



October 24, 2025

RE: VERIZON/FRONTIER PENDING ACQUISITION CWA D9 AWAITING SETTLEMENT AGREEMENT

Sisters, Brothers, and Siblings,

We are writing to you as a reminder of the previous announcements sent out regarding the upcoming/pending acquisition, to share some significant news regarding our recent agreement with Verizon Communications related to their acquisition of Frontier Communications.

This agreement represents a crucial step forward for our workforce and the customers we serve, delivering the stability that both parties deserve. **This settlement that is contingent upon the ratification being approved and finalized by the CPUC**, came after weeks of negotiations and tireless evenings of back and forth. Trust us, this was no easy feat but worth all of the squabbles. Here are some key highlights of the agreement:

Staffing – Verizon additionally commits to hiring at least one hundred full-time CWA-represented employees each year for six years after close of the Transaction, for a total of at least six hundred (600) full-time CWA-represented employees.

[What does this mean for our Frontier members? This would bring in more CWA Represented members, not only assisting with workloads in various departments. It would possibly eliminate the need for the Contractors at the level Frontier utilizes.]

CWA Employee Retention and Hiring – For four years after close of the Transaction, Verizon will not involuntarily lay off any CWA-represented employee who was an employee as of close (or hired pursuant to the commitment set forth in paragraph 3 of the Agreement).

[What does this mean for our Frontier members? Those employees who were NOT on payroll as of close of the April 2016 Frontier Acquisition, who ARE on payroll as of the new Verizon Acquisition, WILL BE COVERED. THEREFORE, as soon as the acquisition is approved and final, Everyone who is on payroll as of that date, would have Job Security for the 4 years indicated in the settlement.]

Plant Maintenance – Verizon commits to, within twelve months of close of the Transaction and for a period of three years following close of the Transaction, adopt and implement a plant maintenance program for Frontier's network comparable to its National Operations Quality

Inspection System through which technicians can submit plant conditions needing additional maintenance. Verizon will perform plant rehabilitation or maintenance to address the reported conditions within 90 days of receiving a submission.

[What does this mean for our Frontier members? We heard you loud and clear! While Frontier allowed the plant to continue to degrade and didn't care, We brought your ongoing concerns to Verizon while negotiating this agreement, this is not only a win for the employees, but also a win for the customers!]

Network Audit – Within twelve months of the close of the Transaction, Verizon shall conduct an audit of Frontier's network and bring Verizon's facilities up to Verizon's standards and the Commission's service quality standards pursuant to General Order 133.

[What does this mean for our Frontier members? We heard you loud and clear! While Frontier allowed the facilities to continue to degrade and didn't care, We brought your ongoing concerns to Verizon while negotiating this agreement, this is not only a win for the employees, but also a win for the customers!]

GO 133 Service Quality Standards – Within twelve months of closing of the Transaction, Verizon will also conduct an audit of Frontier's network and bring its facilities up to Verizon's and the Commission's service quality standards as outlined in GO 133. For four years after close of the Transaction, Verizon will provide quarterly reports to the Commission and CWA on its compliance with service quality standards pursuant to General Order 133 ("GO 133"). If, at the end of the forty-eight-month period, Verizon is not consistently meeting these standards, it shall continue to provide quarterly reports and will convene a Service Quality Committee composed of CWA leaders, Operations executives responsible for California, and Labor Relations to review shortcomings and discuss potential solutions. Verizon additionally commits to take action consistent with the wireline service quality requirements under GO 133, including maintaining adequate personnel to offer safe, adequate, and reliable service.

[What does this mean for our Frontier members? Same as above, we heard you loud and clear! While Frontier allowed the standards of the plant and facilities to degrade and didn't care, We brought your ongoing concerns to Verizon while negotiating this agreement, this is not only a win for the employees, but also a win for the customers! We will continue to be a committee to ensure they are upholding their commitments.]

Carrier of Last Resort Responsibilities – Verizon commits to assuming Frontier's responsibility as a Carrier of Last Resort ("COLR") in the service territories where it is designated as such. If Verizon is relieved of its COLR obligations, Verizon commits to offer a voice service over a technology of its choice to customers for a period of twelve months following relief of the COLR obligations.

[What does this mean for our Frontier members? We heard you loud and clear! Removing the carrier of Last Resort would not be good for anyone in California, employee and consumer

alike.... This clause holds Verizon to COLR, This is so important for us as both employees and the consumers.]

Backup Power and Service Reliability – Verizon commits to maintaining adequate staffing and backup power to ensure the safe and reliable operations of its central offices, including but not limited to, maintaining battery backup power sufficient for at least eight hours in the event of a power failure and backup generators capable of operating at least 24 hours without refueling.

[What does this mean for our Frontier members? While this is self-explanatory, this is an absolute win for the consumer and employees!]

We believe this agreement highlights our union's commitment to advocating for our members while ensuring that our customers receive the level of service they expect and deserve. Your solidarity and support have been invaluable throughout this process.

Thank you for your continued dedication to our union and our collective goals.

In Unity,

Frank Arce, CWA D9 Vice President

Domonique Thomas, CWA D9 Assistant to the VP

Maggie McCormack, CWA D9 Staff Representative