

AREA LEVEL – JOINT CONFERENCE WITH LABOR
UNITS 13, 22, 25 & 33 GRIEVANCES

DATE: April 10, 2024
TIME: 9:00 A.M.
PLACE: 2124 Race Street, 2nd Floor, Philadelphia, PA

PRESENT FOR THE UNION:

Rich Dezzi - Eastern Region VP
Charlie Butz - Unit 13 President
Joe Peruggia - Unit 22 President
Dave Gain - Unit 25 President
Vinnny Brasten - Unit 33 President.

PRESENT FOR THE COMPANY:

Jeff Fallon - Sr. Mgr. Labor Rel.
Carla Radiconi -Analyst

AGENDA:

1. #ER-002-24 Violation of LOA 21 / Loaning OPTs out of title **P.U.**
2. #ER-003-24 Violation of LOA 28 / Dispatching Splicers on known loop **P.U.**
3. #013-03-032-23 Clinton Handy – Violation of Letter on Page 59 **CID**
4. #013-03-035-23 Charles Butz – Violation of 2008 Buried Loop Agree **CID**
#013-03-036-23 Charles Butz - Violation of 2008 Buried Loop Agree **CID**
#013-03-037-23 Charles Butz - Violation of 2008 Buried Loop Agree **CID**
5. #013-06-001-24 Eric Santos – Violation of VHT Agreement Section G **CID**
6. #013-06-002-24 Andrew Bevacqua – Scheduled Tours – A2.021 **CID**
7. #022-03-001-24 Jim Pritz – Violation of A3.022 **CID**
8. #022-03-002-24 Bill Wiley – Violation of A3.022 **CID**
9. #022-03-003-24 Tim Detwiler – Violation of A3.022 **CID**
10. #022-05-003-24 Jim Hartey – Violation of A3.022 **Settled**
11. #022-12-004-24 Mike Puleo – Violation of A3.022
12. #025-03-024-23 Pete Altieri – Violation of A3.022 **CID**
13. #025-03-025-23 Pete Altieri – Violation of A3.022 **CID**
14. #025-03-026-23 John Chernay – Violation of A3.022 **CID**
15. #025-07-002-24 Pete Altieri – Violation of A3.022 **Closed**
16. #033-02-001-24 Anthony Brasten – Violation of A3.022 **Settled**
17. #033-06-006-23 Cris Rice – Violation of A3.022 **P.C.**
18. #033-06-007-23 Brian Shonk – Violation of A3.022 **P.C.**
#033-06-008-23 Patrick Cleary – Violation of A3.022 **P.C.**
#033-06-009-23 Mike Hennessy – Violation of A3.022 **P.C.**
19. #033-06-012-23 Charles Volpe – Violation of A3.022 **P.C.**
#033-06-013-23 Mike Hennessy – Violation of A3.022 **P.C.**
#033-06-018-23 Shawn Hennessy – Violation of A3.022 **P.C.**
#033-06-019-23 Cris Rice – Violation of A3.022 **P.C.**
20. #033-06-014-23 Shawn Hennessy – Violation of A3.022 **P.C.**
#033-06-015-23 Charles Volpe – Violation of A3.022 **P.C.**
#033-06-016-23 Cris Rice – Violation of A3.022 **P.C.**

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- #033-06-017-23 Mike Hennessy – Violation of A3.022 P.C.
21. #033-06-020-23 Sean Ondush – Violation of Exhibit A2 **CID**
22. #033-06-021-23 Sean Ondush – Violation of Exhibit A2 **CID**
23. #033-06-022-23 Sean Ondush – Violation of Exhibit A2 **CID**
24. #033-06-023-23 Sean Ondush – Violation of Exhibit A2 **CID**
25. #033-06-024-23 Sean Ondush – Violation of Exhibit A2 **CID**
26. #033-06-001-24 Richard Cummings – Violation of Letter on Page 28 **Settled**
27. #033-06-002-24 Richard Cummings – Violation of Letter on Page 28 **Settled**
28. #033-06-003-24 Richard Cummings – Violation of Letter on Page 28 **Closed**
29. #033-06-004-24 Tom Benak - Violation of Letter on Page 28 **Settled**
30. #033-06-005-24 Tom Benak - Violation of Letter on Page 28 **Closed**
31. #033-06-006-24 Jeff Freitag - Violation of Letter on Page 28 **Settled**
32. #033-06-007-24 Jeff Freitag - Violation of Letter on Page 28 **Closed**
33. #033-06-008-24 Paul Sterner - Violation of Letter on Page 28 **Settled**

1. #ER-002-24 Violation of LOA 21 / Loaning OPT's out of title:

Off Record Discussion

Union: We will hold this pending.

PENDING UNION AT LABOR ON APRIL 10, 2024.

2. ER-003-24 Violation of LOA 28 / Dispatching Splicers on known loop trouble:

Off record Discussion

Union: We are going to hold this pending and see the outcome of local grievances being heard in the field.

PENDING UNION AT LABOR ON APRIL 10, 2024.

3. #013-03-032-23 Clinton Handy - Violation of Letter on page 59:

Union: Jeff, we heard this back in October, and was held pending Company according to the minutes. We believe that was not a training issue but a management faux pas. The Company has Article 39 to form administrative groups and Article 40 for the assignment of employees. In this case, undue harm was brought upon Clinton Handy, to settle this grievance pay Clinton handy 2 hours for his knowledge of telephony.

Company: Through the use of Article 40, Management can assign employees to work in one or more admin groups to meet the needs of the business. I see no violation and the grievance is denied.

Union: We will close this in disagreement and charge the Company with violating Articles 39 and 40, exhibit A3, and the letter on page 59.

CLOSED IN DISAGREEMENT AT LABOR ON APRIL 10, 2024.

4. # 013-03-035-23 Charles Butz - Violation of 2008 Buried Loop Agreement:
013-03-036-23 Charles Butz - Violation of 2008 Buried Loop Agreement:
013-03-037-23 Charles Butz - Violation of 2008 Buried Loop Agreement:

Union: We have these 3 grievances that we will hear as one. The first is one for 32 East Gravers Lane on August 12, 2023, the second is on 8301 Rodney Street on June 8, 2023, and the third is on 4124 Apple Street on July 30, 2023. In all three of these instances, the Company used “tech see” in an attempt to nullify a truck roll, and to no avail they were unsuccessful. Can you tell me why the Company initiated the “tech see” process on these jobs?

Company: I do not know if it was actually used or not, but if it was, part of the FCSA's job is to help the customer resolve their issues. If in these cases, they were not then there would be a truck roll.

Union: So, to be clear, if the FCSA agent was able to resolve the customer's issue, there would be no truck roll and the Services Tech would have no role in these jobs, is that accurate?

Company: If the FCSA agent was successful in helping the customer resolve their issue then there would be no truck roll and a FECO ticket would have been issued.

Union: In these 3 instances a FECO ticket was not issued?

Company: No.

Union: Charlie Butz has a vast knowledge of Verizon products, and he was able to get these three customers up and running. Unfortunately, he was grilled by these customers as they were misinformed by the Company. For his anguish pay Mr. Butz 2 hours for each of these jobs to settle this grievance.

Company: Part of the FCSA agents’ responsibility is to assist customers with their issues in instances where they are unable to do that a dispatch is created. The grievance is denied.

Union: We will close this in disagreement and charge the Company with violating Articles 2, 8, 12, and exhibit A3.022

CLOSED IN DISAGEEMENT AT LABOR ON APRIL 10,2024.

5. #013-06-001-24 Eric Santos - Violation of the VHT Agreement Section G:

Union: This grievance pertains to the VHO carveout, specifically section ‘G’. Our information has the Company changing the work tours for the year after they were already rolled out, is that correct?

Company: I believe the change occurred in the 2nd quarter.

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Union: Was the reason for the change a lack of coverage?

Company: Not that I am aware of.

Union: Was the previous schedule done incorrectly?

Company: I see both ways as being correct.

Union: Are the staffing levels for this title adequate?

Company: According to Local Management they are.

Union: I don't see how that is possible, we used to have 10 VHTs, is the Company trying to cut down on overtime?

Company: That was not relayed to me.

Off Record Discussion

Union: We contend that the Company arbitrarily made changes to a tour that has been working, which caused undue hardship to our members. Revert back to the old way of scheduling to settle this grievance.

Company: The Company feels that either way of scheduling is acceptable and therefore, there is no violation, and the grievance is denied.

Union: We will close this in disagreement and charge the Company with violating Articles 2, 8, 12, and Exhibit A2.

CLOSED IN DISAGREEMENT AT LABOR ON APRIL 10, 2024.

6. #012-06-002-24 Andrew Bevacqua - Violation of A2.021 / Scheduled Tours:

Union: This grievance is along the same lines as the last one. The irony is that these two grievants don't get along except for this one issue. Can you explain to me why Local Management wants to upset the apple cart, when there is no overtime savings, or savings of any kind?

Company: The Company normally meets quarterly to discuss tours, but the carve-outs allow 1-year schedules to be posted. I am not clear on the why part of this, but I feel both ways of doing this is acceptable.

Union: This new way has negatively impacted Mr. Bevacqua's personal life, if they won't go back to the old way, then the Company should hire 3 more VHT's to settle this grievance.

Company: The carve outs in the contract allow for this to happen and the grievance is denied.

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Union: We will close this in disagreement and charge the Company with violating Articles 2. 8. 12 and exhibit A2.

CLOSED IN DISAGREEMENT AT LABOR ON APRIL 10, 2024.

7. #022-03-001-24 James Pritz - Violation of A3.022 / Forced onto a night tour:

8. #022-03-002-24 William Wiley - Violation of A3.022 / Forced onto a night tour:

9. #022-03-003-24 Tim Detwiler - Violation of A3.022 / Forced onto a night tour:

11. #022-03-004-24 Michael Puleo - Violation of A3.022 / Forced onto a night tour:

Union: These 4 grievants were forced December 2, 2023, through December 9, 2023, onto a night tour, where no previous tour was established. Do you agree?

Company: Yes.

Union: Can you tell me about the reasoning behind this?

Company: I don't know.

Union: Was this time of the day to accommodate PENN DOT?

Company: I am not sure; it could have been a road-widening project.

Union: Was this a T&M job, where someone is actually paying Verizon for this work?

Company: I believe it was.

Union: Do you know if this tour was created to avoid paying overtime?

Company: I am not sure.

Union: Were there people in on overtime on this job at all?

Company: I am not sure.

Union: It appears that there were some out there on overtime, can you tell me why the Company would do this and create an overtime disparity, what method did the Company use the equalization of overtime?

Company: I don't know.

Union: The Company mismanages once again for the sake of its employees' morale. The Company has a right to manage and offer overtime to all employees on the job, especially one that they are charging a customer for time worked. It appears that Local Manager Tom Anderson did not do that or did not want to do that. Pay 24 hours to each grievant to settle.

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Company: In looking at the administration groups overtime list at the end of 2023, it appears that there was a 13-hour spread from low to high person, therefore overtime was indeed equalized, and the grievance is denied.

Union: We will close this in disagreement and charge the Company with violating Articles 2, 8, and exhibit A3.

CLOSED IN DISAGREEMENT AT LABOR ON APRIL 10, 2024.

10. #022-05-003-24 James Hartey - Violation of A3.022 / OT Bypass:

Union: This grievance pertains to an overtime bypass that occurred on January 9, 2024. Local Manager Steve Randolph was calling for overtime and he asked Systems Technician Kevin Seabrooks to work overtime and provided him with a helper ticket. Kevin was below Jim Harty on the OT list and should not have been called first, can you tell me why this happened?

Company: It is my understanding that Kevin Seabrooks was sent out to help another Systems Technician Jim Lang, who had a critical circuit job at a Giant Supermarket. Mr. Seabrooks was trained and experienced in this type of work. Although Mr. Harty did go to formal training a while back, he had never actually worked on this type of circuit. The decision was made to send Mr. Seabrooks out there in the interest of getting this supermarket back up and running.

Union: Jim Harty is a 30+ year employee with a broad skill set and was trained on QDFR work. Pay him 2 hours to settle.

Off Record Discussion

Company: Without P&P, I will offer him 2 2-hour opportunity in the next 3 months to work overtime.

Union: We find that acceptable and will settle this grievance.

SETTLED AT LABOR ON APRIL 10, 2024.

12. #025-03-024-23 Pete Altieri - Violation of A3.022 / Overtime Displacement:

13. #025-03-025-23 Pete Altieri - Violation of A3.022 / Overtime Displacement:

14. #025-03-026-23 John Chernay - Violation of A3.022 / Overtime Displacement:

Union: Jeff, we heard these in January, and you mentioned that there was no local agreement. You also mentioned that Line Lex Splicers were loaned in to do Hub consolidations, is that correct?

Company: Yes.

Union: Do you think that the 1st step minutes are accurate because my minutes reflect Local Manager Alan Warnick acknowledging that there was some sort of 'gentlemen's agreement' with Mike Wiggins and Sean Dolt with the Union, whether or not it was enforceable, the word of

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management should carry some weight, not everything we do is written on parchment paper, this seems like dirty politics.

Off Record Discussion

Union: To settle this grievance, pay 8 hours for each grievance.

Company: Under Article 40 the Company has a right to assign work to different admin groups, while there may have been an understanding in the past, the Company is under no obligation to acknowledge it. The Local Manager and the Area Manager you mentioned are no longer with the Trevoze organization and this grievance is denied.

Union: We will close this in disagreement and charge the Company with violating Articles 2, 8, 12, 39, 40, 41, exhibit A3.022 and the letter on page 59.

CLOSED IN DISAGREEMENT AT LABOR ON APRIL 10, 2024.

15. #025-07-002-24 Pete Altieri - Violation of A3.022 / Overtime Displacement:

Off Record Discussion

Union: I am going to close this grievance at this step.

CLOSED AT LABOR ON APRIL 10, 2024.

16. #033-02-001-24 Anthony Brasten - Violation of A3.022:

Union: This grievance pertains to a situation that occurred on February 3, 2024. A callout occurred for Linemen in Allentown. Jackie Hassi ran the callout list for that day. Anthony Brasten was missed, and his supervisor Matt Hand admitted as much in the first step minutes. There are two Brasten's on the list.

Off Record Discussion

Company: Without P&P I will offer 8 hours of opportunity to be completed in the next 3 months.

Union: We find that acceptable and will settle this grievance at this step.

SETTLED AT LABOR ON APRIL 10, 2024.

17. **#033-06-006-23 Chris Rice - Violation of A3.022:**
#033-06-007-23 Brian Shonk - Violation of A3.022:
#033-06-008-23 Patrick Cleary - Violation of A3.022:
#033-06-009-23 Mike Hennessey - Violation of A3.022:

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18. **#033-06-012-23 Charles Volpe - Violation of A3.022:**
#033-06-013-23 Mike Hennessey - Violation of A3.022:
#033-06-018-23 Shawn Hennessey - Violation of A3.022:
#033-06-019-23 Chris Rice - Violation of A3.022:
19. **#033-06-014-23 Shawn Hennessey - Violation of A3.022:**
#033-06-015-23 Charles Volpe - Violation of A3.022:
#033-06-016-23 Chris Rice - Violation of A3.022:
#033-06-017-23 Mike Hennessey - Violation of A3.022:

Union: Jeff, these grievances have been discussed here at this table previously. The grievances from agenda number 18 occurred last July, the ones attached to agenda number 19 occurred in August of last year and the grievances attached to agenda number 20 occurred in September of last year. We are still in discussions with the field about discrepancies.

Off Record Discussion

- **Rich Dezzi provides Jeff Fallon with 1st Step minutes**

Union: We have run the numbers multiple times and we come up with a demand of 80 hours' pay to each grievant for the gross mismanagement committed by Mike Wiggins.

Company: I am going to have to take a pending on this. Matt Noren is going to have to be involved with any settlement.

PENDING COMPANY AT LABOR ON APRIL 10, 2024.

- 20. #033-06-020-23 Sean Ondush - Violation of Exhibit A2:**
21. #033-06-021-23 Sean Ondush - Violation of Exhibit A2:
22. #033-06-022-23 Sean Ondush - Violation of Exhibit A2:
23. #033-06-023-23 Sean Ondush - Violation of Exhibit A2:
24. #033-06-024-23 Sean Ondush - Violation of Exhibit A2:

Union: These 5 grievances occurred on November 4th, 5th, 11th, 26th, and December 7th of last year. We last discussed this back in February of this year. Is Mike Wiggins still the Area Manager?

Company: Yes.

Union: This will not change while he is still at that location. Scheduling issues are what they are. Are you aware of Splicers being scheduled constantly on the weekends with no work for them?

Company: From the Company's perspective there are no associates scheduled for more than 26 weeks in a year. Labor Relations does not get involved in workload issues.

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Union: Our position is that the workload is constantly changing and or evolving. During quarterly meetings with the Company, we bring this up and ask for tours to be reduced. To settle this grievance, lower tours in this area to meet demand and stop creating undue burden on your employees.

Company: The Company did not violate the 20-year clause or have anyone go over 26 tours in a calendar year, therefore there is no violation, and the grievance is denied.

CID AT LABOR ON April 10, 2024.

25. #033-06-001-24 Richard Cummings - Violation of Letter on Page 28 / Title Integrity:

Union: This grievance pertains to Richard Cummings an Allentown Splicer being loaded with known loop work on February 16, 2024. The Company never produced data showing that the trouble load was 25% higher that day.

Company: The ticket said downed line on the side of the house. The Splicer took 1 ½ hours so without P&P I am willing to pay 1 ½ hours to a Service Tech of your choice.

Union: We will accept that and will settle the grievance at this step.

SETTLED AT LABOR ON APRIL 10, 2024.

26. #033-06-002-24 Richard Cummings - Violation of Letter on Page 28 / Title Integrity:

Union: This grievance pertains to Richard Cummings an Allentown Splicer being loaded with known loop work on February 20, 2024. The Company never produced data showing that the trouble load was 25% higher that day.

Company: The ticket said known loop issue, the old aerial drops down and hanging very low. The Splicer took 1 hour so without P&P I am willing to pay 1 hour to a Service Tech of your choice.

Union: We will accept that and will settle the grievance at this step.

SETTLED AT LABOR ON APRIL 10, 2024.

27. #033-06-003-24 Richard Cummings - Violation of Letter on Page 28 / Title Integrity:

Union: This grievance pertains to Richard Cummings an Allentown Splicer being loaded with known loop work on February 21, 2024. The Company never produced data showing that the trouble load was 25% higher that day.

Company: The ticket said downed cable and wires. It was not known nor proven loop trouble.

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Union: What was the VER code on the ticket?

Company: I don't show one.

Off Record Discussion

Union: I will close this grievance at this step.

CLOSED AT LABOR ON APRIL 10, 2024.

28. #033-06-004-24 Tom Benak - Violation of Letter on Page 28 / Title Integrity:

Union: This grievance pertains to Tom Benak an Allentown Splicer being loaded with known loop work on February 20, 2024. The Company never produced data showing that the trouble load was 25% higher that day. It looks like he had multiple known loop jobs assigned to him.

Off Record Discussion

Company: Without P&P I am willing to pay 2 ½ hours to a Service Tech of your choice.

Union: We will accept that and will settle the grievance at this step.

SETTLED AT LABOR ON APRIL 10, 2024.

29. #033-06-005-24 Tom Benak - Violation of Letter on Page 28 / Title Integrity:

Union: Much like the previous grievance we just heard, an Allentown Splicer was loaded with known loop trouble on February 3, 2024.

Off Record Discussion

Union: I am going to close this grievance at this step.

CLOSED AT LABOR ON APRIL 10, 2024.

30. #033-06-006-24 Jeff Freitag - Violation of Letter on Page 28 / Title Integrity:

Union: This grievance pertains to Jeff Freitag an Allentown Splicer being loaded with known loop work on February 28, 2024. The Company never produced data showing that the trouble load was 25% higher that day.

Company: The ticket said downed line on the side of the house. The Splicer took 1 hour so without P&P I am willing to pay 1 hour to a Service Tech of your choice.

Union: We will accept that and will settle the grievance at this step.

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SETTLED AT LABOR ON APRIL 10, 2024.

31. #033-06-007-24 Jeff Freitag - Violation of Letter on Page 28 / Title Integrity:

Union: This grievance pertains to Jeff Freitag an Allentown Splicer being loaded with known loop work on February 20, 2024. The Company never produced data showing that the trouble load was 25% higher that day.

Off Record Discussion

Union: I am going to close this grievance at this step.

CLOSED AT LABOR ON APRIL 10, 2024.

32. #033-06-008-24 Paul Sterner - Violation of Letter on Page 28 / Title Integrity:

Union: This grievance pertains to Paul Sterner an Allentown Splicer, being loaded with known loop work on February 26, 2024. The Company never produced data showing that the trouble load was 25% higher that day. The tickets were D203MNY5 AND D203MNLS.

Off Record Discussion

Company: Without P&P I am willing to pay 2 hours to Service Tech of your choice.

Union: We find that acceptable and will settle the grievance at this step.

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- **The company requests that two off-agenda grievances to be discussed.**

#015-02-030-23 Anthony Truglio - Violation of the 2008 Buried Loop Agreement:

Off Record Discussion

Company: I show that a CWA Local 13000 Service Tech pulled the loop in.

Union: We will close this grievance at this step.

CLOSED AT LABOR ON APRIL 10, 2024.

#015-02-031-23 Anthony Truglio - Violation of the 2008 Buried Loop Agreement:

Off Record Discussion

Company: Without P&P, I am willing to pay 1 ½ hours to settle this grievance.

Union: We find that acceptable and will settle this grievance at this step.

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SETTLED AT LABOR ON APRIL 10, 2024.

Respectfully submitted,
Joseph Peruggia, Unit 22 President