

Verizon Communications, Inc.
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Philadelphia, PA 19103
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Maryanne Crompton
Director – Labor Relations



February 4, 2010

Mr. James Byrne
Staff Representative
CWA, District 13
230 South Broad Street, 19th Floor
Philadelphia, PA 19102

Dear Mr. Byrne:

As a result of Mid-Atlantic Joint Marketing Committee (JMC) discussions, the Communications Workers of America, on behalf of District 1 (New Jersey only), District 2 and District 13 ("Union") and Verizon Pennsylvania Inc., Verizon Delaware Inc., Verizon Maryland Inc., Verizon Virginia Inc., Verizon Washington DC Inc. and Verizon New Jersey Inc. ("Company" or "Companies") have agreed to a six-month trial relating to Marketing Campaign calls in the Consumer Sales Service Centers (CSSCs) (which includes the Retention groups), as follows:

1. The trial will be for a six-month period, starting February 8, 2010 through August 7, 2010 ("Trial Period"). The Marketing Campaign calls will be phased-in across the Companies in the first 3 months of the trial.
2. Following the initial three-month phase-in period, when the CSSC is open for incoming calls, the Company will route all Marketing Campaign calls (defined as those incoming calls for a particular service or package of services into a specific telephone number in response to a mail, media or similar solicitation that is time-limited) to the Consultants in those centers.
3. During this Trial Period, the Company will utilize vendors to perform billing inquiry work. The amount of billing inquiry work sent to vendors will be determined by the National Call Center Support organization. The National Call Center Support organization will consider such factors as service levels, volume of calls, force availability and capacity when determining how much billing inquiry work to send to the vendor.

4. During this Trial Period, the Company will provide the Union with call volume data on a monthly basis. The Company also agrees to provide the Union with information relative to discipline of Consultants that occurs during this Trial Period that is related to performance (i.e., sales integrity, bridging, failure to offer a product, etc.).
5. The Union's agreement to utilize vendors to perform billing work during this Trial does not increase or diminish any Company right to utilize vendors to perform billing work under the Contract Initiative Letter Agreement dated August 3, 2008.
6. Before August 7, 2010, the parties will discuss whether to continue the Trial. Any decisions to continue or discontinue the trial, including any changes to the trial, may be made for all areas or within a respective state and/or bargaining unit. The Company, or any of the Companies, or the Union may elect to discontinue the trial upon expiration, provided that the Company will have 60 days to complete the transition of work following such notice of trial termination.

If you are in agreement, please sign below.

M. Crompton

Director - Labor Relations

[Signature] 2/5/10
CWA, District 13 Date

[Signature] Feb 5 2010
CWA, District 2 Date

Elaine R. Waller 2/5/10
CWA, District 1 - NJ Date