

**AREA LEVEL – JOINT CONFERENCE WITH LABOR**  
**UNITS 13, 15, 22, 23 & 33 GRIEVANCES**

**DATE:** March 14, 2023  
**TIME:** 9:00AM  
**LOCATION:** 2124 Race Street Philadelphia, Pa. 2<sup>nd</sup> Floor

**Present for Union:**

R. Dezzi Eastern Region VP  
Charlie Butz Unit 13 President  
Chris Wackerman Unit 15 President  
Joe Peruggia Unit 22 President  
Vinny Brasten Unit 33 President

**Present for Company:**

Jeff Fallon: Sr. Mgr. Labor Rel. (Via Phone)  
Carla Radicioni: Sr. CLST (Via Phone)

**AGENDA:**

- |                    |  |                  |
|--------------------|--|------------------|
| 1. #013-03-003-22  | Barbara Callahan – Violation of 2008 Buried Loop Agree | <b>CID PUA</b>   |
| 2. #013-03-026-22  | Sean Lynch – Violation of 2008 Buried Loop Agreement   | <b>CID PUA</b>   |
| 3. #013-03-027-22  | Nick Norton – Violation of 2008 Buried Loop Agreement  | <b>CID PUA</b>   |
| 4. #013-03-001-23  | Nick Norton – Violation of 2008 Buried Loop Agreement  | <b>CID PUA</b>   |
| 5. #013-03-002-23  | Nick Norton – Violation of 2008 Buried Loop Agreement  | <b>CID PUA</b>   |
| 6. #013-03-003-23  | Nick Norton – Violation of 2008 Buried Loop Agreement  | <b>CID PUA</b>   |
| 7. #013-03-004-23  | Nick Norton – Violation of 2008 Buried Loop Agreement  | <b>CID PUA</b>   |
| 8. #013-03-005-23  | Nick Norton - Violation of 2008 Buried Loop Agreement  | <b>CID PUA</b>   |
| 9. #013-03-006-23  | Nick Norton – Violation of 2008 Buried Loop Agreement  | <b>CID PUA</b>   |
| 10. #013-03-007-23 | Terrence Joseph – Violation of 2008 Buried Loop Agree  | <b>PC</b>        |
| 11. #013-03-008-23 | Terrence Joseph – Violation of 2008 Buried Loop Agree  | <b>PC</b>        |
| 12. #013-03-009-23 | Charlie Butz – Violation of 2008 Buried Loop Agreement | <b>CID PUA</b>   |
| 13. #013-03-010-23 | Charlie Butz – Violation of 2008 Buried Loop Agreement | <b>CID PUA</b>   |
| 14. #013-03-011-23 | Charlie Butz – Violation of 2008 Buried Loop Agreement | <b>CID PUA</b>   |
| 15. #013-03-012-23 | Charlie Butz – Violation of 2008 Buried Loop Agreement | <b>CID PUA</b>   |
| 16. #013-03-013-23 | Antoine Johnson – Violation of 2008 Buried Loop Agree  | <b>CID PUA</b>   |
| 17. #013-03-014-23 | Antoine Johnson – Violation of 2008 Buried Loop Agree  | <b>CID PUA</b>   |
| 18. #013-03-015-23 | Antoine Johnson – Violation of 2008 Buried Loop Agree  | <b>CID PUA</b>   |
| 19. #013-03-016-23 | Terrence Johnson – Violation of 2008 Buried Loop Agree | <b>CID PUA</b>   |
| 20. #013-03-022-23 | Antoine Johnson – Violation of 2008 Buried Loop Agree  | <b>PC</b>        |
| 21. #013-06-002-23 | Eric Santos – Violation of Exhibit A3                  | <b>CLOSED</b>    |
| 22. #015-02-001-23 | Eric Walker – Violation of Article 8 / 5G Install      | <b>PU</b>        |
| 23. #015-02-003-23 | Ed Grove – Violation of 2008 Buried Loop Agreement     | <b>CID PUA</b>   |
| 24. #015-02-004-23 | Joe Sacco – Article 40/Loaned out of District.         | <b>CLOSED</b>    |
| 25. #022-06-001-22 | Kevin Seabrooks – Violation of Exhibit A3              | <b>CID</b>       |
| 26. #033-06-001-23 | Sean Ondush – Violation of Letter on page 28           | <b>PC</b>        |
| 27. #033-06-002-23 | Sean Ondush – Violation of Letter on page 28           | <b>PC</b>        |
| 28. #034-01-001-23 | B. Daniels & J. Teevan – Violation of A3.0224          | <b>Not Heard</b> |
| 29. #023-01-015-22 | Dennis Ackley- Violation of Article 17:                | <b>SETTLED</b>   |
| 30. #023-01-017-22 | Dennis Ackley- Violation of Article 17:                | <b>SETTLED</b>   |
| 31. #023-01-019-22 | Leah Gindle- Violation of Article 17:                  | <b>SETTLED</b>   |
| 32. #023-01-022-22 | Leah Gindle- Violation of Article 17:                  | <b>SETTLED</b>   |

**1. #013-03-003-22 Barbara Callahan -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Barb Callahan was dispatched to 604 Autumn River Run, where a customer was instructed by the FSC to repair his own service. It looks like it was a data trouble, and the customer was directed to perform his own self install. Can you confirm that Barb was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Barb went out there.

Union: Was the 'Tech See' app used?

Company: I don't know.

Union: Is there any reason to believe it was not?

Company: I don't know it was or not.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement.

We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Barbara Callahan 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**2. #013-03-026-22 Sean Lynch-Violation of 2008 Buried Loop Agreement**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Sean Lynch was dispatched on ticket DQOFFE54 to 487 Aurania St where a customer was instructed by the FSC to repair his service on his own. Can you confirm?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Barb went out there.

Union: Was the 'Tech See' app used?

Company: I don't know.

Union: Is there any reason to believe it was not?

Company: I don't know it was or not.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Barbara Callahan 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**3. #013-03-027-22 Nick Norton -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Nick Norton was dispatched on ticket DQ0FEGDR at 3620 Haywood Street, where a customer was instructed by the FSC to repair his own service. It looks like the customer was directed to repair his own service. Can you confirm that Nick was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Nick went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Nick Norton 2 hours overtime at the proper rate to settle this grievance.

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Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**4. #013-03-001-23 Nick Norton -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Nick Norton was dispatched on ticket DQ0FWVEP at 2014 Cedar Lane, where a customer was instructed by the FSC to repair his own service. It looks like the customer was directed to repair his own service. Can you confirm that Nick was dispatched out there?

Company: The customer did call the FSC and they were unable to get the issue resolved and Nick went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers

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through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Nick Norton 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**5. #013-03-002-23 Nick Norton -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Nick Norton was dispatched on ticket DQ0FWUIZ at 900 East Mt. Pleasant Ave., where a customer was instructed by the FSC to repair his own service. It looks like the customer was directed to repair his own service. Can you confirm that Nick was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Nick went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Nick Norton 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**6. #013-03-003-23 Nick Norton -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Nick Norton was dispatched on ticket DQOFUP4E at 117 Apsley Street, where a customer was instructed by the FSC to repair his own service. It looks like the customer was directed to repair his own service. Can you confirm that Nick was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Nick went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Nick Norton 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**7. #013-03-004-23 Nick Norton -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Nick Norton was dispatched on ticket DQ0FUVW9 at 718 E. Haines Street, where a customer was instructed by the FSC to repair his own service. It looks like the customer was directed to repair his own service. Can you confirm that Nick was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Nick went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: An FCSA agent makes less wages than a Service Tech is that correct?



Company: Yes, that is correct.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Nick Norton 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**8. #013-03-005-23 Nick Norton -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Nick Norton was dispatched on ticket DQ0FWDJR at 965 E. Price Street, where a customer was instructed by the FSC to repair his own service. It looks like the customer was directed to repair his own service. Can you confirm that Nick was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Nick went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at.

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: An FCSA agent makes less wages than a Service Tech is that correct?

Company: Yes, that is correct.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Are you aware that with the 'Tech See' app the customer is instructed to perform work functions such as unplug routers, ONT, STB, etc.?

Company: They have always been told to do that before. It could get them back in service faster and avoid a possible bill.

Union: We believe the customer is walked through many processes to eliminate a truck roll; our position is that this work is exclusive to the Local 13000 Service Tech.

Company: I disagree.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this

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work is exclusive to the CWA Local 13000 Bargaining Unit, pay Nick Norton 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**9. #013-03-006-23 Nick Norton -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Nick Norton was dispatched on ticket DQ0FX29B at 1030 Rittenhouse Street, where a customer was instructed by the FSC to repair his own service. It looks like the customer was directed to repair his own service. Can you confirm that Nick was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Nick went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: An FCSA agent makes less wages than a Service Tech is that correct?

Company: Yes, that is correct.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

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Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Nick Norton 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**10. #013-03-007-23 Terrance Joseph -Violation of the 2008 Buried Loop Agreement:**

**11. #013-03-008-23 Terrance Joseph-Violation of the 2008 Buried Loop Agreement:**

Union: These 2 grievances pertain to a violation of the 2008 Buried Loop Agreement. Terrance Joseph was dispatched on tickets PA11818239709 at 343 Queen Lane and PA11815387816 at 3658 Midvale Ave., where a customer was instructed by the FSC to install his own service. It looks like the customer was directed to repair his own service. Can you confirm that Terrance was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Mr. Joseph went out there.

Union: We believe that at these two addresses a router was direct shipped, encapsulating both instances where a router was already at the premises. I understand the Set Top Box Arbitration did not include routers. We believe this equipment is Company owned and maintained. Where did this equipment come from?

Company: I need to get more information on this. Are you saying we are not allowed to ship routers?

Union: If it is a customer purchased router, then there would be no violation of Article 17 of Buried Loop Agreement. If it is owned by the Company and they get a monthly charge for it, I consider that Company owned and maintained equipment and I therefore believe that shipping it directly is a violation of Article 17 and the 08 Buried Loop Agreement.

Company: I need to get more information on this, and I will have to take a pending on these two grievances.

**PENDING COMPANY AT LABOR ON 3/14/2023.**

**12. #013-03-009-23 Charlie Butz -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Charlie Butz was dispatched on ticket DQ0FWWKU at 7355 Ogontz Ave., where a customer was instructed by the FSC to install his own service. It looks like the customer was directed to repair his own service. Can you confirm that Charlie was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Charlie went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: An FCSA agent makes less wages than a Service Tech is that correct?

Company: Yes, that is correct.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years

now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Charlie Butz 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**13. #013-03-010-23 Charlie Butz -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Charlie Butz was dispatched on ticket DQ0FWNU8 at 6811 Franklin Lane, where a customer was instructed by the FSC to install his own service. It looks like the customer was directed to repair his own service. Can you confirm that Charlie was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Charlie went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: An FCSA agent makes less wages than a Service Tech is that correct?

Company: Yes, that is correct.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

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Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Charlie Butz 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**14. #013-03-011-23 Charlie Butz -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Charlie Butz was dispatched on ticket DQ0FVXCP at 7831 Woolston Ave., where a customer was instructed by the FSC to install his own service. It looks like the customer was directed to repair his own service. Can you confirm that Charlie was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Charlie went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: An FCSA agent makes less wages than a Service Tech is that correct?

Company: Yes, that is correct.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Charlie Butz 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**15. #013-03-012-23 Charlie Butz -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Charlie Butz was dispatched on ticket DQ0FVRKB at 1413 Barringer Road, where a customer was instructed by the FSC to install his own service. It looks like the customer was directed to repair his own service. Can you confirm that Charlie was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Charlie went out there.

Union: Was the 'Tech See' app used?



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Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: An FCSA agent makes less wages than a Service Tech is that correct?

Company: Yes, that is correct.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Charlie Butz 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**16. #013-03-013-23 Antoine Johnson -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Antione Johnson was dispatched on ticket DQ0FZ0V1 at 5813 Chew Ave., where a customer was instructed by the FSC to install his own service. It looks like the customer was directed to repair his own service. Can you confirm that Antione was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Mr. Johnson went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: An FCSA agent makes less wages than a Service Tech is that correct?

Company: Yes, that is correct.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Antione Johnson 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**17. #013-03-014-23 Antoine Johnson -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Antione Johnson was dispatched on ticket DQ0FYS4Q at 4547 Fernhill Road, where a customer was instructed by the FSC to install his own service. It looks like the customer was directed to repair his own service. Can you confirm that Antione was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Mr. Johnson went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: An FCSA agent makes less wages than a Service Tech is that correct?

Company: Yes, that is correct.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

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Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Antione Johnson 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**18. #013-03-015-23 Antoine Johnson -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Antione Johnson was dispatched on ticket DQ0FYX36 at 561 Fairthorne Ave., where a customer was instructed by the FSC to install his own service. It looks like the customer was directed to repair his own service. Can you confirm that Antione was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Mr. Johnson went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: An FCSA agent makes less wages than a Service Tech is that correct?

Company: Yes, that is correct.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Antione Johnson 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14**

**19. #013-03-016-23 Terrance Joseph -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Terrance Joseph was dispatched on a ticket I am not sure of the number, at 522 Righter Street, where a customer was instructed by the FSC to install his own service. It looks like the customer was directed to repair his own service. Can you confirm that Terrance was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Mr. Joseph went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

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Union: An FCSA agent makes less wages than a Service Tech is that correct?

Company: Yes, that is correct.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?

Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Terrance Joseph 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**20. #013-03-022-23 Antoine Johnson -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Antione Johnson was dispatched on ticket PA11831852520 at 1427 Widener Street, where a customer was instructed by the FSC to install his own service. It looks like the customer was directed to repair his own service. Can you confirm that Antione was dispatched out there?

Company: The customer did call the FSC, and they were unable to get the issue resolved and Mr. Johnson went out there.

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Union: This is like the grievances filed by Terrance Joseph in where a router was direct shipped to the customer, do you have any information on these?

*Off Record Discussion*

Company: I am going to take a pending on this and get more information.

**PENDING COMPANY AT LABOR ON 3/14/2023.**

**21. #013-06-002-23 Eric Santos- Violation of Exhibit A3:**

Union: This grievance pertains the frequent calls that John Robinson makes to Eric Santos. These calls occur when Eric is off from work, nor is he required to answer. However, since he is a good employee, he does answer, can you tell me why this keep happening, the last occurrence was on January 17, 2023.

Company: On that date, Eric Santos was called and offered to come in and work overtime on January 20<sup>th</sup>. There were other things that his supervisor said during the call namely a shift change and who he was going to be working with, which I believe Mr. Santos has a problem with.

Union: Is there a work rule that requires him to answer his phone on his day off?

Company: No, he can choose to ignore.

*Off Record Discussion*

Union: So, it is your position that the reason for the call was to offer him overtime?

Company: Yes, actually he was being asked for January 20<sup>th</sup> and 21<sup>st</sup>.

Union: Did he come in and work on those days?

Company: I don't have that information.

*Off Record Discussion*

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

**CLOSED AT LABOR ON 3/14/2023.**

**22. #015-02-001-23 Eric Walker-Violation of Article 8 / 5G Install:**

Union: Eric Walker was dispatched on a 5G installation IFWPA10346436527 at 4423 Frankford Ave. in a Fios qualified area. How did this happen and is there some new edict to start selling customer's the 5G service instead of Fios?

Company: VZW has no plans to sell 5G home services to any residential or business customer in Pa. that reside inside of a Fios area and have access to it. In this case the address was looked up

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and came back unqualified for some reason. I don't know what the conversation was between Eric Walker and the customer. He could have wanted to get Fios, but I am not sure how we could take him off 5G now when that is what he is paying for and costs less per month.

Union: Can you confirm that Fios has the capability to return triple source of revenue for the Company?

Company: Yes, it can, and our goal is to always strive to get customers on to the Fios network.

Union: How exactly did this customer get offered 5G home service?

Company: I don't know, but some how the system bounced him out for Fios service.

Union: You say there is no process to get a customer off of 5G and onto our Fios network?

Company: Not that I know of. If they were to call in on their own right now, they would be qualified to get Fios, but due to the cost structure being different, I don't know how we would initiate that.

Union: I am going to take a pending on this and look into it more.

**PENDING UNION AT LABOR ON 3/14/2023.**

**23. #015-02-003-23 Edward Grove -Violation of the 2008 Buried Loop Agreement:**

Union: This grievance pertains to a violation of the 2008 Buried Loop Agreement. Ed Grove was dispatched on ticket DQ0FYXG2 at 4310 Germantown Ave., where a customer was instructed by the FSC to install his own service. It looks like the customer was directed to repair his own service. Can you confirm that Ed was dispatched out there?

Company: The customer did call the FSC and they were unable to get the issue resolved and Mr. Grove went out there.

Union: Was the 'Tech See' app used?

Company: I don't know, it depends on the customer and their ability to understand what they are looking at

Union: Is there any reason to believe it was not?

Company: I don't know if it was or not.

Union: An FCSA agent makes less wages than a Service Tech is that correct?

Company: Yes, that is correct.

Union: The mere fact that there was no FECO ticket, and the job was dispatched on would say the FSC failed to get this customer up and running, would you agree?



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Company: I would agree.

Union: So, you agree, there was no FECO ticket?

Company: Yes.

Union: Had the FSC been able to resolve this customer's issues successfully, would there have been any reason for a truck roll?

Company: If issues were resolved, no there would be no truck roll.

Union: Is it fair to say the customer is not a CWA member?

Company: Yes, I would agree.

Union: The 'Tech See' app was brought about during the COVID pandemic. We used to have Fios in a box during the period we were not going into people's homes. The FSC saw an opportunity to keep using the 'Tech See' app after the pandemic ended, to try and walk customers through their issues and avoid dispatching a Service Tech at all costs. We feel the 'Tech See' app is used on every call into the FSC. Service Techs have been going into homes freely and willfully for years now. We feel this is a blatant violation of the 2008 Buried Loop Agreement. We feel this work is exclusive to the CWA Local 13000 Bargaining Unit, pay Ed Grove 2 hours overtime at the proper rate to settle this grievance.

Company: Part of the FSC's responsibility is to help customers with their Fios issues. 'Tech See' is only a part of the available tools in place to be able to help them do that and this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company with violating Article 2,8,12,17,39,40, and 41 along with the 2008 Buried Loop Agreement.

**CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 3/14/2023.**

**24. #015-02-004-23 Joe Sacco-Violation of Letter on Pg. 59 – Capricious Loan**

Union: This grievance pertains to Joe Sacco being loaned out of his admin group on December 31, 2022, whole on an overtime tour, can you tell me why this happened?

Company: I don't know.

Union: Is there any type of agreement in that district that says the overtime person gets loaned out of area on an undesirable tour?

Company: I know of nothing official or signed, but I do remember there being a handshake agreement made to send the overtime person out of area on a loan during the weekends.

Union: Joe Sacco and Brandon Greene were both sent to North Philly, was Brandon in on overtime also?

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Company: I don't know.

Union: Is there any reason to believe he was not in on overtime?

Company: No, if you say he was, then I do not have anything to dispute that.

*Off Record Discussion*

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

**CLOSED AT LABOR ON 3/14/2023.**

**25. #022-06-001-22 Kevin Seabrooks-Violation of Exhibit A3:**

Union: This grievance pertains to Kevin Seabrooks a System Tech out of the Norristown work center being called four times while on vacation during Christmas week, can you tell me why this happened and why this is an ongoing issue?

Company: I don't know, it is apparently an error by someone in the OOH group.

Union: Is it fair to say that some Company system has him on vacation that week?

Company: I would think so especially being that he probably picked that week way in advance. I believe an associate in the OOH must not have marked him being off.

Union: Referring to the letter on page 26, (Rich Dezzi reads) would agree that associates who dispatch other employees, receive their instructions from management, would you agree that is the intent of the letter on page 26?

Company: I would agree with the letter.

Union: These 4 calls for overtime at various times of the day and night, caused undue hardship on Kevin and his family. Is there any opportunity to give compensation to Kevin for this hardship?

Company: The Company does not see a contract violation, nor do we feel there is a reason for compensation. Mr. Seabrooks was never dispatched out on work nor did he perform any work to justify compensation, this grievance is denied.

Union: We will close this in disagreement and charge the Company has violated exhibit A3 and letter on page 26.

**CLOSED IN DISAGREEMENT AT LABOR ON 3/14/2023.**

**26. #033-06-001-23 Sean Ondush-Violation of Letter on Page 28:**

**27. #033-06-002-23 Sean Ondush-Violation of Letter on Page 28:**

Union: These 2 grievances are similar in nature and will be heard together, do you agree?

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Company: Yes, I agree.

Union: These grievances pertain to the letter on page 28 and the dispatching of Splicing Technicians being dispatched out on known loop or inside wire trouble. On December 4, 2022. and on January 1, 2023 Sean was dispatched out on work that is historically assigned to Services Techs, can you tell me why he had 2 jobs like this?

Company: I show him dispatched out on ticket D203KFQ1 which said CPE trouble, NDT at jack. The second one said NDT access granted.

Union: The second issue is that these instances occurred on an undesirable tour, since January 1<sup>st</sup> was actually on a Sunday and the holiday was observed on January 2<sup>nd</sup> which was a Monday. Can you tell me why this happened?

Company: I need to see how much time he took on these jobs. I will have to take a pending and get more information.

**PENDING COMPANY AT LABOR ON 3/14/2023.**

**28. #034-01-001-23 B. Daniels & T. Teevan-Violation of A3.0224:**

Union: We will hear this at a future meeting.

**29. #023-01-015-22 Dennis Ackley- Violation of Article 17:**

**30. #023-01-017-22 Dennis Ackley- Violation of Article 17:**

**31. #023-01-019-22 Leah Gindle- Violation of Article 17:**

**32. #023-01-022-22 Leah Gindle- Violation of Article 17:**

Company: I took a pending on these at a prior meeting. It seems as though there was an issue with one of the contractors Verizon was using. Area Manager for Contract Services Katie Feldmeier was of there looking at these jobs. To settle these 4 grievances, the Company is willing on a non-P&P basis to pay 2 hours for each one at the current labor rate of when the occurrences took place.

Union: We will accept that as a settlement for these 4 grievances.

**THE GRIEVANCES ARE SETTLED AT LABOR ON 3/14/2/23.**

Respectfully Submitted,  
Joseph Peruggia Unit 22 President