable associates during paid breaks or outside of working hours to access a virtual union bulletin board maintained by the Union. The Company will have access to view the virtual bulletin board and the bulletin board will comply with existing contractual provisions addressing union bulletin boards.
20. In fulfillment of any existing obligations to provide union orientation time, arrangements will be made for the Union to meet on paid time virtually with newly hired or rehired

associates or associates who transfer into a new bargaining unit utilizing Company equipment and systems. This shall also apply in jurisdictions where no existing obligations to provide union orientation time exist, in which case such meetings shall not exceed thirty (30) minutes. Such meetings will occur within at least thirty (30) days of the date the associate was hired, rehired, or transferred. If mutually agreed to between the associate and the Union, the meeting can take place at the associate's work-at-home location in which case any resulting travel time will not be paid by the Company.

21. Except for those associates who are being provided with internet devices by the Company pursuant to Paragraph 5, associates who are working from home will receive \$50 per month for costs related to working from home. These payments will be effective on the first day of the month following the month this Agreement is ratified, and the first payment will be payable at a time mutually agreed upon by the Company and the Union and in no event later than 90 days after ratification. Thereafter, these payments will be made monthly to associates on active payroll who are working from home on the date the payments are made. These payments will be subject to all applicable federal, state and local tax withholdings and are not required to be included in wages for computations of overtime, benefits or for any other purpose.