



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

**Patrick Prindeville
AVP - Labor Relations**

April 22, 2025

**Mr. William Gallagher
Assistant to the Vice President
Communications Workers of America
AFL-CIO, District One
80 Pine Street, 37th Floor
New York, New York 10005**

Dear Mr. Gallagher:

This Agreement is made and entered into by and between Communications Workers of America, AFL-CIO ("CWA" or the "Union") and Verizon Services Corp. regarding Southern New England Telephone Company ("SNET"):

Whereas Verizon Communications Inc. ("Verizon"), Frontier Communications Parent, Inc. ("Frontier") and France Merger Sub Inc. executed the Agreement and Plan of Merger dated September 4, 2024 (the "APM");

Whereas Verizon and Frontier submitted an application (the "Application") requesting that the Public Utilities Regulatory Authority ("PURA" or the "Authority") approve a change of control in which Frontier will become a wholly-owned subsidiary of Verizon in PURA Docket No. 24-11-06;

Whereas the Union was granted intervenor status in Docket No. 24-11-06 pursuant to PURA's ruling on Motion No. 4 dated December 2, 2024;

Whereas SNET is a wholly-owned subsidiary of Frontier;

Whereas the Union and SNET are parties to a collective bargaining agreement (the "CBA");

Whereas Verizon will become the parent corporation of Frontier and SNET should PURA approve the Application and should the APM close;

Whereas the Union has certain concerns and objections regarding the Application; and

Whereas the Union and Verizon Services Corp. (collectively, the "Parties") mutually agree to resolve these concerns and objections to avoid incurring the time and expense of further litigation;

NOW, THEREFORE, the Parties agree as follows:

1. SNET will eliminate its current use of contractors to perform professional in-home fiber installation and repair work covered by the CBA. This will begin within 120 days of the closing of the APM.
2. Contractors will only be used consistent with this Agreement and the CBA, including the Porter Letter. SNET and the Union will meet within 90 days of the closing of the APM to discuss the application of the Porter Letter to overtime levels for bargaining unit employees when contractors are being used.
3. A Plant-Pride program will apply to SNET's network and operations in Connecticut. SNET will begin to implement the program within 6 months of the closing of the APM and will complete the implementation within 1 year of the closing of the APM.
4. Within one year of the closing of the APM, SNET will hire at least 25 bargaining unit employees into call-taking roles and will hire at least an additional 25 employees into call-taking roles within two years of the closing of the APM. Additionally, SNET will engage in bargaining within 90 days of the closing of the APM regarding the Leverage and Service Representative titles, including any necessary modifications to those titles.
5. CWA agrees that upon the effective date of the Agreement it will notify PURA that it is withdrawing as an intervenor in Docket No. 24-11-05 and that it supports approval of the Application without concern or objection.
6. All of the terms of this Agreement are contingent upon the closing of the APM.
7. This Agreement will not be cited or used except to enforce its terms. This Agreement may not be modified in any way except by mutual agreement of all parties. Such an agreement shall be in writing and signed by all parties.
8. The terms of the Agreement will be subject to the grievance and arbitration provisions of the CBA between the CWA and SNET upon the closing of the APM.

By: Patrick J. Prindeville
Patrick J. Prindeville – Associate Vice President - Labor Relations
Verizon Services Corp.

By: William Gallagher
William Gallagher – Assistant to the Vice President
Communications Workers of America, AFL-CIO

Date: 4/22/25