

2012 AGREEMENT BETWEEN QWEST CORPORATION AND COMMUNICATIONS WORKERS OF AMERICA

EFFECTIVE DATES

Below are the effective dates for various changes and provisions applicable to the 2012 Agreement between Qwest Corporation and Communications Workers of America.

| | Topic | Proposal Reference | Detail Description of Change |
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| 1. | Company Name References | CP CBA1 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 2. | Effective Date of Agreement | CP Pg1a | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 3. | Reference to Company's Website | CP HSKG HRX | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 4. | Article 1, Section 1.1 – Recognition | CP 1.1 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 5. | Article 1, Section 1.6 – Successorship | CP HSKG 1.6 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 6. | Article 2, Section 2.8 – Work Schedule Changes | CP 2.8c | Effective 10-27-2013. Payroll changes reflected on 11-15-2013 paycheck. |
| 7. | Article 3, Section 3.1 – Night Differential | CP 3.1 | Effective 10-27-2013. Payroll changes reflected on 11-15-2013 paycheck. |
| 8. | Article 3, Section 3.6 – Access Allowance | CP 3.6a | Effective 10-27-2013. Payroll changes reflected on 11-15-2013 paycheck. |
| 9. | Article 4 – Premium Payments | CP 4i | Effective 10-27-2013. Payroll changes reflected on 11-15-2013 paycheck. |
| 10. | Article 9 – Travel Time, Transportation and Travel Expense Allowance | CP 9 | Effective 10-27-2013. Payroll changes reflected on 11-15-2013 paycheck. |
| 11. | Article 11 – Vacation, Personal Days and Holidays | CP 11b | Effective 10-27-2013. Payroll changes reflected on 11-15-2013 paycheck. |
| 12. | Article 12 – Illness Absence | CP 12f | Effective 1-1-2014. |
| 13. | Article 15, Section 15.3 – Payroll Deductions of Union Dues | CP 15.3b | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 14. | Article 15, Section 15.14 – Union Leaves of Absence | CP HPKG 15.14 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 15. | Article 15, Section 15.23 – Union Company Relationship | CP 15.23b | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 16. | Article 16, Section 16.13 – Bench Arbitration | CP 16.13b | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 17. | Article 16, Section 16.18 – Arbitration | CP 16.18b | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 18. | Article 16, Section 16.21 – Arbitration | CP 16.21 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 19. | Article 18 – Employee Classifications | CP 18a | Section 18.4 – Effective 1-1-2014 Section 18.5 – Effective 10-25-2013 Section 18.7 – Effective 10-25-2013 Section 18.9 – Effective 10-27-2013 Section 18.10 – Effective 10-25-2013 Section 18.12 – Effective 10-27-2013 Section 18.13 – Effective 1-1-2014 |

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| | | | Section 18.21 – Effective 1-1-2014 |
| 20. | Article 19, Section 19.6 – Surplus Resolution Provisions | CP 19.6d | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 21. | Article 20 Section 20.2 – Lateral Force Rearrangement | CP 20.2 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 22. | Article 22, Section 22.5 – Other Leaves | CP 22.5 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 23. | Article 23, Section 23.8 – Treatment of Medically Restricted Employees | CP HSKG 23.8 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 24. | Article 23, Section 23.9 – Treatment of Medically Restricted Employees | CP 23.9 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 25. | Article 24, Section 24.1 – Award Programs | CP 24.1a | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 26. | Article 28 – Effective Date of Agreement and Duration | CP 28a | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 27. | Addendum 3 – Pathways to the Future | CP HSKG ADD 3-2 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 28. | Addendum 3 – Pension Band 20 | CP HSKG ADD 3-3 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 29. | Addendum 3 – COE Installation Technician | CP ADD 3-50a | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 30. | Addendum 3 – Local Agreements | CP ADD 3-51b | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 31. | Addendum 3 – Employee Development Using Call Recording and Observing | CP ADD 3-53b | Effective 10-27-2013. |
| 32. | Addendum 3 – Qwest/CWA Diversity Committee | CP ADD 3-54 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 33. | Addendum 3 – National Public Policy Common Issues Forum | CP ADD 3-55 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 34. | Addendum 3 – Uniform Program | CP ADD 3-56b | Effective 1-1-2014. |
| 35. | Addendum 3 – Employee Concession | CP ADD 3-57c | Effective 1-1-2014. |
| 36. | Addendum 3 – Cross Jurisdiction | CP ADD 3-58g | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 37. | Addendum 3 – Supplemental Payment Cities | CP ADD 3-59 | Effective 12-1-2013. |
| 38. | Addendum 3 – Greater Length of Service | CP ADD 3-60a | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement, with exception to sub-paragraph (d) – wage replacement for illness absence, which is effective 1-1-2014. |
| 39. | Addendum 3 – Local Agreements on Overtime Administration – Field Operations | CP ADD 3-61f | Effective 10-27-2013 |
| 40. | Addendum 3 – Personal Priority Days | CP ADD 3-61 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 41. | Addendum 3 – Retiree Health Care | CP ADD 3-64e | Effective 1-1-2014, with exception to Medicare Exchange Service Vendor, which will be effective 5-1-2014. |
| 42. | Addendum 3 – Contracting of Work | CP ADD 3-67c | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 43. | Addendum 3 – Occupational Safety and Health Committee | CP ADD 3-68 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |

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| 44. | Addendum 3 – Pension Band 120 | CP ADD 3-70 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 45. | Addendum 3 – Health and Wellness Advisory Committee | CP ADD 3-71 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 46. | Addendum 5 – Titles | CP ADD 5a | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 47. | Addendum 6 – Reasonable Commuting Areas (RCAs) | CP HSKG ADD 6a CP ADD 6a | Effective 10-27-2013. |
| 48. | Addendum 7 – Wages and Lump Sum Payments – Antenna Technician | CP ADD 7 | Effective 10-27-2013. Payroll changes reflected on 11-15-2013 paycheck. |
| 49. | Addendum 7, Section A7.1 – Wages and Lump | CP ADD 7.A7.1c | Effective 10-27-2013 with first lump sum payment retroactive to 10-6-2013, which will be reflected on 11-15-2013 paycheck. |
| 50. | Addendum 9 – Contracting of Work Exclusions | CP ADD 9f | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 51. | Addendum 10 – Benefits | CP ADD 10-Benefits-a | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 52. | Addendum 10 – Benefits | CP ADD 10d | Effective 1-1-2014. |
| 53. | Addendum 10 – Benefits | CP ADD 10-HC1d | Effective 1-1-2014. |
| 54. | Addendum 11 – Consumer Sales Incentive Compensation Plan Summary | CP ADD 11c | Effective 10-25-2013 for all provisions except: <ul style="list-style-type: none"> Section 2 – CSSA Base Wage Schedule – effective 12-1-2013. |
| 55. | Addendum 12 – Small Business Sales Incentive Compensation Plan Summary | CP ADD 12d | Effective 10-25-2013 for all provisions except: <ul style="list-style-type: none"> Section 2 – CSSA Base Wage Schedule – effective 12-1-2013. |
| 56. | Addendum 13 – Retail Solution Centers | CP HSKG ADD 13 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 57. | Addendum 13 – Retail | CP ADD 13d | Effective 10-27-2013 for all provisions except: <ul style="list-style-type: none"> Vacation, Personal Days and Holidays – effective 1-1-2014. Illness and Wage Replacement – effective 1-1-2014. Letters of Agreement – branded clothing – effective 1-1-2014. |
| 58. | Addendum 14 – Local Market Sales | CP HSKG ADD 14 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 59. | Addendum 14 – Outside Sales | CP ADD 14c | Effective 10-27-2013 for all provisions except: <ul style="list-style-type: none"> Vacation, Personal Days and Holidays – effective 1-1-2014. Illness and Wage Replacement – effective 1-1-2014. Letters of Agreement – branded clothing – effective 1-1-2014. |
| 60. | Addendum 15 – Agent Services | CP HSKG ADD 15 | Effective 10-25-2013 and will be reflected in the printed and soft copies of the Agreement. |
| 61. | Addendum 15 – Agent Services | CP ADD 15e | Effective 10-27-2013 for all provisions except: <ul style="list-style-type: none"> Section A15.4.1 – Vacations Sections A15.4.2, A15.4.3, A15.4.4, A15.4.5 - Personal Days – effective 1-1-2014. Section A15.7 – Illness Absence – effective 1-1-2014. Section A15.8 – Benefits – effective 1-1-2014. Letters of Agreement – branded clothing – effective 1-1-2014. |
| 62. | Letters Outside of the Agreement – OJA SME Expert | CP LOTC 3 | Effective 10-25-2013. |
| 63. | Letters Outside of the Agreement – Recruitment and Retention Allowance | CP LOTC 4 | Effective 10-25-2013. |
| 64.. | Letters Outside of the Agreement – Safety and Health – Personal | CP LOTC 8a | Effective 1-1-2014. |

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| | Protective Equipment | | |
| 65. | Letters Outside of the Agreement – Premise Technician | CP LOTC 9i | Effective 12-1-2013. |
| 66. | Letters Outside of the Agreement – Health Benefits Coordinator | CP LOTC 11 | Effective 10-25-2013. |
| 67. | Letters Outside of the Agreement – Performance Enhancement Programs – Field and Central Office Operations | CP LOTC 12b | Effective 10-25-2013. |
| 68. | Letters Outside of the Agreement – Dispatch Specialist | CP LOTC 14d | Effective 12-1-2013. |
| 69. | Letters Outside of the Agreement – Customer Care Specialist | CP LOTC 15d | Effective 12-1-2013. |
| 70. | Letters Outside of the Agreement – CSSA for Small Business | CP LOTC 18b | Effective 12-1-2013. |
| 71. | Letters Outside of the Agreement – Repair Service Attendant | CP LOTC 20d | Effective 12-1-2013. |
| 72. | Letters Outside of the Agreement – Call Sharing | CP LOTC 21f | Effective 10-25-2013. |
| 73. | Letters Outside of the Agreement – Credit Consultant (WS MM) | CP LOTC 22a | Effective 10-25-2013. |
| 74. | Letters Outside of the Agreement – Independent Medical Exam | CP LOTC 23 | Effective 10-25-2013. |
| 75. | Letters Outside of the Agreement – Enhanced Voluntary Severance Payments and Relocation | CP LOTC 24b | Relocation – effective 10-27-2013. Enhanced VSPP – effective 11-1-2013. |
| 76. | Letters Outside of the Agreement – Grandfathering Identified Incumbents | CP LOTC 26a | Effective 12-1-2013. |
| 77. | Letters Outside of the Agreement – Contracting of Work – Field and Central Office Operations | CP LOTC 27d | Effective 10-25-2013. |
| 78. | Letters Outside of the Agreement – Consumer and Small Business Inbound Sales and Care Centers and Offline | CP LOTC 28a | Effective 10-25-2013. |
| 79. | Letters Outside of the Agreement – Contracting of Work – POTS and HSI Repair | CP LOTC 29c | Effective 12-1-2013. |
| 80. | Letters Outside of the Agreement – Notification of Placements under Article 21 | CP LOTC 30 | Effective 10-25-2013. |
| 81. | Letters Outside of the Agreement – Force Adjustment of Network Technicians and Broadband Technicians | CP LOTC 31a | Effective 10-25-2013. |

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| 82. | Letters Outside of the Agreement – Changes to CenturyLink Health Care and Welfare Plans | CP LOTC 32a | Effective 1-1-2014. |
| 83. | Letters Outside of the Agreement – Sales Compensation Plans and Administration | CP LOTC 33 | Effective 10-25-2013. |
| 84. | Letters Outside of the Agreement – Ratification Bonus | CP LOTC 34 | Effective 10-25-2013 with ratification bonus reflected on 11-15-2013 paycheck. |