

**COMMUNICATIONS WORKERS OF AMERICA**

**AND**

**DEX ONE SERVICE, INC.**

**CHANTILLY (FAIRFAX), VIRGINIA,  
CHESAPEAKE (NORFOLK), VIRGINIA,  
RICHMOND (GLEN ALLEN/ROANOKE), VIRGINIA,  
AND GREENBELT (LANHAM/ROCKVILLE), MARYLAND  
SALES OFFICES**

**March 24, 2016**



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**ARTICLE 1**  
**Agreement**

- 1.1 This Agreement is made as of March 24, 2016, by and between Dex One Service, Inc. for its Greenbelt (Lanham/Rockville), Maryland; Chesapeake (Norfolk), Virginia; Fairfax (Chantilly), Virginia; and Richmond (Glen Allen/Roanoke), Virginia Sales Offices, hereinafter referred to as the "Company" and the Communications Workers of America, hereinafter referred to as the "Union."

**ARTICLE 2**  
**Non-Discrimination**

- 2.1 The parties affirm their intention that the provisions of this Agreement will be applied without discrimination because of race, color, age, religion, national origin, sex, sexual orientation, mental or physical handicap or veteran status of the employee, or because of activities protected under the National Labor Relations Act. Notwithstanding other provisions of this Agreement, it is not the intention of the parties to restrict employees' rights to pursue claims under discrimination statutes including sexual harassment claims.

**ARTICLE 3**  
**Federal and State Laws**

- 3.1 Should any valid Federal or State Law, or the final decision or order of any Court or national or state regulatory body of competent jurisdiction specifically affect any provisions of this Agreement, the provision or provisions so affected will be construed as having been changed to conform to the law or decision, and the other provisions of this Agreement will continue in full force.

**ARTICLE 4**  
**Union Recognition**

- 4.1 The Company recognizes the Union as the sole and exclusive bargaining agent for the purpose of collective bargaining with respect to rates of pay, wages, hours, and other conditions of employment for the positions of the Company's Greenbelt, Maryland; Chesapeake, Virginia; Fairfax, Virginia; and Norfolk, Virginia Sales Offices as confirmed by letters dated March 15, 2002, or any reasonably proximate site to which any one of these offices is relocated.

**ARTICLE 5**  
**Management Rights**

- 5.1 The Union recognizes the Company's traditional right to manage its business except as specifically limited by this Agreement. Nonetheless, if the Company plans to make any change in the way it manages its business which significantly affects a term(s) and/or condition(s) of employment which is bargainable under the NLRA, and which term(s) and/or condition(s) of employment (or changes thereto) are not otherwise dealt with in this Agreement, the Company will notify the Union in advance of making the change, and provide an opportunity for the Union to meet and negotiate over the change for thirty days prior to the Company's implementation of the change. It is not the intent of the Company to impose financial obligations on employees which will more than minimally reduce the value of their compensation packages (e.g., requiring an employee to expend personal resources on specialized training or designer blazers).

- 5.2** Nothing in this provision is intended to prevent the Company from making a change after negotiation in such situations as described above in paragraph 5.1 and the Union may not take any action forbidden by Article 6.4 or seek to grieve or arbitrate over the change. Notwithstanding the foregoing, the Union may grieve and arbitrate whether any financial obligation imposed on employees by a unilaterally imposed change more than minimally reduces the value of their compensation packages. The Union may also grieve and arbitrate the question of whether the Company provided the Union with the required notice and opportunity to bargain. If the Union arbitrates the issue of inadequate notice and/or inadequate opportunity to bargain and the grievance is sustained, the arbitrator may award a remedy which is appropriate under all the circumstances.

## **ARTICLE 6 Mutual Responsibilities**

- 6.1** The Company and the Union recognize that it is in the best interest of both parties, the employees and the public that all dealings between them continue to be characterized by mutual responsibility and respect. To ensure that this relationship continues and improves, the Company and the Union and their respective representatives at all levels will apply the terms of this Agreement fairly and in accord with its intent and meaning and consistent with the Union's status as exclusive bargaining representative of all employees covered by this Agreement.
- 6.2** Collective Bargaining shall be conducted by the duly authorized bargaining representatives of the Company and the Union.
- 6.2.1** The Company and the Union will be represented by a maximum of five (5) representatives each during bargaining sessions unless mutually agreed otherwise.
- 6.2.2** Collective bargaining shall be conducted at mutually acceptable times and locations.
- 6.2.3** It is the intention of the parties to conduct their negotiations in such a manner as to reach a new agreement on or before the expiration date of this Agreement.
- 6.3** During the term of this Agreement the Company will not conduct any lockout of the Union or any employees subject to this Agreement.
- 6.4** During the term of this Agreement, the Union, its members, agents or representatives, and the employees covered by this Agreement, shall not authorize or engage in any strike, walkout, slowdown, sit-down, or refusal to work. Without limiting any other remedy the Company might have, if any of the above, or any other real interference with work occurs, the Union will make its best effort to end such action as quickly as possible. Except as modified by this provision, it is understood that this provision does not limit the Union, its members, agents, and employees covered by this Agreement from exercising all rights granted them by the National Labor Relations Act.

Without limiting the foregoing, in the event of a dispute (including a bargaining dispute) between the Company and the Union with respect to the Maryland/Virginia Sales Offices, there shall be no actions of the type described above taken against any other CWA-represented Company business unit, provided that employees and/or managers of such other business unit are not performing struck work of the Maryland/Virginia Sales Offices.

**ARTICLE 7**  
**Definitions**

- 7.1 **Regular Employee** – shall mean an employee, who is hired for continuous employment, accumulates service and is entitled to all the benefits and coverages granted in this Agreement.
- 7.2 **Regular Full-time Employee** – shall mean an employee who is normally assigned a work schedule of forty (40) hours per week.
- 7.3 **Regular Part-time Employee** – shall mean an employee whose normal assignment of work is less than a normal workweek.
- 7.4 **Employee** – shall mean a person who is in the bargaining unit and who performs work for the Company for which they are paid a stated compensation reported on a W-2 form.
- 7.5 **Temporary Employee** – shall mean an employee hired for a specific project or a period of time, with the definite understanding that their employment is to terminate upon the completion of the project or at the end of the period, and whose employment is expected to continue for not more than twelve (12) months. A temporary employee is not entitled to the benefits and coverages granted in this Agreement unless such entitlement is expressly stated as applicable to temporary employees.
- 7.6 **Occasional Employee** – shall mean an employee who is engaged on a daily basis for a period of not more than three (3) months, in any calendar year, regardless of the length of the daily or weekly assignments. Such individuals are to be treated as employees only on the specific day(s) for which work assignments are scheduled. An occasional employee is not entitled to the benefits and coverages granted in this Agreement unless such entitlement is expressly stated as applicable to occasional employees.
- 7.7 **Seniority** – Seniority for bargaining unit positions shall be based on net credited service.
- 7.8 **Net Credited Service** – shall mean “net credited service” as defined by Part 1 or Part 3, as applicable, of the SuperMedia Pension Plan for Collectively Bargained Employees.
- 7.9 **Business Requirements** – shall mean the requirements, as determined by the Company to accomplish its business.
- 7.10 **Shift** – normally shall mean an eight (8)-hour work period.
- 7.11 **Normal Workweek** – The normal workweek for regular full-time employees will be forty (40) hours.
- 7.12 **Union Representative** – shall mean a person duly designated as such in writing by the Union to Dex One Service, Inc. Human Resources/Labor Relations.

**ARTICLE 8**  
**Common Interest Forum**

- 8.1 The Company and the Union share a mutual commitment to the achievement of strategic and revenue growth objectives consistent with the Dex One Service, Inc. Strategic Plan and the interests of the employees.

A Common Interest Forum will be established for the following purposes:

Providing a framework for early communication and discussion between the parties on business developments of mutual interest and concern to the parties and their constituencies;

Providing a forum for feedback on existing sales policy and to promote an understanding of sales policies and their application (Note: Sales Policy will be a standing agenda item for each Common Interest Forum meeting);

Discussing and reviewing innovative approaches to enhance the competitiveness of the Company and thereby improving employment opportunities;

Discussing problems and concerns associated with health and safety, the needs of work and family life, and training and educational opportunities;

Improving understanding and relationships between the parties and avoiding unnecessary disputes by cooperatively addressing significant changes and developments in the Union or Company environment.

Discussing health care cost containment initiatives (e.g. benefit enrollment roll-outs, wellness programs) that can benefit the Company and the employee by providing quality care and reasonable access while containing costs. This meeting will be held after benefit vendor selection but prior to benefit enrollment.

Equal numbers of key Management and Union persons shall constitute the forum. Meetings will be convened by the parties at mutually agreeable places and times. Otherwise, the members of the forum shall determine its composition, structure, agendas, and operation.

The forum shall meet from time to time as mutually agreed, but no less than twice a year, which meetings are planned for January and June unless otherwise agreed by the parties.

It is the intent that such forum supports, but does not replace, the collective bargaining process and the established contractual conflict resolution procedures.

**8.2** One Union representative (who is also an active employee of the Company) may be excused from work with pay, based on the needs of the business, to attend a Common Interest Forum or other such joint conferences initiated by management and mutually agreed to in advance as such.

**8.2.1** Pay treatment will be in the same manner as other absences that are excused with pay, e.g., a vacation day, for a maximum of eight (8) hours per session.

**8.2.2** If more than one Union representative is excused from work for participation, such representative shall be unpaid unless the Director-Labor Relations or the Director-Human Resources has agreed in advance.

## **ARTICLE 9 Compensation and Job Classifications**

### **Sales Compensation**

**9.1** Dex One Service, Inc.'s Sales Compensation Plan, which includes Base Pay Ranges, will apply to sales representatives in each job title. The Sales Compensation Plan will be implemented in conjunction with Dex One Service, Inc.'s sales policies as adjusted

periodically. Base pay administration will be in accordance with the Company's Merit Pay Plan.

**9.2** In connection with the Sales Compensation Plan, or any other plan implemented under 9.3 hereof, Management, in its sole judgment, will establish the objectives and commission rates for every sales representative, taking into account such factors as growth objectives, market conditions, product factors, job title and account assignment.

**9.3** After one (1) year from implementation of the Sales Compensation Plan, Dex One Service Inc. reserves the right to change the sales compensation plan design. The Company will provide notice to the Union with respect to any significant changes and an opportunity to bargain for up to thirty (30) days prior to any significant changes taking effect. It is not the intent of the Company to diminish earnings potential with any future changes to plan design, but rather to invest sales compensation dollars wisely to ensure Dex One Service Inc.'s revenue and strategic goals are met in an increasingly competitive environment.

**9.4** If, between six and nine months after the unilateral implementation of any significant change in the plan design (that is, after a reasonable stabilizing period), the Union identifies that the change has resulted in a significant diminution of earnings potential, as defined below, then the Company shall pay a remedy as described below. There shall be no other remedy.

**9.4.1** A significant diminution in earnings potential is defined as a five percent (5.0%) or more difference in average earnings (base pay plus incentive) for a sales job title across all CWA bargaining units of the Company's New England, New York, and Mid-Atlantic Sales Territories utilizing the Sales Compensation Plan for which the change has been made, from what would have been earned had the change not been made. To determine the percent change, average earnings for the most recent two (2) full plan quarters for the sales job title(s) and bargaining unit(s) affected by the change in plan design will be compared to average earnings which have been earned by the same population calculated utilizing the plan design prior to the change. For purposes of these calculations, only employees with six months or more in the sales job title at the beginning of the measurement period will be included. The parties acknowledge that comparisons of plans with different components may produce distortions which do not reflect changes in earnings potential. Adjustments will be made to any calculation to avoid any such distortions.

**9.4.2** If the calculation of the difference defined in 9.4.1 shows a decrease in average earnings of more than five percent (5.0%), then the Company will pay a total remedy, based on a maximum remedy of \$1 million, to be distributed based on performance among the employees affected by the decrease and who are then on the payroll. The amount and distribution of the total remedy will be determined as follows:

1. The number of employees in the sales job title(s) and bargaining unit(s), where the change resulting in a significant decrease has been implemented, divided by the total number of sales representatives in all CWA bargaining units in the Company's New England, New York, and Mid-Atlantic Sales Territories utilizing the Sales Compensation Plan equals the percentage of affected employees. The number of employees/sales representatives will be determined as of the last day of the comparison period.
2. The percentage of affected employees multiplied by the maximum remedy of \$1 million equals the total remedy.

3. The total remedy will be distributed based on performance as follows:
  - a. Determine overall performance based on percent to goal during the measurement period for each individual in the affected job title(s) and then multiply each individual's percent to goal by 100.
  - b. Add all points.
  - c. Divide the total remedy dollars by the point total.
  - d. Multiply each individual's point score by the dollars per point.

**9.4.3** In the event of a significant diminishment in earnings potential as defined in 9.4.1 above, the parties will negotiate over a further change. If no agreement is reached within thirty (30) days, the Company may implement a plan design it believes will not result in a significant diminishment of earnings potential. Once the plan is implemented then all the provisions of 9.4 will apply except that:

1. If the Union alleges that the implemented plan has resulted in a substantial diminishment in earnings potential, the calculations identified in 9.4.1 will apply utilizing the most recent plan design that did not cause a payment of remedy under 9.4.2 to compare earnings against the implemented plan.
2. The new total remedy to be divided will be the total remedy as determined in 9.4.2 (2) up to \$1 million plus the total actual earnings diminishment in excess of 5.0% for each group determined to have a significant diminishment under 9.4.1.

**9.5** The Company's plan design has used the concept of Total Targeted Compensation. For the purpose of this Agreement, Total Targeted Compensation is the sum of annual base pay plus annual incentive pay for performance levels at 100 percent of the assigned objectives. Total Targeted Compensation at the midpoint of the Base Pay Range for each position is listed in the table below:

Job Titles	Total Targeted Compensation		
	Pay Area 1	Pay Area 2	Pay Area 3
Major Account Executive	\$ 113,600	\$ 120,400	\$ 123,800
Premise Account Executive	\$ 92,500	\$ 97,200	\$ 99,600
Premise Sales Representative	\$ 82,000	\$ 86,000	\$ 88,000
Telephone Sales Representative	\$ 59,800	\$ 62,900	\$ 64,500
Customer Account Agent	\$ 59,800	\$ 62,900	\$ 64,500

Total Targeted Compensation is set out here to provide employees a frame of reference, but it is not guaranteed income or expected average income.

**9.6** Changes to sales compensation plans will not be subject to bargaining, grievance and arbitration or other legal challenge, except as provided in 9.3 and 9.4 above.

Any claim of failure to comply with 9.3 and 9.4 shall be subject to arbitration at which the sole remedy, if a violation is established, shall be an order to comply with those sections.

## **Wage Schedules**

- 9.7** Wage Progression Schedules (Appendix A) and Wage Schedule Administration will apply to employees other than sales representatives covered by the Agreement.

## **Job Classifications**

- 9.8** The Company may establish new job title(s), and review and change existing job duties and title(s), based on the content of the job and the work being performed as deemed necessary.

- 9.9** The job title classification assigned to employees will be in accordance with the preponderance of work duties they are called upon to perform.

- 9.10** Whenever the Company determines it appropriate to create a new job title or job classification in the bargaining unit, it shall proceed as follows:

**9.10.1** The Company shall notify the Union in writing of such job title or classification and shall furnish a job description of the duties and the career level with annual base salary range or Wage Progression Schedule determined for such job titles and classifications. Following such notice to the Union, the Company may proceed to staff such job titles or classifications.

**9.10.2** The Union shall have the right, within thirty (30) days from the receipt of notice from the Company, to initiate negotiations concerning the career level with annual base salary range or Wage Progression Schedule established by the Company.

**9.10.3** If negotiations are not so initiated, or if the parties are unable to reach agreement within sixty (60) days, the career level with annual base salary range or Wage Progression Schedule set by the Company shall remain in effect subject to the exceptions outlined in 9.10.4 and 9.10.5 below applicable only to positions covered by Wage Progression Schedules.

**9.10.4** For positions covered by Wage Progression Schedules, if negotiations are initiated pursuant to paragraph (9.10.2), above, and if the parties are unable to reach agreement within sixty (60) days following receipt of notice from the Company, the Union may, within thirty (30) days of the expiration of the sixty (60) day period for negotiations, request the issue of an appropriate Wage Progression Schedule be submitted for resolution to a neutral third party. Within seven (7) days of such request, each party will submit to the other party its final proposed Wage Progression Schedule, which cannot thereafter be changed.

**9.10.5** The neutral third party shall be selected by mutual agreement from among those who possess acknowledged expertise in the area of employee compensation. The parties may submit all evidence deemed relevant to the issue to the neutral third party. At the request of either party, a hearing shall be held to receive such evidence. Any such hearing shall be held within thirty (30) days after the matter is referred to the neutral third party. While it is not intended that such third party undertake a full and complete job evaluation study, he or she shall review other job titles or classifications and their Wage Progression Schedules for comparison purposes and may make an on-site inspection of the work place and conduct a reasonable number of interviews of incumbents. A written decision as to the appropriate Wage Progression Schedule will be rendered by the neutral third party within sixty (60) days of the date that the matter is referred for resolution. In the event that the neutral third

party determines that a different Wage Progression Schedule is appropriate, the Wage Progression Schedule shall be placed in effect retroactive to the date the change or new job was implemented, except that in no event shall the retroactive effect exceed one hundred fifty (150) days. The neutral third party shall have no authority to add to, subtract from, or modify any provisions of this Agreement.

**9.10.6** The procedures set forth in this Section shall be the exclusive means by which the Union may contest the Wage Progression Schedule which the Company sets for any new job title or classification.

**9.10.7** The cost of the neutral third party shall be borne equally between the Company and the Union.

## **ARTICLE 10 Working Practices**

### **10.1 Work Schedules and Shifts**

**10.1.1** A workday is the period of time between 12:00 midnight preceding and 12:00 midnight ending any day. Any shift is part of the workday on which such shift begins.

**10.1.2** A workweek will begin on Sunday at 12:01 A.M. and end on the following Saturday at 12:00 midnight.

**10.1.3** The normal workweek for regular full-time employees will be forty (40) hours.

### **10.2 Overtime**

**10.2.1** It is expected that all employees will be available and willing to work hours in addition to their normal work schedule to the extent deemed appropriate and approved by the Company. The Company reserves the right to schedule and assign mandatory overtime, as it deems necessary. Where possible, the Company will provide 24 hours advance notice for such assignments.

**10.2.2** Overtime will be paid in accordance with the Fair Labor Standards Act as applicable.

### **10.3 Payroll Adjustments**

**10.3.1** All overpayments or underpayments to an employee will be adjusted in the employee's next paycheck, or as soon as practical, after the matter is reconciled by the Company.

### **10.4 Promotions and Transfers**

**10.4.1** Employees may submit their requests for transfer or promotion to vacancies in accordance with the Company's defined procedures. The Company will consider relevant factors including job performance, attendance record and experience in determining employees' qualifications for promotions and transfers. Seniority will prevail when qualifications are substantially equal.

**10.4.2** For a period of six weeks following a promotion, the Company will normally grant an employee's request to retreat to his/her former job title if such position is available.

**10.4.3** The Company may transfer employees within their job titles or to another job title in the same or lower wage group. The Company will determine the number of employees to be transferred, the qualifications required and which employees have such qualifications. In the event qualifications are substantially equal, seniority will be the determining factor in the selection of employee(s) to be transferred or downgraded based on preferences of employees.

**10.4.4** If the employee is transferred or downgraded in accordance with 10.4.3 above, and an opening occurs in the job title and location from where the employee was transferred or downgraded within a period of one year, the Company will first offer the position to the transferred/downgraded employee. This provision does not apply to performance-related demotions.

## **10.5 Service Quality and Supervisory Observing**

**10.5.1** It is the policy of the Company to conduct Service Quality Observations in full compliance with Federal and State laws. Service Quality Observing includes Service Observing and Supervisory Observing.

## **10.6 Death in the Immediate Family**

**10.6.1** The Company provides three (3) paid scheduled work days off when there is a death in the employee's immediate family. This time off is provided to attend funeral services, to make funeral arrangements, to settle the estate of the deceased, or to help with family matters associated with the death. Supervisory approval is required for paid time off for death in the family.

**10.6.2** If the death of an immediate family member occurs on a weekend, the employee is still entitled to three (3) scheduled work days off for participation in the aforementioned funeral activities.

**10.6.3** If travel or other extenuating circumstances necessitate additional time away from work, up to two (2) additional paid scheduled work days may be granted with supervisory approval.

**10.6.4** If more than a five-day absence is necessary, supervisors may allow time off without pay as departmental leave, or permit employees to use vacation or personal days to remain in paid status.

**10.6.5** Immediate family is defined as:

- (a) the employee's spouse
- (b) the employee's/employee's spouse's child, son or daughter-in-law, grandchild, or great-grandchild
- (c) the employee's/employee's spouse's step child, foster child or child for whom the individual is the legal guardian
- (d) the employee's/employee's spouse's parent, step-parent, grandparent, step-grandparent or great-grandparent
- (e) the employee's brother/sister (including half, adopted and step) or employee's brother-in-law/sister-in-law
- (f) the employee's/employee's spouse's aunt, uncle, niece or nephew
- (g) any person who was a bona fide member of the employee's household at the time of death.

- 10.6.6** When death in the family occurs during an employee's vacation, the balance of the vacation can be rescheduled upon the request of the employee and approval of the supervisor. Time off for death in the family need not be consecutive days, but such days must normally be taken within ten days after death. Absences occurring beyond ten (10) days after the death will only be granted in extraordinary circumstances.

## **ARTICLE 11 Benefits**

### **Uniform Benefits**

- 11.1** Effective January 1, 2016 and during the term of this Agreement, Dex One Service, Inc. management benefits applicable to the Company, including those listed below, will be provided to employees covered by this Agreement and their dependents, as applicable, in the same manner as they are provided to the Company's management employees as they may change from time to time. The Company agrees to notify the Union of any changes in such plans that would materially change the benefits therein, but, the level of benefits, the selection of the insurance carriers, the rates of contribution, the establishment of all terms and conditions and the administration of the benefit plans, shall be the sole responsibility of the Company, and such matters will not be subject to bargaining, grievance and arbitration, or other legal challenge:

- Savings Plan
- Cash Balance/Pension Plan
- Medical Plan
- Vision Plan
- Dental Plan
- Flexible Reimbursement Plan
- Life and Accident Insurance Plans
- Short-term Disability Plan
- Long-term Disability Plan
- Adoption Assistance
- Tuition Assistance
- Leaves of Absence
- Severance Program
- Incidental Absence for Illness or Injury

### **Transition**

- 11.2** Benefit plan or program changes:

**11.2.1** Employees shall become eligible for benefits, subject to plan provisions, beginning with the 31<sup>st</sup> day of employment following the most recent hire date.

**11.2.2** Effective Pay Period 1, 2016, the Company percentage contribution to the Employees' 401(k) Savings Plan account as a "match" of the Employee's contribution as defined in the 401(k) Savings Plan will be: \$1 per \$1 up to and including 3% of eligible pay + \$.50 per \$1 up to and including the next 3% of eligible pay. However, if at any time during the term of this Agreement, the Company percentage matching contribution provided to management employees is a greater percentage, these employees will receive the same percentage matching contribution as is provided to management employees.

**11.2.3** Treatment under Part 1 of the SuperMedia Pension Plan for Collectively Bargained Employees (the "Plan") continues as follows:

- a) Employees hired after December 31, 2009: no participation in Plan.
- b) Employees with less than 5 years pension accrual service as of December 31, 2009: no service credit after December 31, 2009 except for vesting and qualifying for any applicable early retirement subsidy.

- c) Employees with 5 years or more of pension accrual service as of December 31, 2009: no service credit after December 31, 2012 except for vesting and qualifying for any applicable early retirement subsidy.
- d) Benefits accrued prior to January 1, 2013, and provided to employees under the Plan under the Highest Average Pay formula or the Cash Balance formula will not be affected.
- e) For an employee who accrued benefits under the Cash Balance formula, monthly interest credits will continue to be credited to such Employee's account until his or her pension benefit commences. For this purpose, interest credits are based on the lesser of the 1-Year Treasury Bill increased by 1% and the 30-Year Treasury rate. The interest rate is adjusted quarterly.

**11.2.4 Short-term Disability:**

- (a) The existing Short-term Disability plan will remain in effect for all claims that have a first date of disability on or before December 31, 2015.
- (b) All claims that have a first date of disability on or after January 1, 2016 will be covered in the same manner at the same benefit levels as the management plan.
- (c) For the purpose of calculating “base pay” for clerical employees and sales representatives approved for payment under the Short Term Disability Plan, the following will apply:

Length of Employment	“Base Pay”
Less than 12 months	Base pay only for clerical employees; base plus sales incentives for Marketing Consultants for the period of employment as of the end of the payroll month prior to disability. Average earnings do not include amounts such as premiums, shift differentials, bonuses, or awards.
12 months or more	Base pay only for clerical employees; base plus sales incentives for Marketing Consultants for a rolling twelve (12) month period as of the end of the payroll month prior to disability. Average earnings do not include amounts such as premiums, shift differentials, bonuses, or awards.

**Illness Days**

**11.3** Employees shall be granted five (5) days per year for absence due to illness.

**11.3.1** Changes to Illness Days will be effective January 1, 2016.

**11.3.2** For illness, the use of Illness Days is required before the use of unpaid leave. If an employee’s illness requires absence of greater than five (5) consecutive business days (forty [40] hours), the employee may apply for Short-Term Disability (STD) benefits. The first five (5) business days (forty [40] hours) are considered the “waiting period” under the STD benefit. The time used during the “waiting period” will be deducted from the employee’s Illness Days.

## **ARTICLE 12 Holidays**

### **12.1 Observed Holidays**

- ◆ New Year's Day -January 1
- ◆ Martin Luther King Day – Third Monday in January
- ◆ President's Day – Third Monday in February
- ◆ Memorial Day - Last Monday in May
- ◆ Independence Day - July 4
- ◆ Labor Day - First Monday in September
- ◆ Thanksgiving Day - Fourth Thursday in November
- ◆ Day after Thanksgiving
- ◆ Christmas Day - December 25

**12.2** When a Holiday falls on a Sunday, it will be observed on the following Monday. When a Holiday falls on a Saturday, it will be observed on the preceding Friday.

**12.3** When a specified holiday falls within an employee's vacation period, that day is considered a holiday and not a vacation day. The employee is permitted to reschedule the vacation day for a later date.

**12.4** If a regular, non-exempt employee works on an observed holiday, the employee will receive holiday pay plus pay for time worked on the holiday.

**12.5** Observed holiday time counts as time worked for the purposes of overtime computation.

## **ARTICLE 13 Personal Days**

**13.1** Regular employees will be granted two (2) excused paid Personal Days per calendar year.

**13.2** Personal Days shall be selected by employees within each work group. The employees' selections shall be granted to the extent practicable, consistent with force requirements and the needs of the business.

**13.2.1** Employees are expected to provide reasonable advance notice and obtain approval from their supervisors for any requests for their selected personal day(s).

**13.2.2** Allotted Personal Days must be taken by the end of the last payroll period of the calendar year.

### **13.3 Winter Closing**

Beginning December 2015, employees will be excused with pay for the Business days during Winter Closing (the four working days between Christmas and New Year's Day). Employees receiving disability benefit payments or who are on an unpaid leave-of-absence will not receive these paid days. If the Company determines not to close the Business during this period in future years, the four business days will be restored, as appropriate, to the employees as excused paid Personal Days under provisions of this Article 13.

**ARTICLE 14  
Vacations**

**Vacation Eligibility**

14.1 Regular employees will accrue vacation days consistent with the following schedule:

<b>Service Bands</b>	<b>Maximum Annual Accrual</b>	<b>Accrual Schedule</b>	<b>Accrual per Pay Period</b>
0 through 3.99 years	10 Days (80 hours)	Accrual begins on hire date and appears in first pay period check following the start date. Employee remains in this band through 3.99 years of service.	3.08 hours
4.0 through 8.99 years	15 Days (120 hours)	Accrual begins when the employee has completed four (4) full years of service. Employee remains in this band through 8.99 years of service.	4.62 hours
9 years and greater	20 Days (160 hours)	Accrual begins when the employee has completed nine (9) full years of service.	6.15 hours

14.2 Management will make available to members of the work group a schedule for selection of vacation by seniority. The employees' selections shall be granted, to the extent practicable, consistent with force requirements and the needs of the business.

14.3 Eligible employees who resign before taking all of their vacation shall be paid for their unused accrued vacation, provided two weeks' notice of an intention to resign has been received by the Company. In its discretion, the Company may allow less than two weeks' notice.

14.4 Exempt employees may take Vacation Time in full days or half days. Non-Exempt employees may take Vacation Time in full days, half days, or hourly increments.

14.5 Employees may use vacation time before it is accrued up to the amount of their annual accrual. If an employee resigns or is dismissed by the Company, the amount of vacation used in excess of what has been accrued will be deducted from his/her final pay, where allowed by law.

14.6 Available Vacation hours must be used concurrently with an approved unpaid leave of absence.

**Carryover Vacation**

14.7 Employees may carry-over up to five (5) vacation days from one calendar year to the next. Vacation days carried over must be taken by December 31st of the calendar year into which they were carried over.

**ARTICLE 15  
Regular Part-Time**

15.1 Part-time employees are eligible to receive personal days, holidays and vacation days. Such time-off will be granted in accordance with the appropriate provisions of this Agreement and paid on a prorated basis as determined by the employees' regularly scheduled hours in a workweek. The proration will be set prior to the start of the part-

time assignment. Proration of benefits will be in accordance with the rules and methods stated in the applicable benefit plan documents.

## **ARTICLE 16**

### **Grievance Procedure**

- 16.1** A grievance is a complaint involving the interpretation or application of any of the provisions of this Agreement or a complaint that an employee or group of employees in the bargaining unit has been unfairly treated or otherwise demoted, suspended or discharged without just cause.
- 16.2** When an employee has a complaint, he/she should first consult her/his immediate supervisor. If the complaint is not resolved, he/she may then follow the grievance procedure outlined below:
- Step 1:** The Union shall present the grievance to the employee's supervisor within thirty (30) calendar days of the occurrence. A written decision will be rendered within fourteen (14) calendar days of the grievance meeting. Resolutions achieved at this level will be non-precedent setting and will not be used as evidence or discussed in any grievance/arbitration matter except as it relates to the aggrieved. Furthermore, resolutions shall be final and binding on all involved parties as to that matter.
- Step 2:** The Union may appeal the Step 1 decision to the next higher level of management. The grievance meeting will occur within five (5) work days unless otherwise agreed by the parties. A written decision will be rendered within fourteen (14) calendar days of the grievance meeting unless the time period is extended by mutual consent. Resolutions achieved at this level will be non-precedent setting and will not be used as evidence or discussed in any grievance/arbitration matter except as it relates to the aggrieved. Furthermore, resolutions shall be final and binding on all involved parties as to that matter.
- Step 3:** The Union may next appeal the Step 2 decision to the Director—Labor Relations or a designated representative. The grievance meeting will occur within fourteen (14) calendar days unless otherwise agreed by the parties. A written decision will be rendered within fourteen (14) calendar days of the grievance meeting unless the time period is extended by mutual consent.
- 16.3** The Company shall pay not more than one (1) Union representative (who is also an active employee of the Company) to attend at each step. No more than two (2) Union representatives who are also employees of the Company may be present at any step. The Union may have a maximum of three (3) representatives at the third step. The number of attendees may be increased by mutual agreement of the parties.
- 16.4** Grievances must be presented within thirty (30) calendar days of the occurrence which gave rise to the grievance. Notification of appeal shall be in writing at Steps 2 and 3 and shall set forth the act or occurrence grieved, the name or names of employees aggrieved where practical, the contract provision alleged to have been violated, if any, and the remedy requested.
- 16.4.1** Written appeals to Step 2 must be hand-delivered, sent electronically or faxed, or postmarked via US Mail to the Company representative authorized to handle the grievance within fourteen (14) calendar days following the date of the notice to the Union of the decision reached at Step 1.

**16.4.2** Written appeals to Step 3 must be faxed or sent electronically or postmarked via US Mail to the Company representative authorized to handle the grievance within fourteen (14) calendar days following the date of the notice to the Union of the decision reached at Step 2.

**16.5** Disposition of any grievance not appealed within the specified time limits shall be considered final.

## **ARTICLE 17 Arbitration**

**17.1** In the event a grievance involving the interpretation or application of any of the provisions of this Agreement is not satisfactorily resolved following the grievance procedure, the Union must request that the matter proceed to arbitration within sixty (60) calendar days following the company's final written reply. Selection of the arbitrator and conduct of the arbitration shall be under the existing labor arbitration rules of the American Arbitration Association unless mutually waived by the parties.

**17.2** The decision of the arbitrator shall be final and binding upon both parties, and shall not be subject to other legal challenge. The arbitrator shall have no authority to add to, subtract from, or modify any provision of this Agreement, nor to rule on any question except whether the Agreement has been violated and if so to provide a remedy.

**17.3** Each party shall bear the expense of preparing and presenting its own case. The compensation and expenses of the arbitrator and the incidental expenses of the arbitration proceeding shall be borne equally by the Company and the Union.

**17.4** Cases involving discipline or discharge of employees may not be submitted to arbitration or other legal challenge for employees with less than twelve (12) months of service.

**17.5** If the case involves the suspension or discharge of a bargaining unit employee, and if the arbitrator determines to award back pay, the total back pay award shall be limited to a "make whole" concept. Therefore, any back pay award is to be reduced by: all interim earned income; unemployment compensation; termination pay; and Company pension payments; Social Security Disability payments and other similar payments.

**17.6** Any arbitration case which has not been submitted to the American Arbitration Association within twelve (12) months of the date of initial receipt by the Company of the demand for arbitration will be considered to have been finally disposed of under the provisions of this Article, unless the Company and the Union mutually agree in writing to extend the time period.

## **ARTICLE 18 Union Business**

### **Agency Shop**

**18.1** All employees who are members of the bargaining unit on the effective date of this Agreement are obligated to tender to the Union amounts equal to periodic dues. All employees entering into the bargaining unit on or after the effective date of this Agreement shall, as a condition of employment, pay or tender to the Union amounts equal to periodic dues applicable to members by the thirtieth day after entering the bargaining unit until the termination of this Agreement.\*

**18.2** The condition of employment specified above shall not apply during periods of formal separations \*\* from the bargaining unit by any such employee, but shall reapply to such employee on the thirtieth day following his or her return to the bargaining unit.

\* Where permitted by law.

\*\* The term "formal separation" includes transfers out of the bargaining unit, removal from the payroll of the Company, and leaves of absence of more than 30 days.

### **Deduction of Union Dues**

**18.3** The Company will deduct Union membership dues and initiation fees applicable to members and or an amount equal to periodic dues applicable to members from regular paychecks upon written authorization signed by the employee until the authorization is revoked by the employee in writing, or until the employee is formally separated from the bargaining unit. Deductions shall be reinstated within thirty (30) days following the employee's return to the bargaining unit, provided a new authorization is submitted.

**18.4** The Company will forward to the Union the amount(s) deducted together with supporting information as agreed to by the Company and the Union.

**18.5** The Union agrees to indemnify the Company against claims that may be made against the Company as a result of the Company's good faith application of this Article.

### **Absence for Union Business**

**18.6** To the extent that the Company determines that the needs of the business permit, employees who are authorized representatives of the Union will be excused or granted leaves of absence without pay, at the request of an authorized officer of the Union, to attend to the business of the Union. The Union shall make all requests for excused absences or leaves of absence as far in advance as possible and the Company shall act promptly upon each request. Excused absence shall not exceed forty-five (45) days per calendar year, excluding days for bargaining with Dex One Service, Inc..

### **Union Bulletin Board**

**18.7** The Company agrees to furnish, without charge, space to erect a free access bulletin board of a size approximately 30 by 30 inches. The bulletin board will be furnished by the Union and erected by the Company in a mutually acceptable location(s).

**18.8** Bulletin boards are to be used exclusively by the Union for posting notices concerning official Union business, or other Union related matters, provided that if anything is posted on those bulletin boards that is considered by the Company to be controversial or derogatory to any individual or organization, the Union agrees to remove such posted matter and if it fails or refuses to do so, such matter may be removed by the Company.

### **Notifications**

**18.9** The Company will notify the Union in writing when new employees enter the Bargaining Unit. This notice will be made on a monthly basis and will include name, Company e-mail address, Company telephone number, home address (where permitted by law), hire date, job effective date, work location and job title.

**18.10** The Union will keep the Company fully informed, in writing, on a current basis, of all local Union officers, Union stewards, or Union representatives who may be designated with the responsibility of representing the Union regarding the administration of this Agreement.

- 18.11** The Company will provide the Union written notice of its intent to promote or transfer a Union representative when such promotion or transfer will formerly separate the individual from the bargaining unit.

### **Union Representation**

- 18.12** At any meeting between a representative of the Company and an employee in which discipline (including warnings which are to be recorded in the personnel file, suspension, demotion or discharge for cause) is to be announced, or at any meeting with an employee for the purpose of conducting an investigatory interview which may lead to discipline of such employee, a Union Representative may be present if the employee so requests.
- 18.13** After an employee requests Union representation at an investigatory interview, no questioning will take place until a Union Representative is present at the interview.
- 18.14** If the employee requests to speak privately with the Union Representative upon the Representative's arrival at the meeting, the employee will be permitted to do so.
- 18.15** The provisions of this article will not be used to unduly delay the investigative process.

### **Union Activity on Company Premises**

- 18.16** Neither the Union nor the Locals, their representatives or members, shall conduct Union business or carry on Union activities on Company premises or on Company time. However, Union and Local members who are employees (and authorized representatives of the Union who are not employees of the Company, by mutual agreement of the Company and the Union) may carry on legitimate Union activities outside of working periods in space where no Company operations or administrative work is performed provided that such Union activity shall be limited to small groups of employees and shall not interfere with the operation of the Company or the use of space by other persons or employees for the purposes for which the space is intended.

### **Union Orientation**

- 18.17** Upon release from training (if applicable), otherwise in the first week of employment, a new employee will be introduced to a Local Representative by his/her supervisor for purposes of permitting the Local Representative to provide the employee with information about the Union. As an exception to the provisions of Article 18.16, which prohibit Union activity during work time, the Local Representative and the new employee(s) will be released for up to one-half ( $\frac{1}{2}$ ) hour of paid work time, provided the time taken is during the employee's and Local Representative's normal tour. The discussion between the Local Representative and the employee shall be conducted away from space where Dex One Service, Inc.'s operations or administrative work is performed.
- 18.18** The Company will advise a Local Representative within thirty (30) days of an employee's transfer into a work group.

**ARTICLE 19**  
**Reduction in Force**

**Force Reduction**

- 19.1** In the event the Company determines a workforce surplus condition exists, it will at its sole discretion identify employees subject to part-timing, layoff, or both. When identifying employees who are subject to part-timing, layoff, or both, seniority will prevail when employee qualifications are substantially equal. The Company agrees to give the union ten 10 work days' notice of its intended plan. The Company will release temporary and occasional employees before proceeding with force reduction of regular employees doing similar work in the same location.
- 19.2** The Company agrees, as a "temporary bar," that it will not place managers into job titles or sales positions in the bargaining unit within 30 days before and 90 days after the off-payroll date for a Reduction in Force of employees in the same job titles or sales positions in this bargaining unit.
- 19.3** The Company's Severance Program for Management Employees will be applicable to employees covered by this Agreement and shall be governed by applicable provisions in Article 11.

**Re-employment**

- 19.4** Subject to the Company's Severance Program (cited above) and the Benefit Plans, the Company will offer re-employment to qualified, laid-off employees before hiring new employees. In the event that individuals' qualifications are substantially equal, seniority will be the determining factor in offering re-employment. This re-employment consideration expires on the one-year anniversary of separation from the Company.

**ARTICLE 20**  
**Contract Printing and Distribution**

- 20.1** The Company agrees to provide a copy of the contract to each member of the bargaining unit covered by this Agreement.
- 20.2** The Company will also provide copies of the contract to the CWA District office in sufficient quantity to meet the requirements of servicing the Agreement.
- 20.3** Printing of the contract will be done by union printers. The Company will bear all costs associated with the printing, shipping and delivery of the contract.
- 20.4** The Company agrees to provide a copy of this contract to the Union in a mutually acceptable electronic format.

**ARTICLE 21**  
**Amendments**

- 21.1** The entire understanding between the parties is set forth completely in this Agreement. Any amendment to this Agreement or any interpretation of the true intent and meaning of the provisions of this Agreement will be committed to writing and signed by the duly authorized representatives of the parties.

**ARTICLE 22**  
**Duration**

**22.1** This Agreement is effective March 24, 2016, and shall continue in full force and effect through 11:59 PM, October 13, 2017. Either party desiring to enter into a new Agreement upon the expiration of this Agreement shall give at least sixty (60) days written notice prior to October 13, 2017.

**22.2** The Company and the Union agree that the entire understanding between them is set forth completely in this Agreement.

Dex One Service, Inc.

Communications Workers of America

  
\_\_\_\_\_  
Elizabeth M. Dickson      5/17/16  
Date signed

  
\_\_\_\_\_  
John D. Petrini      5/17/16  
Date signed

**Appendix A**

**Wage Progression Schedules**

## Effective April 1, 2012

<b>Schedule A</b>		<b>Annual Wage Rate</b>		
<b>Wage Step</b>	<b>Progression Interval</b>	<b>Pay Area 1</b>	<b>Pay Area 2</b>	<b>Pay Area 3</b>
Start	6 months	\$39,377	\$43,360	\$45,236
Step 2	6 months	\$40,089	\$44,139	\$46,056
Step 3	6 months	\$40,814	\$44,930	\$46,890
Step 4	6 months	\$41,554	\$45,736	\$47,741
Step 5	6 months	\$42,306	\$46,556	\$48,609
Step 6	6 months	\$43,070	\$47,393	\$49,488
Step 7	6 months	\$43,849	\$48,243	\$50,387
Step 8	6 months	\$44,644	\$49,109	\$51,300
Step 9	6 months	\$45,450	\$49,990	\$52,231
Step 10	6 months	\$46,273	\$50,886	\$53,179
Step 11	6 months	\$47,110	\$51,799	\$54,142
Step 12	6 months	\$47,962	\$52,727	\$55,125
Step 13	Top	\$48,831	\$53,673	\$56,123
Job Title:	Artist			

<b>Schedule B</b>		<b>Annual Wage Rate</b>		
<b>Wage Step</b>	<b>Progression Interval</b>	<b>Pay Area 1</b>	<b>Pay Area 2</b>	<b>Pay Area 3</b>
Start	6 months	\$29,063	\$31,994	\$33,400
Step 2	6 months	\$29,592	\$32,576	\$34,014
Step 3	6 months	\$30,132	\$33,170	\$34,639
Step 4	6 months	\$30,680	\$33,774	\$35,278
Step 5	6 months	\$31,238	\$34,389	\$35,927
Step 6	6 months	\$31,807	\$35,015	\$36,587
Step 7	6 months	\$32,385	\$35,653	\$37,261
Step 8	6 months	\$32,973	\$36,303	\$37,946
Step 9	6 months	\$33,573	\$36,964	\$38,644
Step 10	6 months	\$34,185	\$37,636	\$39,355
Step 11	6 months	\$34,805	\$38,321	\$40,080
Step 12	6 months	\$35,440	\$39,020	\$40,816
Step 13	Top	\$36,086	\$39,730	\$41,568
Job Title:	Call Center Representative Claims Representative	Division Assistant General Assistant		

<b>Schedule C</b>		<b>Annual Wage Rate</b>		
<b>Wage Step</b>	<b>Progression Interval</b>	<b>Pay Area 1</b>	<b>Pay Area 2</b>	<b>Pay Area 3</b>
Start	6 months	\$24,024	\$26,486	\$27,657
Step 2	6 months	\$24,457	\$26,961	\$28,155
Step 3	6 months	\$24,897	\$27,445	\$28,661
Step 4	6 months	\$25,344	\$27,938	\$29,174
Step 5	6 months	\$25,800	\$28,438	\$29,699
Step 6	6 months	\$26,263	\$28,949	\$30,234
Step 7	6 months	\$26,735	\$29,469	\$30,775
Step 8	6 months	\$27,218	\$29,997	\$31,330
Step 9	6 months	\$27,707	\$30,535	\$31,893
Step 10	6 months	\$28,205	\$31,082	\$32,466
Step 11	6 months	\$28,713	\$31,642	\$33,049
Step 12	6 months	\$29,227	\$32,209	\$33,643
Step 13	Top	\$29,754	\$32,788	\$34,248
Job Title:	Receptionist			

Effective March 20, 2016, a General Wage Adjustment of 1.5% of the annualized base rate will be paid in a Lump Sum to each active employee on Wage Schedules A, B, and C.

## **Sales Office Pay Areas**

### **Pay Area 1**

Albany, New York  
Bethlehem, Pennsylvania  
Buffalo, New York  
Monroeville, Pennsylvania  
Chesapeake, Virginia  
Richmond, Virginia  
Syracuse, New York

### **Pay Area 2**

Chadds Ford, Pennsylvania  
Fairfax, Virginia  
Greenbelt, Maryland  
Marlton, New Jersey  
Elmwood Park, New Jersey  
Philadelphia (Bensalem), Pennsylvania  
Piscataway, New Jersey

### **Pay Area 3**

Long Island (East Meadow), New York  
Manhattan, New York  
Westchester, New York

## **Wage Progression Schedule Administration**

### **Progression Increases**

All wage progressions will become effective on the first day of the appropriate payroll period. Wage progression dates will be calculated from the annual wage effective date as follows:

All employees hired on or prior to 2/9/03 will progress one step on the Wage Progression Schedule, up to the top annual wage rate, at six-month intervals from that date. All other employees will advance one step on the Wage Progression Schedule, up to the top annual wage rate, at six-month intervals from their individual date of hire or transfer into the bargaining unit.

### **Other Considerations**

Wage Rate Progression Increases and/or General Wage Adjustments may be deferred or withheld in individual cases, if, in the judgment of the Company, the employee does not merit the increase. In such a case, an employee will be given thirty (30) days' notice prior to the scheduled increase effective date. The employee will be re-evaluated no later than ninety (90) days from the date the increase was deferred or withheld to determine whether or not the employee's performance warrants reinstatement of the increase. Reinstated increases will not be retroactive. Future increase dates will not be changed but may also be subject to being deferred or withheld.

Employees who are absent from work due to illness disability or leave of absence at the time an increase is scheduled to be granted will have their increase become effective upon their return to work from such absence.

### **General Wage Adjustments**

Effective March 20, 2016, a General Wage Adjustment of 1.5% of the annualized base rate will be paid in a Lump Sum to each active employee on Wage Schedules A, B, and C.

### **Start Rate for New Hires**

The Company will normally assign newly hired employees to the start rate of the applicable wage progression schedules. However, the Company may assign newly hired employees to wage steps above the start rate based on job related qualifications, experience and/or market conditions.

If the Company hires an employee who has no prior training, experience or job related qualifications at a wage rate higher than the Start Rate, it shall raise the wage rate of incumbents in the same title and the same location to that wage rate.

### **Wage Treatment for Promotions**

Employees who are promoted to a higher wage group in the bargaining unit will be placed at the next higher annual wage rate on the applicable Wage Progression Schedule.

### **Wage Treatment for Transfers**

Employees who are transferred to a job in the same wage group, in the same pay area, will continue at the same pay rate and the same interval to progression in their Wage Progression Schedule.

Employees who are transferred to a job in the same wage group but in a different pay area with a higher top rate will be moved to that Wage Progression Schedule at the same wage step. The employee will proceed at the same interval in progression in the new Wage Progression Schedule.

**Wage Treatment for Downgrades or Transfers to a Lower Pay Area**

Employees who downgrade or transfer to a job title on a Wage Progression Schedule that has a lower top rate than the Wage Progression Schedule applicable to their job title prior to the downgrade or transfer shall move to the new Wage Progression Schedule to the rate of pay that is equal to the rate they were receiving at the time of the downgrade or transfer. If the same rate does not exist on their new Wage Progression Schedule, and the rate of pay is less than the top rate of the new Wage Progression Schedule, they shall move to the wage rate that is immediately less than their rate of pay at the time of the downgrade or transfer. If their rate prior to the transfer or downgrade exceeds the top rate of the new Wage Progression Schedule, they shall continue at their rate of pay until such time as the top rate of the new Wage Progression Schedule exceeds their rate of pay.

## Performance Bonus

Employees will be eligible for an Annual Performance Bonus as outlined below:

<b>COMPONENT→</b> ↓	<b>Office Performance</b>		
Individual Performance	Below 80%	80-99%	100% and above
Exceeds Expectations	\$1,750	\$2,550	\$3,500
Meets Expectations	\$ 750	\$1,500	\$2,400

### Eligibility

The annual performance period is January 1 – December 31 of each year covered by this agreement. All regular full-time and regular part-time non-sales employees with six-months or more of service on December 31 of the performance year are eligible for an annual performance bonus.

### Ineligibility:

Employees will not be eligible for a performance bonus if any of the following occurs during the performance period:

- Voluntary resignation
- Involuntary termination for cause

Performance Bonus payouts will occur as follows:

<u>Pay-out In March</u>	<u>For performance year</u>
2016	2015
2017	2016
2018	2017

### Prorated Performance Bonus:

Employees will receive a pro-rated performance bonus for the following:

- More than six months but less than twelve months of service
- Reclassification to position not covered under this article
- Involuntary separation under the Company's Severance Program for Management Employees
- Leave of Absence
- Short-term disability
- Retirement
- Death

## **Appendix B**

### **Performance Improvement Plans**

**MEMORANDUM OF UNDERSTANDING**

**Between**

**DEX ONE SERVICE, INC.**

**And**

**COMMUNICATIONS WORKERS OF AMERICA**

**PERFORMANCE IMPROVEMENT PLAN for SALES REPRESENTATIVES**

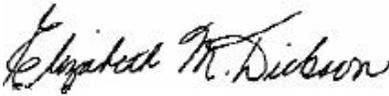
Dex One Service, Inc. and Communications Workers of America (“CWA”) agree as follows:

1. The Company may change the PIP policy as it relates to performance by Sales Representatives after providing the CWA with notice and a reasonable opportunity to meet and negotiate over the change for thirty days prior to implementation.
2. Employees who commence PIPs while in their probationary periods will not be allowed to challenge discharge, demotion or other discipline at arbitration or in any other legal forum. For the purpose of the PIP policy, probationary employees are those who have accumulated less than 18 months in their sales positions following the most recent hire date.
3. As to employees who have completed their probationary periods and are placed in a PIP, the application of “just cause” referenced in Article 16.1 shall only be interpreted to mean that management applied the proper process as set forth in the PIP policy. The Company retains the sole responsibility to set standards of performance unless specified in the PIP policy.
4. The parties acknowledge that there may be circumstances when the Company may determine to demote rather than to terminate employees who fail PIPs. Therefore, in any arbitration in which the Union challenges the type of discipline received by an employee for not meeting performance standards, the Union shall not make any “disparate treatment” claim based on Dex One Service, Inc.’s treatment of other employees.

This Memorandum of Understanding is effective the Sunday following notice of ratification and shall expire on October 13, 2017. The parties specifically agree that the terms and conditions set forth in this Memorandum of Understanding shall not survive the expiration of this Memorandum of Understanding unless agreed to by the parties in writing.

Dex One Service, Inc.

Communications Workers of America



5/17/16

Elizabeth M. Dickson

Date signed



5/17/16

John D. Petrini

Date signed

## PERFORMANCE IMPROVEMENT PLAN for SALES REPRESENTATIVES

It is a goal of Dex One Service, Inc. to have the premier sales organization in the industry. To support this goal, Dex One Service, Inc. is committed to implementing a continuous sales performance development system, the purpose of which is to improve the skill sets of individual job performers and enable them to support the company's growth strategy. This system will consist of Performance Reviews, Coaching, Observation, and Feedback mechanisms as is appropriate for each situation. While the Company is committed to providing these developmental programs, the ultimate responsibility rests with the Sales Representatives to use them for their own growth and development.

However, individual situations will occur when a sales representative's performance consistently falls below minimum performance standard. In these situations, a structured developmental plan will be implemented. The plan, referred to as a Performance Improvement Plan (PIP), establishes a standard process for performance improvement, which involves providing employees with:

- Review of existing performance standard
- Additional coaching
- Verbal and written reviews
- Opportunities for improvement

The prescribed manner by which a Sales Representative is evaluated prior to placement on a PIP, during a PIP and the subsequent successful or unsuccessful completion of a PIP will vary depending on the Sales Representative's job title, location and time in position, as noted below. A Sales Representative's time in position category, at commencement of a PIP, will determine the treatment throughout the PIP and associated relapse period even though the Sales Representative may transition into a longer time in position category during the PIP.

### TELEPHONE SALES REPRESENTATIVE (TSR) AND PREMISE SALES REPRESENTATIVE (PSR)

Every month, coaching, observation and a review of sales results will be conducted. TSRs and PSRs will be ranked by job title and office location based on cumulative quota attainment. Sales results from the prior twelve (12) months will be used to refresh the sales representative rankings each month. All non-training sales results will be used for sales representatives who have less than twelve (12) months of non-training results. Non-training sales results are all sales results generated after initial sales training and the on-boarding program are completed. On-boarding quotas and results are considered training performance and will be excluded for the purpose of ranking.

Minimum Performance Standard:

1. Ranking in the fourth (4th) quintile or higher of peer group, or
  2. Achieving at least 100% cumulative quota attainment over the prior twelve (12) months.
- Less than eighteen (18) months of cumulative assignment in a sales position\*\*.

If the TSR or PSR fails to meet at least one (1) component of the minimum performance standard, the TSR or PSR will be placed on a PIP for two (2) months. While on the PIP the TSR or PSR will receive additional observation, coaching and reviews of performance. The TSR or PSR must meet at least one (1) component of the minimum performance standard to successfully complete the PIP.

- If neither component of the minimum performance standard is met on the ending date of the PIP, the TSR or PSR will receive a one (1) month final warning. If neither component of the minimum performance standard is met at the end of the final warning, the TSR or PSR may be terminated\*.

\* Note: A TSR or PSR who does not successfully complete a PIP, and is therefore subject to termination, will be considered for demotion to their prior sales position, if they performed successfully in their prior position and an opening exists in that location.

\*\* From the employee's most recent hire date.

- Equal to or more than eighteen (18) months-but of cumulative assignment in a sales position\*\*:

If the TSR or PSR fails to meet at least one (1) component of the minimum performance standard for two (2) consecutive months of non-training performance, the TSR or PSR will be placed on a PIP for three (3) months. While on the PIP the TSR or PSR will receive additional observation, coaching and reviews of performance. The TSR or PSR must meet at least one (1) component of the minimum performance standard to successfully complete the PIP.

- If neither component of the minimum performance standard is met on the ending date of the PIP, the TSR or PSR will receive a final warning. If neither component of the minimum performance standard is met in any one of the four (4) months following the date of the final warning, the TSR or PSR may be terminated\*.
- If the TSR or PSR successfully completes the PIP, the TSR or PSR is required to meet at least one (1) component of the minimum performance standard in each month for the four (4) months following the ending date of the PIP. If neither component of the minimum performance standard is met in any one of the four (4) months following the ending date of the PIP, the TSR or PSR will receive a final warning. If neither component of the minimum performance standard is met in any one of the four (4) months following the date of the final warning, the TSR or PSR may be terminated\*.

\* Note: A TSR or PSR who does not successfully complete a PIP, and is therefore subject to termination, will be considered for demotion to their prior sales position, if they performed successfully in their prior position and an opening exists in that location.

\*\* From the employee's most recent hire date.

## **MAJOR ACCOUNT EXECUTIVE (MAE)**

Major Account Executives handle the Company's most critical accounts. Performance evaluation of MAEs must therefore be based on a variety of measurements including Sales Results, Sales Call Process, Administration, Customer Service, and Territory Control. Through observation, coaching and reviews of performance, all of these components will be taken into consideration when assessing overall performance. It is the responsibility of management to identify performance deficiencies through a minimum of two (2) skills-assessment observation sessions and provide a minimum of two (2) skills-improvement coaching sessions over a minimum one (1) month to a maximum three (3) month time period. Performance observation tools provided by Sales Force Development will be used to guide observations, structure feedback, and track performance.

Minimum Performance Standard:

1. Receiving a satisfactory rating from direct supervisor on the performance observation summary, or

2. Achieving at least 100% cumulative quota attainment over the prior twelve (12) months.

- Less than eighteen (18) months of cumulative assignment in a sales position\*\*:

If the MAE fails to meet at least one (1) component of the minimum performance standard for two (2) consecutive months, the MAE will be placed on a PIP for three (3) months. While on the PIP the MAE will receive additional observation, coaching and reviews of performance. The MAE must meet at least one (1) component of the minimum performance standard to successfully complete a PIP.

- If neither component of the minimum performance standard is met on the ending date of the PIP, the PAE or MAE will be demoted to a lower level sales position for which the PAE or MAE is qualified.

\*\* From the employee's most recent hire date

- Equal to or more than eighteen (18) months of cumulative assignment in a sales position\*\*:

If the MAE fails to meet at least one (1) component of the minimum performance standard for two (2) consecutive months, the MAE will be placed on a PIP for four (4) months. While on the PIP the MAE will receive additional observation, coaching and reviews of performance. The MAE must meet at least one (1) component of the minimum performance standard to successfully complete a PIP.

- If neither component of the minimum performance standard is met on the ending date of the PIP, the MAE will be demoted to a lower level sales position for which the MAE is qualified.

\*\* From the employee's most recent hire date

**AGREEMENT**  
**BETWEEN**  
**SUPERMEDIA**  
**For its Maryland/Virginia Sales Offices**  
**AND**  
**COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO**

Performance Improvement Plan  
Transition and Minimum Performance Standard

This confirms the agreement between SuperMedia Sales Inc. (the Company) and the Communications Workers of America (the Union) regarding: the minimum performance standard outlined in the Performance Improvement Plan, Appendix B, of the applicable Collective Bargaining Agreement with the effective date of June 21, 2012 and PIP Transition as previously agreed per the August 2011 Memorandum of Agreement – Performance Improvement Plan (PIP) Transition.

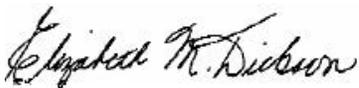
This Agreement continues the PIP Transition through PP16/2012.

Through the expiration of the collective bargaining agreement, October 10, 2015, the minimum performance standard in Appendix B will be replaced by the following minimum performance standard:

1. Ranking in the fourth (4th) quintile or higher of peer group,  
or
2. Achieving at least 95% cumulative quota attainment over the prior twelve (12) months.

For The Company

For The Union

  
\_\_\_\_\_  
Company Chairperson                      5/17/16  
Date

  
\_\_\_\_\_  
CWA Chairperson                              5/17/16  
Date

## **Appendix C**

### **Letters of Agreement**

March 24, 2016

Mr. John D. Petrini  
CWA Staff Representative – District 2-13  
Communications Workers of America, AFL-CIO  
230 South Broad Street - 19th floor  
Philadelphia, PA 19102

Re: Business Tools and Resources

Dear Mr. Petrini:

In order to provide the best possible service to its customers, the Company provides a wide variety of tools and resources for its sales representatives including, office space (where applicable), computers, and where applicable, transportation, communications and miscellaneous expense allowances. This letter will confirm the understanding between the Company and the Union concerning Company provided and/or subsidized automobiles, cellular telephones, and miscellaneous expense reimbursement and/or allowance(s) through the term of this Agreement.

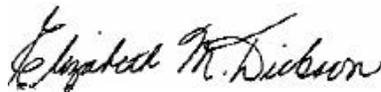
Premise sales representatives will receive a taxable stipend of one hundred dollars (\$100.00) per bi-weekly payroll period to offset miscellaneous expenses, such as, mobile phone, data package, and office supplies. In order to be eligible for the stipend under this section, the employee must be on the active payroll.

Beginning the first payroll period following official notice of ratification of the Tentative Agreement, those Division Assistants/General Assistants who are working virtually, will receive a taxable stipend of one hundred dollars (\$100.00) per bi-weekly payroll period to offset miscellaneous expenses, such as, mobile phone, data package, and office supplies. In order to be eligible for the stipend under this section, the employee must be on the active payroll.

Sales representatives eligible to participate in the automobile plan, in accordance with Dex One Service, Inc. policy, will continue to participate in the plan. These sales representatives will have the option of selecting the Runzheimer Plan or its equivalent or a flat taxable transportation allowance of \$575.00 per month. Premise Marketing Consultants who choose the Runzheimer FAVR automobile plan must also have Company-installed software for mileage capture on their IPADs. Expenses incurred for parking or tolls will be reimbursed in accordance with the Company's Expenditure Policy. Sales representatives will be reimbursed for other approved reasonable and necessary business expenses in accordance with Company policies. For example, sales representatives who have been assigned to work away from their designated virtual office location will be reimbursed for lodging expenses as authorized by management. An employee who stays overnight will receive a per-diem allowance for meals and incidental expenses. The allowance will be paid on days when the employee is authorized to stay overnight.

The per diem allowance will be paid on a city-by-city basis according to Federal per diem rates issued annually. Locations not listed will be paid at the Federal standard rate.

Sincerely,



Elizabeth M. Dickson  
Company Chairperson

February 23, 2016

Mr. John D. Petrini  
CWA Staff Representative – District 2-13  
Communications Workers of America, AFL-CIO  
230 South Broad Street - 19th floor  
Philadelphia, PA 19102

Re: Commission Debit Proration (Commission Charge-Backs)

Dear Mr. Petrini :

This letter confirms our commitment regarding Commission Charge-Backs. This agreement becomes effective the first full sales compensation pay period following ratification of the Tentative Agreement.

In the event of commission charge-backs exceeding \$500, the amount to be debited in any one pay period will not exceed 50% of earned commissions that were to be paid for that pay period, except in a final paycheck when all charge-backs will be deducted.

This agreement shall not apply to incidents of suspected fraud nor to pay plan manipulation by the sales employee.

Sincerely,



Elizabeth M. Dickson  
Director—Labor Relations

February 9, 2003

Ms. Barbara Shiller  
Communications Workers of America, AFL-CIO  
District 2  
962 Wayne Avenue, Suite 500  
Silver Spring, MD 20910

Re: Consistent Sales Policy and Merit Pay Plan Application

Dear Ms. Shiller:

This will address concerns raised by the Union regarding consistent application of sales policies and the Merit Pay Plan.

The Company affirms its intention to administer sales policies and the Merit Pay Plan consistently within the bargaining unit. If the Union identifies concerns regarding the application of Sales Policies or the Merit Pay Plan, the Company will meet with the Union to discuss issues raised.

Nothing in this letter negates the Company's right to apply discretion within the parameters of the sales policies and the Merit Pay Plan.

Sincerely,



Joseph Gimilaro  
Company Chairperson

Agreed:



Barbara Shiller  
CWA Representative

October 4, 2009

Mr. Jimmy Tarlau  
Assistant to Vice President, District 2  
Communications Workers of America, AFL-CIO  
17000 Science Drive, Suite 200  
Bowie, MD 20715

Re: Extenuating Circumstances

Dear Mr. Tarlau:

This letter will confirm the Company's commitment to consider extenuating circumstances brought to its attention such as death in family, personal hardship and significant joint Company/Union business, when an employee is faced with severe disciplinary action. Based on review of the circumstances, senior management will determine if an adjustment to the discipline is warranted.

Sincerely,



Elizabeth M. Dickson  
Company Chairperson

October 4, 2009

Mr. Jimmy Tarlau  
Assistant to Vice President, District 2  
Communications Workers of America, AFL-CIO  
17000 Science Drive, Suite 200  
Bowie, MD 20715

Re: Flexible Work Arrangements

Dear Mr. Tarlau:

This will confirm the Company's commitment to provide, where feasible, flexible work arrangements to clerical support employees in Maryland and Virginia.

Flexible work arrangements will be managed within each division to the extent that needs of the business permit.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth M. Dickson".

Elizabeth M. Dickson  
Company Chairperson

February 9, 2003

Ms. Barbara Shiller  
Communications Workers of America, AFL-CIO  
District 2  
962 Wayne Avenue, Suite 500  
Silver Spring, MD 20910

Re: New Products or Services

Dear Ms. Shiller:

This will confirm the understanding between the Company and the Union regarding new products.

The Company agrees that bargaining unit Sales Representatives will be considered as a channel for new products and services made available by the Company.

Sincerely,



Joseph Gimilaro  
Company Chairperson

Agreed:



Barbara Shiller  
CWA Representative

October 4, 2009

Mr. Jimmy Tarlau  
Assistant to Vice President, District 2  
Communications Workers of America, AFL-CIO  
17000 Science Drive, Suite 200  
Bowie, MD 20715

Re: Payroll Deduction of CWA-COPE

Dear Mr. Tarlau:

This letter will confirm our agreement that the Company will provide for COPE payroll deductions as requested by bargaining unit members upon written authorization signed by the employee, and to remit the amount thus deducted to the CWA. The Union will be responsible for providing its members with proper COPE payroll deduction authorization cards.

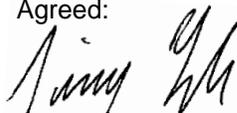
The parties agree the Company assumes no responsibility under this agreement other than the collection of contributions pursuant to employee authorization of payroll deductions and forwarding of such amounts collected to CWA-PAC. The Union agrees to indemnify the Company and hold it harmless from all claims, damages, costs and expenses of any kind which may arise in connection with the program covered by this agreement.

Sincerely,



Elizabeth M. Dickson  
Company Chairperson

Agreed:

  
Jimmy Tarlau  
CWA Chairperson

February 12, 2006

Ms. Monica Hogan  
Staff Representative – District 2  
Communications Workers of America, AFL-CIO  
962 Wayne Avenue, Suite 500  
Silver Spring, MD 20910

Re: Reduction in Force Notification

Dear Ms. Hogan:

This is to confirm the Company's commitment that in the event of a reduction in force, the company will notify the union prior to notifying affected employees. Notice to affected employees will be given in accordance with the Company's reduction in force policy.

Sincerely,

A handwritten signature in black ink, appearing to read "Peter A. Konrad", with a long horizontal flourish extending to the right.

Peter A. Konrad  
Company Chairperson

February 9, 2003

Ms. Barbara Shiller  
Communications Workers of America, AFL-CIO  
District 2  
962 Wayne Avenue, Suite 500  
Silver Spring, MD 20910

Re: Sales Objectives Review Meetings

Dear Ms. Shiller:

This will confirm the understanding between the Company and the Union regarding meetings to review Sales Objectives.

The Company agrees that it will meet with the CWA District Vice President's representative at least twice a year, to share information on sales objectives and consider input from the Union.

The Company retains the sole right to set objectives as stated in Article 9.2 of the Agreement.

Sincerely,



Joseph Gimilaro  
Company Chairperson

Agreed:



Barbara Shiller  
CWA Representative

March 24, 2016

Mr. John D. Petrini  
CWA Staff Representative – District 2-13  
Communications Workers of America, AFL-CIO  
230 South Broad Street - 19th floor  
Philadelphia, PA 19102

Re: Sales Policy Changes

Dear Mr. Petrini:

This letter confirms our commitment regarding Sales Policies. This letter becomes effective upon official notice of ratification of the Tentative Agreement.

The Company reserves the right to establish, modify, and implement sales policies and practices. The Company will notify the Union of changes and give the Union the opportunity to provide input. At the conclusion of ten (10) working days after the Company gives notice to the Union, the Company may proceed with implementation. The Company decision on any changes shall be final and shall not be subject to grievance or arbitration. Issues regarding enforcement of Sales Policies shall be subject to the grievance and arbitration of the Parties' Collective Bargaining Agreement. This letter will survive the expiration of that Agreement.

Sincerely,



Elizabeth M. Dickson  
Director—Labor Relations

February 12, 2006

Ms. Monica Hogan  
Staff Representative – District 2  
Communications Workers of America, AFL-CIO  
962 Wayne Avenue, Suite 500  
Silver Spring, MD 20910

Re: Special Sales Incentives/Rewards

Dear Ms. Hogan:

This letter will confirm the understanding between the Company and the Union regarding discretionary sales incentives or rewards.

The Company and the Union acknowledge and support programs that recognize and reward superior performance. As has been its practice, the Company, in its sole discretion, may from time to time offer local, regional or other rewards or incentive programs, such as incentive trips and contests, beyond the compensation provided in this Agreement.

To the extent practicable, the Company will notify the Union in writing of major sales incentive initiatives prior to implementation.

Sincerely,

  
Peter A. Konrad  
Company Chairperson

Agreed:

  
Monica Hogan  
CWA Chairperson

October 4, 2009

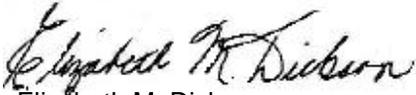
Mr. Jimmy Tarlau  
Assistant to Vice President, District 2  
Communications Workers of America, AFL-CIO  
17000 Science Drive, Suite 200  
Bowie, MD 20715

Re: Staffing of Temporary Positions

Dear Mr. Tarlau:

This will confirm the Company's commitment to notify the Union prior to staffing positions for specified periods and/or projects. The Company also agrees to provide notice if a temporary employee's assignment exceeds a 12-month period.

Sincerely,

A handwritten signature in black ink, appearing to read "Elizabeth M. Dickson". The signature is written in a cursive style with a large initial "E".

Elizabeth M. Dickson  
Company Chairperson

October 4, 2009

Jimmy Tarlau  
Assistant to Vice President, District 2  
Communications Workers of America, AFL-CIO  
17000 Science Drive, Suite 200  
Bowie, MD 20715

Re: Tuition Assistance Plan

Dear Mr. Tarlau:

This letter will confirm our agreement that Idearc Media will provide Tuition Reimbursement to employees as described in the Idearc Media Tuition Assistance Plan for Management Employees.

The following changes become effective October 4, 2009, for employees covered by this collective bargaining agreement:

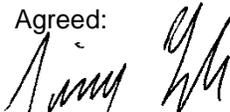
- A maximum tuition assistance reimbursement of \$8,000 per calendar year per employee.
- Employees on a final warning of disciplinary action are not eligible to participate. For purposes of tuition assistance only, a final warning shall expire no later than the end of 12 months from the date of issue.
- All regular full-time employees hired on or after October 4, 2009, must have at least eighteen months (18) of service with Idearc Media before they are eligible to participate.

Sincerely,



Elizabeth M. Dickson  
Company Chairperson

Agreed:



Jimmy Tarlau  
CWA Chairperson

June 21, 2012

Mr. Stephen Holland  
Assistant to Vice President, District 2  
Communications Workers of America, AFL-CIO  
17000 Science Drive  
Suite 200  
Bowie, MD 20715

Re: SuperMedia Employee Assistance Program (EAP)

Dear Mr. Holland:

This letter confirms our mutual commitment to provide employees with ongoing information concerning work-life balance and other forms of employee assistance.

The Company and the CWA share a mutual concern for the health and well being of employees. We recognize that personal situations may occur that negatively impact employees and their families. These situations may include financial, medical, or family related issues, such as drug and alcohol abuse, which often require professional assistance. SuperMedia offers its employees a wealth of resources designed to assist them in obtaining counseling, treatment, and recovery services, to name a few, through the SuperMedia employee assistance program.

The Employee Assistance Program offers employees, their spouses or domestic partners, and their dependents a series of resources to help manage everything from staying healthy, adopting a child to dealing with substance abuse issues. Employees can reach a counselor at 866-821-4327, 24 hours/ 7 days a week, who will provide the caller with up to 5 counseling sessions via telephone, and provide resources and assistance with any subsequent treatment or programs the employee may want to pursue. EAP provides employees with a confidential means to discuss very difficult, and sometimes embarrassing, issues with compassion and professionalism.

We believe it is important that our employees are aware of these services and commit to include in our New Employee Orientation and in subsequent periodic communications, the resources available to them and their families.

Sincerely,

David A. Burstin  
Company Chairperson

Agreed:

Stephen Holland  
CWA Chairperson

## **Appendix D**

### **Total Targeted Compensation Review**

# Memorandum of Agreement

Between

Dex One Service, Inc.

And

Communications Workers of America

## TOTAL TARGETED COMPENSATION REVIEW

The parties agree to apply the following Total Targeted Compensation Review process under any sales compensation plan in effect during the 2016-2017 Collective Bargaining Agreement:

### Definitions

Terms used in this document are defined in this section.

Adjustment Group: The “Adjustment Group” is the group of individual Company employees who are:

- o Eligible Sales Representatives (defined below)
- o Or Transferred Representatives (defined below)
- o And/or Eligible Sales Representatives—FMLA (defined below)

Individuals of the Adjustment Group must be active employees at the time of adjustment distribution.

Calculated Earnings: “Calculated Earnings” of an employee is his/her base pay at midpoint of the applicable Base Pay Range plus his/her actual incentive earnings for the measurement period.

Division: “Division” is the grouping of sales representatives at General Sales Manager Unit level.

Eligible Sales Representatives: “Eligible Sales Representatives” are those sales representatives in the Division who have:

- o 30 months or more in a Company sales position and 12 consecutive months or more in their then current position (job title and sales division) at the end of the Measurement Period and
- o On-budget days during the Measurement Period of 75% of the available on-budget days to be included in the computation.

Eligible Sales Representatives—FMLA: “Eligible Sales Representatives—FMLA” are sales representatives who would have met the criteria for Eligible Sales Representatives except for approved FMLA absence and therefore will be eligible for their prorated portion of the adjustment.

Measurement Period: The “Measurement Period” will be 26 consecutive two-week sales reporting pay periods beginning pay period 7 of each year. A Measurement Period is comprised of a standard 260 on-budget days.

On-Budget: “On-Budget” refers to selling days, i.e., days that carry a sales objective (quota). Holidays, vacations, leave of absence, training, and/or any form of “lost” time are not considered on-budget days.

Prorate Factor: The “Prorate Factor” is calculated by dividing the individual “on-budget” days (including days lost for approved FMLA) by 260 days.

Total Targeted Compensation: "Total Targeted Compensation" is set out in Article 9.5 of the Collective Bargaining Agreement.

Transferred Representatives: "Transferred Representatives" are sales representatives who were in a sales position at the beginning of the Measurement Period, who transfer to another job title within the Company during the Measurement Period, and otherwise who would have met the criteria for Eligible Sales Representatives and therefore will be eligible for their prorated portion of the adjustment.

### **Total Targeted Compensation Application**

The Company will manage sales compensation in such a manner to ensure that at least 50% of Eligible Sales Representatives will achieve Total Targeted Compensation, subject to the following conditions:

- o Sales compensation will be evaluated at a Division level and will be applicable to all sales job titles.
- o The sum of the New Issue (NI) revenue of the group of Eligible Sales Representatives for the Measurement Period must at least equal the sum of the Present Issue (PI) revenue of that group of Eligible Sales Representatives for accounts credited during the Measurement Period. If the Company discovers material irregularities in reported PI and associated NI during the closing period that results in qualification or disqualification for an Adjustment Computation, the Company has the right to adjust the reported PI and associated NI from those transactions. PI and associated NI on accounts that are Out-of-Business (OB), National Yellow Page Service (NYPS) transfers, or Bankruptcy (BK) credited during the Measurement Period will not be included in the Total Targeted Compensation Application calculation.
- o Within any Measurement Period, if the Company exercises its authority to change sales policies and/or organize the sales force for the specific purpose of depriving Eligible Sales Representatives of an adjustment to which they would otherwise be entitled under the Total Targeted Compensation Review Process by causing NI to be less than PI, the effect of that change or those changes on whether the PI/NI requirement set forth in the above paragraph has been fulfilled shall be ignored.

### **Compensation Evaluation**

Sales compensation evaluation will be computed at the Division level using Calculated Earnings of Eligible Sales Representatives for the Measurement Period, as follows:

- o Determine the percentage of Eligible Sales Representatives whose Calculated Earnings are greater than or equal to Total Targeted Compensation.
- o If less than 50% of Eligible Sales Representatives achieve Total Targeted Compensation based on Calculated Earnings, then the Company will provide an adjustment as calculated below.

### **Adjustment Computation**

If applicable, the adjustment will be derived at the Division level from Eligible Sales Representatives.

- o Computation: Subtract the sum of the Calculated Earnings of the Eligible Sales Representatives from the sum of the earnings that those Eligible Sales Representatives would have achieved at Total Targeted Compensation. Multiply this difference times 55% to determine the amount of the adjustment to be distributed.

**Adjustment Distribution**

The dollar amount determined under “Computation” will be distributed to employees in the Adjustment Group applying the following steps:

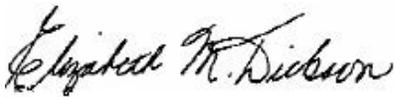
- o Individual Portion: For each member of the Adjustment Group,
  1. Determine the individual’s attainment percentage of Total Targeted Compensation by dividing the individual’s Calculated Earnings by the Total Targeted Compensation for the respective job (title and pay area).
  2. Multiply the individual’s attainment percentage of Total Targeted Compensation times the applicable Prorate Factor to determine each individual’s prorated percentage of Total Targeted Compensation.
  3. Sum the individual prorated percentages of Total Targeted Compensation for the Adjustment Group.
  4. Divide each individual’s prorated percentage of Total Targeted Compensation by the sum of the individual prorated percentages of Total Targeted Compensation for the Adjustment Group to determine the Individual Portion.
- o Individual Adjustment: Determine the Individual Adjustment by multiplying the Individual Portion by the Computation (amount of adjustment to be distributed).

Any adjustment due and paid under this Memorandum of Agreement (MOA) shall be included in earnings credited under a new compensation plan when making calculations under Article 9.4.1.

If a dispute arises between the two parties in which the language of this MOA and the language of Article 9.5 are in conflict regarding subjects covered by this MOA, the language of this MOA is controlling. Further, the parties agree that disputes arising under this MOA are subject to resolution through the grievance and arbitration procedures.

Dex One Service, Inc.

Communications Workers of America

  
\_\_\_\_\_  
Elizabeth M. Dickson                      Date  
Company Chairperson

  
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John D. Petrini                              Date  
CWA Chairperson

**SALES COMPENSATION PLAN**  
**For Sales Offices in Maryland/Virginia**  
**Total Targeted Compensation**

Title	Annual	Bi-weekly	Pay Area	Base Pay Ranges		
	Target Incentive	Target Incentive		Min	Mid	Max
Major Account Executive	\$45,500	\$1,750	3	\$62,600	\$78,300	\$94,000
			2	\$59,900	\$74,900	\$89,900
			1	\$54,500	\$68,100	\$81,700
Premise Account Executive	\$45,500	\$1,750	3	\$43,300	\$54,100	\$64,900
			2	\$41,400	\$51,700	\$62,000
			1	\$37,600	\$47,000	\$56,400
Premise Sales Representative*	\$42,000	\$1,615	3	\$36,800	\$46,000	\$55,200
			2	\$35,200	\$44,000	\$52,800
			1	\$32,000	\$40,000	\$48,000
Telephone Sales Representative*	\$28,600	\$1,100	3	\$28,700	\$35,900	\$43,100
			2	\$27,400	\$34,300	\$41,200
			1	\$25,000	\$31,200	\$37,400
Telephone Customer Account Agent	\$28,600	\$1,100	3	\$28,700	\$35,900	\$43,100
			2	\$27,400	\$34,300	\$41,200
			1	\$25,000	\$31,200	\$37,400
Premise Customer Account Agent	\$28,600	\$1,100	3	\$28,700	\$35,900	\$43,100
			2	\$27,400	\$34,300	\$41,200
			1	\$25,000	\$31,200	\$37,400

***\*The representative may be functionally assigned the role of a "new account representative".***

## 2016 Wellness Program

The Company and the Union agree to the offer of a Wellness Program for 2016. This Wellness Program is designed to encourage employees and their families to take an active role in managing health.

There are two components to the Wellness Program:

- First, just for being enrolled in the High Deductible Health Plan (HDHP) in 2016, the employee will receive a company-funded contribution to a health savings account (HSA) each pay period – no other action is needed. The company's contribution to the HSA is in recognition of the employee's willingness to participate in a plan that typically requires a consumeristic approach to managing one's health, such as looking for value in the providers and services you utilize. If the employee is enrolled in the HDHP for all 26 pay periods in 2016, the company's contribution to the HSA amounts to:
  - o \$250 for employee only coverage in the HDHP.
  - o \$375 for employee plus spouse coverage in the HDHP.
  - o \$375 for employee plus children coverage in the HDHP.
  - o \$500 for employee plus spouse plus children coverage in the HDHP.
- Second, if the employee enrolls in either the HDHP or the Low Deductible Health Plan (LDHP), the employee can qualify for a financial incentive through the Wellness Program by completing any or all of the three actions shown below. If the employee covers his/her spouse on medical coverage, he or she is also eligible to participate in the Wellness Program and qualify for an incentive.

The incentive amounts are as follows:

<b>ACTION</b>	<b>If you are enrolled in the HDHP with HSA:</b>	<b>If you are enrolled in the LDHP with HRA:</b>
	Maximum of \$1,100 per year (\$550 for enrolled employee and \$550 for enrolled spouse)	Maximum of \$300 per year (\$150 for enrolled employee and \$150 for enrolled spouse)
Action 1: Complete PHA	\$25	\$20
Action 2: Complete Biometric Screening	\$100	\$40
Action 3: Earn 100 Points via Biometric Screening Results and/or Wellness Activities	\$425	\$90