



Regional Attendance Plan Associate Coverage Form

Applicable to: CWA and IBEW associates employed by Verizon New Jersey Inc., Verizon Pennsylvania Inc., Verizon Delaware Inc., Verizon Washington DC Inc., Verizon Maryland Inc., Verizon Virginia Inc., Verizon South Inc. (Virginia), Verizon Advanced Data Inc., Verizon Corporate Services Corp., and Verizon Services Corp.), with 5 years of service or more.

Attendance Policy	<ul style="list-style-type: none"> Verizon expects reasonable attendance and punctuality from its associate employees. Employees shall be available for work each scheduled tour and shall report to work on time. Employees are expected to maintain reasonable health standards, take intelligent precautions against illness and accidents, make arrangements for personal needs outside of normal work hours and provide timely notification to supervision, prior to the start of a tour, when unable to report for duty or report on time. The Company encourages employees that anticipate or are experiencing attendance difficulties to seek counseling or assistance from the Employee Assistance Program (EAP) or work/life resource programs. Absenteeism and tardiness lower the Company's competitive posture by disrupting customer service and production, interfering with the services an organization provides, hindering daily and long-range planning, having a negative effect on Company income and net earnings, and increasing the burden on those employees who must share the increased workload. Absenteeism and/or tardiness is a basis for disciplinary action, up
Coverage	This attendance plan covers all regular full time, regular part time and regular term CWA and IBEW (NJ IBEW Local 827 and PA IBEW Local 1944) associates located in New Jersey, Delaware, Pennsylvania, Washington DC, Maryland, Virginia and West Virginia.
FMLA	Absences that are certified as covered by the Family and Medical Leave Act (FMLA) and NJ Family Leave Act are not considered chargeable absences and therefore are not subject to this Plan.
Employee Responsibility	<ul style="list-style-type: none"> All employees shall be accountable for their attendance and punctuality. Each employee is expected to be on the job, ready to work, at the scheduled start time and after a break or meal period. <p>Employees who are unable to report to work or who expect to be tardy must notify their supervisor prior to the employee's scheduled start time.</p>
DEFINITIONS	
Incident	Any chargeable occurrence of absence or tardiness. An incident is recorded without regard to the amount of time missed (e.g. 1/2 of scheduled tour, related to a non-FMLA covered absence = 1 incident; 5 days of non-FMLA covered absence = 1 incident; 5 or more minutes late, related to a non-FMLA absence = 1 incident; or minor tardiness of less than 5 minutes =
Chargeable Absence	Any absence, paid or unpaid, which is recorded and charged against an employee's record for the purpose of determining attendance performance (e.g. non-FMLA covered sickness and disability absences ; absence due to transportation difficulties; unexcused time without pay; etc.) If an employee reports to work after one half of their tour has elapsed, that period of time will be considered an absence.
Non-Chargeable Absence	Any absence, paid or unpaid, which is recorded but not charged against an employee's record for the purpose of determining attendance performance (e.g. jury duty; military duty; FMLA certified absence ; death in immediate family; excused time without pay- force and load conditions permitting), or an otherwise chargeable absence that is excused as a reasonable accommodation under the Americans with Disabilities Act, in accordance with Company policy.
Exempt Days	Exempt Days are available for associates with one (1) or more years of service. Employees may take up to four (4) incidental absence days in a calendar year which shall not be charged against an employee's record for purposes of determining attendance performance on the attendance

	<p>("Exempt Days"). Any absence that is a half tour or more will be eligible for treatment as an Exempt Day. Exempt Days have no application to tardiness. The number of Exempt Days will be prorated in the year he or she reaches one year of net credited service as follows: (a) an associate who reaches one year of net credited service in the first quarter of the calendar year will receive four (4) Exempt Days; (b) an associate who reaches one year of service in the second quarter of the calendar year will receive three (3) Exempt Days; (c) an associate who reaches one year of service in the third quarter of the calendar year will receive two (2) Exempt Days; (d) an associate who reaches one year of service in the fourth quarter of the calendar year will receive one (1) Exempt Day.</p>
Tardiness	<ul style="list-style-type: none"> • Significant tardiness is any chargeable time, 5 minutes or more when an employee is not on duty ready to work at the beginning of a scheduled work period or after a break or meal period. • Minor tardiness is any chargeable time of less than 5 minutes occurring when an employee is not on duty ready to work at the beginning of a scheduled work period or after a break or meal period. For purposes of administering this step plan, and to progress an employee
Timely Notification	<ul style="list-style-type: none"> • Notification is considered timely if given to supervision prior to the start of the employee's scheduled tour. • In cases where the employee has advance notice that a conflict exists which will prevent him/her from being on time or able to report to work, the employee is expected to notify supervision as soon as possible. <p>NOTE: Failure to provide timely notification may subject the employee to disciplinary action up to and including dismissal.</p>
Code of Conduct Violations	<p>Under the Code, misrepresenting one's health status or other reasons for absence may constitute independent grounds for disciplinary action, up to and including dismissal, regardless of an employee's overall attendance record.</p>

ATTENDANCE PLAN PROCESS

Steps	Step Trigger	Employee Status
1	<ul style="list-style-type: none"> • 1 chargeable incident of absence, or • 4 chargeable incidents of significant tardiness (or equivalent minor tardiness) in 6 months. • Once placed on Step 1, if there are no further chargeable incidents of absence or fewer than 2 chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months, the employee is removed from attendance control. 	<ul style="list-style-type: none"> • If placed on Step 2 of the plan, he/she will be considered DN (Does Not Meet Requirements) in Attendance and Punctuality for purposes of the Associate Appraisal Plan and the Regional Associate Mobility Plan (RAMP). • The next chargeable incident of absence (3 days or less) or 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months may result in placement on Step 2. • If the next chargeable incident of absence within 6 months exceeds 3 days, the employee will be placed on Step 3 and may be disciplined. • The employee's target date will be extended for any full days of an approved leave of absence (e.g. FMLA, Education). • If FMLA approval is still pending for another absence that occurred before and/or after the absence that the employee was most recently stepped for, although employee moving to Step 1 at this time, if the pending absence ends up being denied for FMLA, this could result in further progression on the Plan.

Steps	Step Trigger	Employee Status
2	<ul style="list-style-type: none"> • Next chargeable incident of absence (3 days or less) within 6 months of the previous incident, or • 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within 6 months of the previous incident. • Once placed on Step 2, if there are no further chargeable incidents of absence or fewer than 2 chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months, employee is placed back on Step 1 	<ul style="list-style-type: none"> • The employee is given a warning. • An additional incident of chargeable absence or 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months may result in a suspension (or letter in lieu of suspension). • Employee is now considered DN (Does Not Meet Requirements) in Attendance and Punctuality for purposes of the Associate Appraisal Plan and the Regional Associate Mobility Plan (RAMP). • The employee's target date will be extended for any full days of an approved leave of absence (e.g. FMLA, Education). • If FMLA approval is still pending for another absence that occurred before and/or after the absence that the employee was most recently stepped for, although employee moving to Step 2 at this time, if the pending absence ends up being denied for FMLA, this could
3	<ul style="list-style-type: none"> • For employees on Step 1, next chargeable incident of absence exceeding 3 days, within 6 months of the previous incident. • For employees on Step 2, next chargeable incident of absence or 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within 6 months of the previous incident. • Once placed on Step 3, if there are no further chargeable incidents of absence or fewer than 2 chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months, employee is placed back on Step 2. 	<ul style="list-style-type: none"> • If discipline is appropriate, the employee is advised that disciplinary action will be taken in the form of a suspension (or letter in lieu of suspension). • An additional incident of chargeable absence or 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months may result in a more lengthy suspension (or letter in lieu of suspension). • An employee who moved to Step 3 from Step 1 is now considered DN (Does Not Meet Requirements) in Attendance and Punctuality for purposes of the Associate Appraisal Plan and the Regional Associate Mobility Plan (RAMP). • The employee's target date will be extended for any full days of an approved leave of absence (e.g. FMLA, Education). If FMLA approval is still pending for another absence that occurred before and/or after the absence that the employee was most recently stepped for, although employee moving to Step 3 at this time, if the pending absence ends up being denied for FMLA, this could result in further progression on the Plan.
4	<ul style="list-style-type: none"> • Next chargeable incident of absence within 6 months of the previous incident, or • 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within 6 months of the previous incident. • Once placed on Step 4, if there are no further chargeable incidents of absence 	<ul style="list-style-type: none"> • Disciplinary action will be taken in the form of a more lengthy suspension (or letter in lieu of suspension). • Additional incident of chargeable absence or 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months of the



	<p><i>fewer than 2 chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months, employee is placed back on Step 3.</i></p>	<p>result in more severe discipline, up to and including dismissal.</p> <ul style="list-style-type: none"> • The employee's target date will be extended for any full days of an approved leave of absence (e.g. FMLA, Education). • If FMLA approval is still pending for another absence that occurred before and/or after the absence that the employee was most recently stepped for, although employee moving to Step 4 at this time, if the pending absence ends up being denied for FMLA, this could result in further progression on the Plan.
Steps	Step Trigger	Employee Status
5	<ul style="list-style-type: none"> • Next chargeable incident of absence within 6 months of the previous incident, or • 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within 6 months of the previous incident. • Once placed on Step 5, if a decision is made not to terminate employment and there are no further chargeable incidents of absence or fewer than 2 chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months, employee is placed back on Step 4. 	<ul style="list-style-type: none"> • Following a thorough review by supervision, a decision should be made with regard to termination of employment. • If a decision is made not to terminate employment: <ul style="list-style-type: none"> --The warning given at Step 4 is reiterated (with a longer suspension or letter in lieu of suspension, depending on the specific circumstances). • The employee's target date will be extended for any full days of an approved leave of absence (e.g. FMLA, Education). • If FMLA approval is still pending for another absence that occurred before and/or after the absence that the employee was most recently stepped for, the supervisor should inform the employee that although they are moving the employee to Step 5 at this time, if the pending absence ends up being denied for FMLA, this could result in further discipline on the attendance Plan, up to and including dismissal.

 Name of Employee Provided Coverage
 on the Regional Attendance Plan

 Date Covered

 Supervisor's Printed Name

 Supervisor's Signature

[Supervisors - please place a signed copy of this document in the employee's personnel file]



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Attendance Policy	<ul style="list-style-type: none"> • Verizon expects reasonable attendance and punctuality from its associate employees. Employees shall be available for work each scheduled tour and shall report to work on time. Employees are expected to maintain reasonable health standards, take intelligent precautions against illness and accidents, make arrangements for personal needs outside of normal work hours and provide timely notification to supervision, prior to the start of a tour, when unable to report for duty or report on time. The Company encourages employees that anticipate or are experiencing attendance difficulties to seek counseling or assistance from the Employee Assistance Program (EAP) or work/life resource programs. • Absenteeism and tardiness lower the Company's competitive posture by disrupting customer service and production, interfering with the services an organization provides, hindering daily and long-range planning, having a negative effect on Company income and net earnings, and increasing the burden on those employees who must share the
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Employee Responsibility	<ul style="list-style-type: none"> • All employees shall be accountable for their attendance and punctuality. • Each employee is expected to be on the job, ready to work, at the scheduled start time and after a break or meal period. • Employees who are unable to report to work or who expect to be tardy must notify their supervisor prior to the employee's scheduled start time.
DEFINITIONS	
Incident	Any chargeable occurrence of absence or tardiness. An incident is recorded without regard to the amount of time missed (e.g. 1/2 of scheduled tour, related to a non-FMLA covered absence = 1 incident; 5 days of non-FMLA covered absence = 1 incident; 5 or more minutes late, related to a non-FMLA covered absence = 1 incident; or minor tardiness of less than 5 minutes = 1 incident)
Chargeable Absence	Any absence, paid or unpaid, which is recorded and charged against an employee's record for the purpose of determining attendance performance (e.g. non-FMLA covered sickness and disability absences; absence due to transportation difficulties; unexcused time without pay; etc.). If an employee reports to work after one half of their tour has elapsed, that period of time will be considered an absence.
Non-Chargeable Absence	Any absence, paid or unpaid, which is recorded but not charged against an employee's record for the purpose of determining attendance performance (e.g. jury duty; military duty; FMLA certified absence; death in immediate family; excused time without pay- force and load conditions permitting), or an absence that is excused as a reasonable accommodation under the Americans with Disabilities Act, in accordance with Company policy.



Exempt Days	Exempt Days for associates with one (1) or more years of service: Employees may take up to four (4) incidental absence days in a calendar year which shall not be charged against an employee's record for purposes of determining attendance performance on the attendance plan ("Exempt Days"). Any absence that is a half tour or more will be eligible for treatment as an Exempt Day. Exempt Days have no application to tardiness. The number of Exempt Days for such an associate will be prorated in the year he or she reaches one year of net credited service as follows: (a) an associate who reaches one year of net credited service in the first quarter of the calendar year will receive four (4) Exempt Days; (b) an associate who reaches one year of service in the second quarter of the calendar year will receive three (3) Exempt Days; (c) an associate who reaches one year of service in the third quarter of the calendar year will receive two (2) Exempt Days; (d) an associate who reaches one year of service in the fourth quarter of the calendar year will receive one (1) Exempt Day.
Tardiness	<ul style="list-style-type: none"> • Significant tardiness is any chargeable time, 5 minutes or more when an employee is not on duty ready to work at the beginning of a scheduled work period or after a break or meal period. • Minor tardiness is any chargeable time of less than 5 minutes occurring when an employee is not on duty ready to work at the beginning of a scheduled work period or after a break or meal period. <p>For purposes of administering this step plan, and to progress an employee through the step</p>
Timely Notification	<ul style="list-style-type: none"> • Notification is considered timely if given to supervision prior to the start of the employee's scheduled tour. • In cases where the employee has advance notice that a conflict exists which will prevent him/her from being on time or able to report to work, the employee is expected to notify supervision as soon as possible. • NOTE: Failure to provide timely notification may subject the employee to disciplinary action up to and including dismissal.
Code of Conduct Violations	Under the Code, misrepresenting one's health status or other reasons for absence may constitute independent grounds for disciplinary action, up to and including dismissal, regardless of an employee's overall attendance record.

ATTENDANCE PLAN PROCESS

Steps	Step Trigger	Employee Status
1	<ul style="list-style-type: none"> • 1 chargeable incident of absence or • 4 chargeable incidents of significant tardiness (or equivalent minor tardiness) in 6 months. • Once placed on Step 1 if there are no further chargeable incidents of absence or fewer than 2 chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months, the employee is removed from attendance control. 	<ul style="list-style-type: none"> • If placed on Step 2 of the plan, he/she will be considered DN (Does Not Meet Requirements) in Attendance and Punctuality for purposes of the Associate Appraisal Plan and the Regional Associate Mobility Plan (RAMP). • The next chargeable incident of absence or 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months may result in placement on Step 2. • The employee's target date will be extended for any full days of an approved leave of absence (e.g. FMLA, Education). If FMLA approval is still pending for another absence that occurred before and/or after the absence that the employee was most recently stepped for, although employee moving to Step 1 at this time, if the pending absence ends up being denied for FMLA, this could result in

Steps	Step Trigger	Employee Status
2	<ul style="list-style-type: none"> • Next chargeable incident of absence within 6 months of the previous incident, or • 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within 6 months of the previous incident. • Once placed on Step 2 if there are no further chargeable incidents of absence or fewer than 2 chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months, employee is placed back on Step 1 	<ul style="list-style-type: none"> • The employee is given a warning. • An additional incident of chargeable absence or 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months may result in a suspension or letter in lieu of suspension. • Employee is now considered DN (Does Not Meet Requirements) in Attendance and Punctuality for purposes of the Associate Appraisal Plan and the Regional Associate Mobility Plan (RAMP). • The employee's target date will be extended for any full days of an approved leave of absence (e.g. FMLA, Education). • If FMLA approval is still pending for another absence that occurred before and/or after the absence that the employee was most recently stepped for, although employee moving to Step 2 at this time, if the pending absence ends up being denied for FMLA, this could result in further progression on the Plan.
3	<ul style="list-style-type: none"> • Next chargeable incident of absence within 6 months of the previous incident, or • 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within 6 months of the previous incident. • Once placed on Step 3 if there are no further chargeable incidents of absence or fewer than 2 chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months, employee is placed back on Step 2. 	<ul style="list-style-type: none"> • Disciplinary action will be taken in the form of a suspension or letter in lieu of suspension. • Additional incident of chargeable absence or 2 or more chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months of the previous incident may result in more severe discipline, up to and including dismissal. • The employee's target date will be extended for any full days of an approved leave of absence (e.g. FMLA, Education). • If FMLA approval is still pending for another absence that occurred before and/or after the absence that the employee was most recently stepped for, although employee moving to Step 3 at this time, if the pending absence ends up being denied for FMLA, this could result in further progression on the Plan.
4	<ul style="list-style-type: none"> • Next chargeable incident of absence within 6 months of the previous incident, or • 2 or more chargeable incidents of significant (or equivalent minor tardiness) within 6 months of the previous incident • Once placed on Step 4 if a decision is made not to terminate employment and there are no further chargeable incidents of absence or fewer than 2 chargeable incidents of significant tardiness (or equivalent minor tardiness) within the next 6 months, employee is placed back on Step 3. 	<ul style="list-style-type: none"> • Following a thorough review by supervision, a decision should be made with regard to termination of employment. • If a decision is made not to terminate employment: <ul style="list-style-type: none"> --The warning given at Step 3 is reiterated (with a longer suspension or letter in lieu of suspension, depending on the specific circumstances). • The employee's target date will be extended for any full days of an approved leave of absence (e.g. FMLA, Education). • If FMLA approval is still pending for another absence that occurred before and/or after

2017 ASSOCIATE ABSENCE RESPONSIBILITIES

- It is your responsibility to understand the Regional Attendance Plan (RAP).
- Report all absences including on-job-injuries to the Absence Team (866-618-9822) one hour prior to the start of your scheduled tour **each day of your illness**. It is your responsibility to know the absence call out number. You must report partial day absences and weekend absences if you are scheduled to work. If you receive voice mail, please leave the following information: your name, tech code, contact number, indicate if this is your 1st day of absence, is the absence for yourself, spouse, parent, or child, is the absence related to an approved FMLA certification, if so, **you must provide the FMLA case number at the time you are reporting your absence**. If you do not have a current FML certification, but your absence is related to a previous pending absence, you must provide the date of the absence you want your current absence linked to. You must also advise if your absence is a work related injury or accident, your expected return to work date and if it is a partial day illness, provide number of hours out ill.
- You will receive a letter from the Absence Reporting Center (ARC) explaining the FMLA process and the date your paperwork must be returned by. The FMLA paperwork, Form 20-1923, can be found on the eWeb or ask your supervisor. The number for questions regarding your absence is **855-814-9344**. It is your responsibility to make sure that your information is "current" in VZESS to ensure that you receive the information sent out. It is your responsibility to read all information received and return all requested documentation within the required timeline.
- If your absence goes into disability (8 calendar days) this includes weekends and holidays, you must contact MetLife. **MetLife's contact number is 1-800-638-4228**. You must call the absence line until you establish a disability case and then you are required to call once a week (Monday) to provide an update. It is your responsibility to read all information received and return all requested documentation within the required timeline. MetLife can be contacted 30 days in advance if you know you are going to be out more than 8 days (ex. Scheduled surgeries, prolonged illnesses). If you have returned from a disability and have not been back to work for more than 14 calendar days, and have another absence, your absence is considered a relapse and you must contact MetLife the first day you are out ill, regardless of the reason, or if it was related to your STD. If you fail to do so, your pay may be impacted. You are still required to contact the absence line daily up to and including the 8th day of your absence.
- If your day 1 absence is related to an on the job injury, you must also contact MetLife at 1-800-638-4228 to establish an accident claim.
- When you return to work from a disability case you must contact MetLife and the Absence Team in order to avoid any pay issues. If you are returning with a restriction, make sure that you verify with MetLife that they have received your restriction information from your doctor.
- If you have a medical restriction, you must provide a doctor's note to your supervisor upon your return to work detailing your restriction(s) and an approximate end date. Give a copy to your supervisor and fax a copy to your absence administrator. You must also provide a doctor note releasing you to return to work full duty when your restriction ends.
- Baby bonding time is handled by the Admin and F&L groups. This time is granted based on the needs of the business and can be denied. Submit your requests through vTech and advise your supervisor. You, your supervisor, and the absence team will be notified if the date(s) are approved or denied for baby bonding. If your baby bonding day(s) is granted, you still must call the absence team on the day of the absence and report you are calling out for baby bonding.
- Absences not related to illness or vacation, i.e. jury duty, death-in-family, etc. must be reported to the Admin team. Please follow the prompts to reach Admin/Schedule.
- If you are not ready to begin work at the start of your scheduled tour or following break or lunch you will be considered tardy and must report this to local management.



		absence that the employee was most recently stepped for, the supervisor should inform the employee that although they are moving the employee to Step 4 at this time, if the pending absence ends up being denied for FMLA, this could result in further discipline on the attendance Plan, up to and including dismissal.
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Name of Employee Provided Coverage
on the Regional Attendance Plan

Date Covered

Supervisor's Printed Name

Supervisor's Signature

[SUPERVISORS - PLEASE PLACE A SIGNED COPY OF THIS DOCUMENT IN THE EMPLOYEE'S PERSONNEL FILE]