

Advance Notice to the Union.

Hi, Sylvia. The company will be updating our [COVID-19 Resource Page](#) later this week with the following information. This note is to provide advance notice to you about paid time away from work for COVID-19 vaccination appointments.

As access to COVID-19 vaccinations expand to broader distribution groups, the company expects that appointments will become more available to employees. Employees should attempt to schedule vaccination appointments outside of working hours, however, some associates may receive an appointment that conflicts with their work schedules. Employees who need time off from work to attend their COVID-19 vaccination appointments will be able to request the time they need (up to 4 hours paid) to get the first dose and then again request the time they need (up to 4 hours paid) for vaccines requiring a second dose.

In advance of their scheduled vaccination appointment, employees will work with their supervisors, or resource management teams where applicable, to schedule this time away from work. The company will make every effort to allow employees to take the time they reasonably request (up to 4 hours) to attend their own vaccination appointments, consistent with the needs of the business. Employees who use this time may be asked to provide documentation of their vaccination appointment. Please note, this only applies to employees who have appointments to be vaccinated that conflict with their work schedules. If an employee wants to take time away from work to assist a family member with a COVID-19 vaccination, they can follow the normal process in their workgroup to request time off.

Later in 2021, when COVID-19 vaccines become more readily available, employees generally will not need time away from work to get vaccinated. As that occurs, the company will discontinue paid COVID-19 vaccination time and encourage everyone who has not already been vaccinated to do so outside of working hours or use other available paid time off, such as personal days.

Please let me know if you would like to discuss this information.

Sincerely,

Larry

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verizon[✓]
Larry Best

Manager
Labor Relations

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600 Hidden Ridge

Mail Code: E03H37
Irving, Texas 75038

From: **Best, Larry L** <larry.best@verizon.com>
Date: Thu, Sep 17, 2020 at 1:23 PM
Subject: 2020 Election: Paid Time Off
To: Ramos, Sylvia J. <sramos@cwa-union.org>
Cc: Tony Shaffer <tshaffer@cwa-union.org>, Travis Pirotte <tpirotte@cwa6171local.org>

Notice to the Union.

Dear, Sylvia. COVID-19 has forced us to find new ways to safely carry out routine activities, from how we approach our work, how we educate our kids, how we shop for groceries and how we vote in elections. Verizon expects COVID-related delays this November during polling. The Company doesn't want COVID-19 to deter employees from exercising their right to vote or participate in civic activities in support of voting (e.g., working as a poll worker).

To help employees participate in the 2020 November elections, on November 3, 2020, which is Election Day, Verizon will provide up to 4 hours paid time off for employees scheduled to work that day. Employees can use the time to vote and/or participate in civic activities in support of voting. Each organization will manage the details of how this will be accomplished while continuing to support our customers

This policy is effective for Election Day 2020 only.

Please let me know if you have questions about this information, or would like to discuss this further.

Sincerely,

Larry

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Larry Best

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To: Ramos, Sylvia J. <sramos@cwa-union.org>

Good afternoon, Sylvia. As part of the ongoing evaluation of COVID-19 policies and programs, the Company has decided to end paying *Bonuses For Those Not Enabled for Work-From-Home*. The last payment will be for time worked through July 4th.

Please let me know if you have any questions about this information.

Thank you,

Larry



The Coronavirus Aid, Relief, and Economic Security (CARES) Act: Delay of Repayments Service

The Coronavirus Aid, Relief, and Economic Security (CARES) Act was passed on March 27, 2020. The CARES Act includes an optional change related to the delay of loan repayments, as described in Section 2202 of the CARES Act, available for 401(a), 401(k), 403(b) and governmental 457(b) plans (individually, a "Plan").

The CARES Act permits plan sponsors to:

- Allow qualifying participants to delay loan repayments that would otherwise be due between March 27, 2020 and December 31, 2020 ("deferral").

By directing Fidelity Workplace Services LLC or an affiliate ("Fidelity") to provide this service, the Plan Sponsor and Fidelity intend and agree that this document constitutes a modification of the Plan Administration Manual or an amendment to the applicable agreement between Fidelity Investments Institutional Operations Company, LLC. and/or Fidelity Workplace Services LLC and/or Fidelity Management Trust Company and the Plan Sponsor/Client and/or Plan Administrator for recordkeeping and related services to the Plan. Please contact your Service Team for a separate written amendment or updated Plan Administration Manual reflecting these changes. This document may contain service and/or compensation information intended by Fidelity to satisfy the requirements of Department of Labor regulation Section 2550.408b-2(c)(1) and which require review by the responsible plan fiduciary.

Plan sponsors are responsible for ensuring that their plan documents are timely amended for this provision. Clients using the Fidelity 401(k) or 403(b) Volume Submitter Plan Document will receive additional information from Fidelity. Clients using individually designed plan documents should discuss amendment requirements with their benefits counsel. The deadline for retroactive plan amendments is the last day of the first plan year beginning on or after January 1, 2022 (generally December 31, 2022) or, for governmental plans, two years later.

If the Plan is a 401(a) plan, a 401(k) plan or a governmental 457(b) plan and Fidelity Management Trust Company is the trustee, the Trust Agreement for the Plan is deemed amended to permit these services unless prohibited by the Plan. If the Plan is a 403(b) plan and Fidelity Management Trust Company is the custodian of a group custodial account, the Group Custodial Account Agreement for the Plan is deemed amended to permit these services unless prohibited by the Plan. If the Plan is a 403(b) plan funded with Fidelity Investments® Code



Section 403(b)(7) Individual Custodial Accounts (ICA), Plan Participants will be notified that the ICA Agreement has been amended by Fidelity Management Trust Company to permit such services.

Note that the following plans are not eligible for the services described below: Defined benefit plans, money purchase pension plans, Puerto Rico-qualified plans, the Puerto Rico portion of dual-qualified plans, and nonqualified deferred compensation plans (including 409A plans, 457(b) plans sponsored by tax-exempt entities, 457(f) plans and 415(m) plans).

Description of Deferral of Repayments for Existing Loans for Qualifying Individuals from 401(a) Defined Contribution Plans, 401(k) Plans, 403(b) Plans and Governmental 457(b) Plans

1. **Qualifying Participants:** To be eligible for deferral, one or more of the following must apply to the participant:
 - i. The participant is diagnosed with the virus SARS-Co-V-2 or with coronavirus disease 2019 (COVID-19) by a test approved by the Centers for Disease Control and Prevention,
 - ii. The participant's spouse or dependent is diagnosed with such virus or disease by such a test, or
 - iii. The participant experienced adverse financial consequences as a result of being quarantined, being furloughed or laid off or having work hours reduced due to such virus or disease, being unable to work due to lack of child care due to such virus or disease, closing or reducing hours of a business owned or operated by the individual due to such virus or disease, or other factors as determined by the Secretary of the Treasury.

As permitted by the CARES Act, the plan administrator may rely on a participant's certification that the participant satisfies one or more of the above conditions. Each participant will self-certify as to his or her eligibility. Fidelity will not request or collect any additional information.

2. **Deferral Election:** Participants may call Fidelity to request deferral. After confirming that the Plan permits delay, the Workplace Service Group Representative will ask the participant to certify his or her eligibility. NetBenefits® may be enhanced for participants to request loan deferrals.



3. Deferment Period: All loan repayments due from the date the participant requests deferment through December 31, 2020 will be deferred.
4. Payroll Deduction Loan Repayments: Fidelity will provide a report in Plan Sponsor Webstation® of participants who have contacted Fidelity to request deferment. The Plan Sponsor will be responsible for stopping their payroll deduction loan repayments during the Deferment Period. Fidelity will provide the Plan Sponsor a change feedback file with the new payment amount after the expiration of the Deferment Period.
5. ACH Deduction Loan Repayments: Participants will be responsible for logging into NetBenefits® and stopping their ACH debit loan repayments during the Deferment Period. Fidelity will notify the participants directly of the loan repayment amounts after the Deferment Period and prior to their repayment start date.
6. Loan Repayment Frequency: Same as the original loan, when repayments begin.
7. Re-amortization and Accrued Interest: Interest will continue to accrue during the Deferment Period. In January 2021, Fidelity will re-amortize the loan, plus accrued interest during the Deferment Period, over the remaining term of the loan plus the length of the Deferment Period. The repayment amount of the re-amortized loan will reflect the remaining outstanding principal balance of the loan and the interest rate on the loan including the interest that accrued during the Deferment Period. At the end of the Deferment Period, Fidelity will also provide the Plan Sponsor with an updated feedback file to reflect the new repayment amount.

The CARES Act Loan services described above may be modified if legislative, regulatory or other relevant guidance is issued or for service enhancements.

Fidelity does not provide legal or tax advice. The information herein is general in nature and should not be considered legal or tax advice. Consult an attorney or tax professional regarding your specific situation.

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Subject: Tuition Assistance Plan – COVID-19: CWA Local 6171

Advance Notice to the Union

Good morning, Sylvia. The Company plans to offer employees a one-time waiver of the repayment obligation under the Tuition Assistance Plan ("TAP") for employees enrolled in a course(s) with an end date from March 1, 2020 through July 31, 2020. This one-time waiver applies to an employee who drops, fails or withdraws from a course(s) due a COVID-19 related reason. The cost of these courses will not be applied against the annual tuition cap. Employees seeking the waiver will be required to complete a COVID-19 TAP One-Time Waiver request form.

Please let me know if you have any questions.

Larry

verizon[✓]
Larry Best

Manager
Labor Relations

VERIZON 4-6-2020

COVID-19 Related Notice to the Union

Hi, Sylvia. I hope you are doing well. Please see below.

Consistent with Section 3702 of the Coronavirus Aid, Relief, and Economic Security Act ("CARES Act") signed into law on Friday, March 27, 2020, effective as of January 1, 2020, the definition of eligible health care expenses under the Verizon Flexible Reimbursement Plan (the "Plan") will include over-the-counter medical products obtained without a prescription from a physician and menstrual products, in either case to the extent permissible under Section 3702 of the CARES Act.

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3-30-2020

Advance Notice to the Union re: 401(k) Coronavirus-related Distributions

Good afternoon, Sylvia. On March 27, 2020, the Coronavirus Aid, Relief, and Economic Security (CARES) Act was enacted. The new law permits plan sponsors to make CARES Act Distributions (also referred to as qualifying coronavirus-related distributions) available to participants.

Verizon will implement the 401(k) CARES Act distribution option as soon as possible. I have attached a Fidelity overview of its implementation plans.

Let me know if you have any questions.

Larry

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The Coronavirus Aid, Relief, and Economic Security (CARES) Act: CARES Act Distributions

Published: March 26, 2020

The Coronavirus Aid, Relief, and Economic Security (CARES) Act was passed by the Senate on March 26, 2020. Section 2202 of the CARES Act permits plan sponsors to make qualified coronavirus-related distributions available from 401(a), 401(k), 403(b) and governmental 457(b) plans. These are called "CARES Act Distributions."

CARES Act Distributions will be implemented for Eligible Plans and processed by Fidelity as described below after the CARES Act is fully enacted into law. Please review the Description below carefully to understand if your Plan(s) is/are eligible. If eligible, but you do not want Fidelity to implement CARES Act Distributions for one or more Eligible Plans, you must opt out by the required date.

By accepting the provision of CARES Act Distribution services for your Plan(s) by Fidelity Workplace Services LLC or an affiliate and not opting out using the CARES Act Distributions Opt-Out Election Form by the deadline, the Plan Sponsor and Fidelity intend and agree that this document constitutes a modification of the Plan Administration Manual or an amendment to the applicable agreement between Fidelity Investments Institutional Operations Company, Inc. and/or Fidelity Workplace Services LLC and/or Fidelity Management Trust Company and the Plan Sponsor/Client and/or Plan Administrator for recordkeeping and related services to the Plan. Please contact your Service Team for a separate written amendment or updated Plan Administration Manual reflecting these changes. This document may contain service and/or compensation information intended by Fidelity to satisfy the requirements of Department of Labor regulation Section 2550.408b-2(c)(1) and which require review by the responsible plan fiduciary.

Plan sponsors are responsible for ensuring that their plan documents are timely amended to permit CARES Act Distributions. Clients using the Fidelity 401(k) or 403(b) Volume Submitter Plan Document will receive additional information from Fidelity. Clients using individually designed plan documents should discuss amendment requirements with their benefits counsel. The deadline for retroactive plan amendments is the last day of the first plan year beginning on or after January 1, 2022 (generally December 31, 2022) or, for governmental plans, two years later.

CARES Act Distributions will be treated as meeting the requirements of Internal Revenue Code sections 401(k)(2)(B)(i), 403(b)(7)(A)(ii), 403(b)(11) and 457(d)(1)(A). If the Plan is a 401(a) plan, a 401(k) plan or a governmental 457(b) plan and Fidelity Management Trust Company is the trustee, the Trust Agreement for the Plan is deemed amended to permit CARES Act Distributions unless prohibited by the Plan. If the Plan is a 403(b) plan and Fidelity Management Trust Company is the



custodian of a group custodial account, the Group Custodial Account Agreement for the Plan is deemed amended to permit CARES Act Distributions unless prohibited by the Plan. If the Plan is a 403(b) plan funded with Fidelity Investments® Code Section 403(b)(7) Individual Custodial Accounts (ICA), Plan Participants will be notified that the ICA Agreement has been amended by Fidelity Management Trust Company to permit CARES Act Distributions.

Description of CARES Act Distributions from 401(a) Defined Contribution Plans, 401(k) Plans, 403(b) Plans and Governmental 457(b) Plans

1. Pre-Approved CARES Act Distributions: Will be available by phone or NetBenefits®, eliminating the need for a paper application and submission/approval of documentation by the plan administrator or Fidelity. For by-phone transactions, a Workplace Services Group Representative will confirm that the participant meets the eligibility requirements for a CARES Act Distribution and process the request. For NetBenefits® transactions, participants will self-certify that they meet the eligibility requirements. This option will not be available for plans with spousal consent.
2. Spousal Consent CARES Act Distributions: Will be available only to plans with spousal consent requirements.
 - (1) If the participant is single and therefore spousal consent is not required: For by-phone transactions, a Workplace Services Group Representative will confirm that the participant meets the eligibility requirements for a CARES Act Distribution and process the request. For NetBenefits® transactions, participants will self-certify that they meet that the eligibility requirements. Single participants must consent to the lump sum distribution by phone or on-line.
 - (2) If the participant is married and therefore spousal consent is required: For by-phone transactions, a Workplace Services Group Representative will confirm that the participant meets the eligibility requirements for a CARES Act Distribution and send the appropriate paperwork to the participant, who will complete the paperwork and send it directly to Fidelity. For NetBenefits® transactions, participants will self-certify that they meet that the eligibility requirements, download and complete the paperwork (including obtaining spousal consent to a lump sum distribution), and send it directly to Fidelity. A participant's request for a Spousal Consent CARES Act Distribution transaction will remain valid and pending for 30 days before it expires and is purged from the system.



3. Eligible Plans: The following plans are eligible to offer CARES Act Distributions: 401(a) profit sharing plans, 401(k) plans, 403(b) plans, and governmental 457(b) plans. The following plans are not eligible to offer CARES Act Distributions: Defined benefit plans, money purchase pension plans, Puerto Rico-only qualified plans, participants subject to the Puerto Rico Internal Revenue Code in dual-qualified plans, and nonqualified deferred compensation plans (including 409A plans, 457(b) plans sponsored by tax-exempt entities, 457(f) plans and 415(m) plans).
4. Availability: CARES Act Distributions must be processed and distributed by December 31, 2020.
5. Eligible Participants: One or more of the following must apply to the Participant:
 - i. The Participant is diagnosed with the virus SARS-Co-V-2 or with coronavirus disease 2019 (COVID-19) by a test approved by the Centers for Disease Control and Prevention,
 - ii. The Participant's spouse or dependent (as defined in section 152 of the Internal Revenue Code) is diagnosed with such virus or disease by such a test, or
 - iii. The Participant experienced adverse financial consequences as a result of being quarantined, being furloughed or laid off or having work hours reduced due to such virus or disease, being unable to work due to lack of child care due to such virus or disease, closing or reducing hours of a business owned or operated by the individual due to such virus or disease, or other factors as determined by the Secretary of the Treasury.

As permitted by the CARES Act, the plan administrator may rely on an employee's certification that the employee satisfies one or more of the above conditions in determining whether any distribution is a CARES Act Distribution. Each participant will self-certify as to his or her eligibility. Fidelity will not request or collect any additional information.

6. Contribution Sources: All contribution sources will be available for CARES Act Distributions, with the exception of money purchase pension plan contribution sources in 401(a) plans and 401(k) plans.
7. Status Codes: All eligible participants with any status code (such as A, L, R, T, etc.) may request a CARES Act Distribution.
8. Distribution Hierarchy: CARES Act Distributions will be taken on a pro-rata basis from all available contribution sources and fund options.



9. Requested Amount: No minimum dollar amount will be required for a CARES Act Distribution to any participant. The maximum dollar amount that can be requested per transaction is \$100,000. Fidelity will not track the overall limit of \$100,000 within or across plans, even among plans of controlled groups. Each participant will self-certify that he or she has not requested more than the allowable aggregate amount, when combined with all prior retirement plan and IRA CARES Act Distributions.

10. Maximum Number of Distributions: No maximum number of CARES Act Distributions per participant will be imposed.

11. Delivery: CARES Act Distributions will be delivered by check, deposit into a Fidelity nonretirement account, or electronic funds transfer (EFT) to the Bank Account identified on the Participant's account in NetBenefits®.

12. Income Tax Withholding: CARES Act Distributions are not eligible rollover distributions and are subject to income tax withholding at 10%, unless the participant elects a different percentage or 0% withholding. Income taxes on CARES Act Distributions may be paid ratably over a three-year period. CARES Act Distributions are not subject to the 10% early withdrawal penalty.

13. Recontributions: CARES Act Distributions may be recontributed to the Plan as roll-over contributions during the 3-year period beginning on the day after the date on which the distribution was received. Fidelity will provide a special form to plan administrators for this purpose.

Fidelity does not provide legal or tax advice. The information herein is general in nature and should not be considered legal or tax advice. Consult an attorney or tax professional regarding your specific situation.

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BROOKLYN CABLE GUY'S DIAGNOSIS RAISES WORRY VIRUS IS ON HOUSE CALL AWAY

Cable company field technician Dexter Marshall said he was wary of catching coronavirus last week when he walked into customers' homes to handle their internet service requests.

"I didn't feel safe, but I have to pay my bills," said Marshall, 47, an employee of Altice USA, a telecommunications company that provides cable, phone and internet services to New Yorkers under the Optimum brand name.

He entered "about four to five" Brooklyn homes last Monday, when he felt a fever begin to rise.

After visiting three more homes the next day, he grew sicker. So, he left work early to see a doctor at a local urgent care who gave him a coronavirus swab test. Since then, he's been home under quarantine.

On Monday, Marshall got his results: He tested positive for COVID-19.

"I was scared," he told THE CITY. "You're seeing people dying and getting sicker and sicker every day."

'I Don't Feel Good'

Marshall and other Optimum technicians charged that as business has picked up with a surge of orders to help stuck-at-home households work, learn and socialize during the coronavirus pandemic, the company hasn't done enough to protect the public or their techs.

Optimum workers say they visit as many as nine homes per day to connect boxes, resolve connectivity problems and more.

Gov. Andrew Cuomo's weekend executive order put a statewide "pause" on all non-essential business as of Sunday, but exempted the telecommunication industry and others deemed necessary.

An Altice spokesperson said that the company found out Monday afternoon that “an Optimum technician in Brooklyn was diagnosed with COVID-19.”

“Upon learning of the situation, we immediately engaged with the NYC Department of Health, and out of an abundance of caution, we will be contacting residents serviced by this technician to make them aware,” spokesperson Lisa Anselmo said. “We wish our employee a speedy recovery.”

Marshall said Monday nobody from the company, except fellow technicians, has contacted him since he’s been sick.

“I don’t feel good,” he said, “because you’re working for the company and they’re not taking detection very seriously. They’re not.”

‘We Take This Seriously’

The company has, among other measures, given nitrile gloves to technicians and allowed them to take their work trucks home, so they don’t need to go to Altice centers where workers meet in the morning. Customers are called ahead of time to screen for signs of illness.

In addition, the company has provided its workers with hand sanitizer and disinfectant wipes.

But technicians said hand sanitizers were only available at the centers — not for bringing along in their trucks — and the disinfectant wipes provided expired last year.

“We need a lot of help, as far as guidelines on how to better approach taking care of the customer without necessarily putting those frontline employees at risk,” said one longtime technician.

Anselmo said that the company was “seeking guidance” from the Centers for Disease Control and Prevention, the World Health Organization, health officials and government agencies.

“We take this seriously, which is why our top priority has been protecting the health and safety of our employees and customers while also providing the

essential telecommunications services that are expected of us during this pandemic,” she said.

‘These Are Not Essential’

Workers interviewed by THE CITY said that they understood the importance of their work to the public, but want to feel more protected. They said the company could provide hazard pay, reduce the number of home visits and give all technicians hand sanitizer and protective gear, such as masks.

Optimum employees aren’t alone. Technicians for Spectrum, a telecom giant that services New Yorkers, are angry with what they call the lack of precautions taken by their employer during the pandemic, multiple outlets reported.

“Spectrum, as a company, is not taking care of its employees,” one technician from New York City told BuzzFeed News for a story published Monday. “We don’t have gloves, we don’t have masks, we don’t have hand sanitizer.” The company said it was working to address employees’ concerns.

One longtime Optimum technician told THE CITY that some of the house calls aren’t essential — like switching a person’s internet provider or increasing a customer’s internet speed.

“Our priorities now are to go and connect those who aren’t connected, whether it be for the students, whether it be people who haven’t been able to get any type of online connectivity,” said the technician, who requested anonymity so he could speak without fear of being fired.

Technicians interviewed said they feared getting infected and spreading the virus to loved ones.

“I do have a person in the home with me with serious respiratory issues as well as diabetes,” the veteran technician said.

“It’s just frustrating,” said another technician. “It’s the most helpless feeling that you can imagine.”

As for Marshall's health, he said he was feeling a tad better from the past week, eating oranges and heeding his doctor's guidance: staying home and taking ibuprofen. He offered others some advice of his own.

"Just be careful out there," he said.





March 19, 2020

TO: Verizon Local Presidents

FROM: Sylvia J. Ramos, Asst. to the Vice President

SUBJECT: Union Wins Paid Leave For Verizon Workers

3-19-2020

COVID-19: UNION WINS PAID LEAVE FOR VERIZON WORKERS

POSTED ON MARCH 18, 2020

The union representing 30,000 workers at Verizon has negotiated paid leave for union members who can't work during the COVID-19 outbreak. Will our International Union fight for these benefits to protect working Teamsters?



Like many Teamsters, telephone workers are on the job as essential workers during the Coronavirus outbreak. The Communications Workers of America (CWA) has negotiated paid leave for Verizon workers who can't work during the Coronavirus outbreak, including:

Paid Leave If Diagnosed With COVID-19

CWA members at Verizon diagnosed with COVID-19 will get a paid leave-of-absence of up to 26 weeks at regularly hourly pay from the first date of absence until the person is medically cleared to return to work.

Paid Leave If Directed by Doctor to Stay Home

CWA members directed by a doctor to stay out of the workplace due to an underlying health condition (their own or a household member's) will get a paid leave of absence up to 8 weeks at the regular hourly rate and up to 18 weeks at 60% pay.

Paid Family Leave for Childcare

CWA members who can't work because they are needed to care for a child whose school or daycare has been closed due to COVID-19 will be offered a paid leave of absence of up to 8 weeks at the regular hourly rate and up to 18 weeks at 60% pay.

Paid Family Medical Leave

CWA members who can't work because they are needed to care for a person medically diagnosed with COVID-19 who is unable to provide self-care will be offered a paid leave of absence of up to 8 weeks at the regular hourly rate and up to 18 weeks at 60% pay.

[Read the Letter of Agreement posted on the CWA website.](#)

Teamster Action Needed on Paid Leave

The paid leave won by the union at Verizon surpasses anything even raised by our International Union for Teamsters working in parcel, trucking, grocery, food, beverage, waste, and other essential frontline services that put workers at risk.

An international crisis requires leadership from our International Union to protect the public and the working Teamsters who are keeping our economy and its essential services going.

COVID-19

Verizon

March 18, 2020

Hi, Sylvia. I'm following-up on the Telehealth agreements you signed last week to let you know that the employee cost-sharing requirements for telehealth will be waived for 90 days beginning today for active employees and pre-Medicare retirees. This action is intended to remove impediments that may prevent your members from accessing medical care during the COVID-19 outbreak. Please let me know if you have any questions.

Sincerely,

Larry

verizon^v
Larry Best

Manager
Labor Relations