



LOCAL 1170

COMMUNICATIONS WORKERS OF AMERICA
AFL-CIO

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JOHN P. PUSLOSKIE
President

June 12, 2018

Ms. Tracy Owen HR
Frontier Communications
3441 W. Henrietta Road
Rochester, NY 14623

Re: Memorandum of Agreement
Streamline Call Out Process CWA Local 1170 Bargaining Unit
Sales & Service Techs and Network Tech/Carrier

Dear Tracy:

The Parties have agreed to enter into the following Agreement in order to streamline the call out procedure and remedy NLRB Case 03-CA-207954 and Grievance 7-1472-17.

The Parties agree as follows:

1. The function of dispatching stake out call outs assigned to CWA Local 1170 Sales & Service techs will be performed by Desk techs represented by Local 1170 in the Commercial Support Center.
2. Communications Clerks assigned to Time Reporting will have limited administrative access to the call out program currently in use to administer the (Do Not Call) blocks. They will also have daily access to the call out solicitation list and will work with management to get the bypasses completed in a timely manner.
3. The following guidelines will be adhered to:
 - a. Call outs will be on a "rotational alphabetical list basis consisting of volunteers from each group". An employee will have the opportunity in accordance with the group's work schedule to volunteer to be on the list or voluntarily remove themselves from the list. This notification must be received no later than 7 calendar days prior to the issuance of the upcoming schedule.
 - b. The employee will be responsible for providing the one primary contact number to be called in the event of a call out. If the employee can't be reached at that time, the call out will immediately proceed to the next employee on this list until the call out is completed.

4. The company will reset the call out opportunity list to true alphabetical order specific to both the Network Tech/Carrier and Sales & Service titles, on a date mutually agreed to by the Union.


5. Management will provide the Union an alphabetical solicitation report specific to the CBA requirements on every Tuesday. Bargaining unit employees will be provided access to this documentation.

6. The Company will offer each identified individual (see addendum) a 12-hour overtime makeup. This will satisfy all overtime bypass allegations up through the date this agreement is signed.


- a. The work to be performed on the aforementioned makeups will be P.M. work only.
- b. The overtime makeups will be satisfied no later than 6 months following the signing of this Agreement. If not, the employee will be paid for the 12 hours of overtime as agreed.

7. The Union agrees to withdraw the NLRB Charge, Case 03-CA-207954 and close Grievance 7-1472-17.


Sincerely,



John Pusloskie, President
CWA Local 1170



Frontier Communications
Tracy Owen



CWA Local 1170
John Pusloskie

Addendum 12hr Overtime Makeups

<u>Carrier</u>	<u>Metro East S&S</u>	<u>Metro West S&S</u>	<u>Suburban East S&S</u>	<u>Suburban West S&S</u>
Barbel, Marquis	Apple, Dwayne	Brown, Mike	Bugbee, Steve	Amrhein, Fritz
Cannon, Paul	Bills, Ryan	Brown, Ralph	Cicero, Joe	Cichelli, Leo
Connell, Dennis	Bayer, Chris	Clancy, Patrick	Clifford, Todd	Cotton, Bruce
Cooman, Dan	Brookins, Hermond	Daly, John	Cordaro, John	Dibble, Paul
D'Ambrosio, Rob	Bryan, Mark	Fridd, John	Cordes, Chris	Gallup, Bob
Ellis, Carl	Cimino, Andrew	Gardner, John	Feulner, John	Girod, Joe
Eygabroad, Ron	Clifford, Peter	Hart, Brian	Langan, Jeremy	Lacey, Dan
Fisher, Dennis	Colway, Michael	Horne, Doug	Malone, Eric	Mehlenbacher, Scott
Folts, Bob	Dappen, Kyle	Maeske, Don	Netchke, Bill	Peffley, Tim
Horne, Dick	Einwachter, Kirk	Maier, Jared	Patterson, Pat	Preston, Jeff
Horning, Mike	Falkowsky, Aaron	Menge, David	Walters, Dave	Vangalio, Ric
Livergood, Claude	Gebhart, Josh	Nguyen, Thanh	Wright, Keith	Walczak, Tom
Miceli, Mike	Hartmann, Jim	Peacock, Bill		
Monna, John	Holman, Andrew	Potter, Don	12	12
Mumpton, Mark	Kaufmann, Todd	Reidel, Ron		
Proper, John	Krupcznski, Robert	Rivaldo, Don		
Renahan, Bryan	Langan, Mike	Sarkis, Rich		
Semrau, Mark	Lomber, Scott	Smith, Mitch		
Snyder, Larry	New, Walt	Smith, Tony		
Strachan, Anne	Olyer, Scott	Spinelli, Paul		
Tamol, Jeff	Richardson, Mike	Starowitz, Mike		
	Spector, Steven	Sutphen, Mike		
21	Steer, Jeff			
	Swan, Jeff	22		
	Turner, Glenn			
	Williams, Mike			
	26			

Total: 93