

AVAYA BARGAINING UNIT

CONTRACT MODIFICATION AND EXTENSION AGREEMENT BARGAINING REPORT

Background: With the onset of the COVID-19 pandemic in March of this year, Avaya and CWA negotiated a Remote/Work from Home Trial for CWA members who work the U.S. Service Desk and the Customer Operations Center in Oklahoma City, OK (OKC) and Thornton, CO. This trial proved highly successful from both a business continuity perspective and for the health and wellbeing of our call center members. The trial is in effect until the end of the calendar year for both locations.

In August, Avaya Labor Relations informed Vice President Bolton that a corporate decision was made to exit the OKC location. Vice President Bolton sent the Company a demand to bargain over the effects of their decision. The elected Bargaining Team was engaged and throughout the negotiations the Bargaining Team leveraged the needs of the Company and our members' needs with an extension of the current collective bargaining agreement, while protecting the Retiree Healthcare Reimbursement Arrangement (HRAs).

Over the last three (3) months there have been many conversations with the Company. At one point CWA broke off all discussions with the Company and just recently returned to the table and were able to secure an Agreement. Below are the highlights of what the Bargaining Team negotiated. The Bargaining Team unanimously endorses the ratification of this Agreement.

Mary Jo Reilly, Bargaining Chair

Richie Meringolo

Sandy Strain

Agreement Highlights

OKC and Thornton Employees:

- A one-time lump sum of \$450 for OKC and Thornton employees;
- Thornton, CO. Temporary Remote/Work From Home Trial will continue through the end of March 2021 and will continue to be evaluated as needed;
- OKC only: on a full-time basis, their home is their place of work and would be considered their "reporting location" at all times. For the purpose of all other Articles of the contract, the OKC GCA is their GCA, including for new hires;
- A window of up to four (4) hours, excluding lunches and breaks, of paid time for any outages. If an outage is expected to exceed four (4) hours, the manager and employee will discuss options available in finding an alternate work location. If an employee opts not to find an alternate work location due to an individual outage, they may use their own time;
- In cases of broader impact to the OKC area, the Company, in conjunction with the Local Union, will develop a business continuity plan to be deployed;
- The Company will provide computer and/or laptops, headsets and supplies and replace as needed. Ergonomic equipment will be considered through the Workplace Accommodation process;
- Any work related injury is covered under the Avaya Worker's Compensation Policy;
- Except as modified by this Agreement, all guidelines outlined in the Remote/Work from Home Trials remain in full force and effect.

All Employees:

- Two (2) year contract extension when the current contract extension expires June 19, 2021. The new extension would expire in June of 2023;
- No lay off through March 31, 2021;
- Effective October, 2021 a two percent (2%) base wage increase will be applied to the minimum and maximum of the wage tables;
- Effective October, 2022 a two percent (2%) base wage increase will be applied to the minimum and maximum of the wage tables;
- Article 6 – Union Activities – Union Orientation for New Members: can be conducted via a web-based application utilizing the company computer;
- Article 7 – Collection of Union Dues: Electronic Dues Authorization will be accepted by the Company;
- Medical Plan design changes on annual deductible, co-pays and out of pocket maximums as outlined in the chart below for Years 2022 and 2023. There continues to be Zero Premiums for Medical Coverage.

Medical	Effective 2022		Effective 2023	
	In-network	Out-of-Network	In-network	Out-of-Network
Annual Deductible	\$425 Ind/ \$850 Family	\$1,400 Ind/ \$2,800 Family	\$500 Ind/ \$1,000 Family	\$1,500 Ind/ \$3,000 Family
Copays				
PCP	\$20 PCP	40% coinsurance*	\$25 PCP	40% coinsurance*
Spec	\$30 Specialist	40% coinsurance*	\$35 Specialist	40% coinsurance*
ER	5% coinsurance*	40% coinsurance*	5% coinsurance*	40% coinsurance*
Hosp**	5% coinsurance*	40% coinsurance*	5% coinsurance*	40% coinsurance*
Annual out-of-pocket maximum	\$2,250 Ind/ \$4,500 Family	\$5,625 Ind/ \$11,250 Family	\$2,500 Ind/ \$5,000 Family	\$6,250 Ind/ \$12,500 Family
Rx	No change	Not Covered	No Change	Not Covered

*no change

**Penalty of \$400 (or 20% of allowed amount if less) for failure to obtain pre-authorization for out-of-network care. This is not a change from the current plan.

- For current retirees and those who retire as of November 30, 2020, the Company will provide the following medical coverage funding, per the terms of the July 2019 Extension Agreement, with an additional two (2) years:
 - For calendar years 2021, 2022, and 2023, the HRAs for non-Medicare eligible represented retirees will be funded as follows:
 - \$2,200 Company contribution for retiree only; and
 - \$4,000 Company contribution for retiree and spouse/domestic partner.
 - For calendar years 2021, 2022, and 2023, the HRAs for Medicare eligible represented retirees will be funded as follows:
 - \$2,200 Company contribution for retiree only; and
 - \$4,000 Company contribution for retiree and spouse/domestic partner.
- Effective December 1, 2020 future retiree(s) move to the Retiree Medical Plan with no premiums for sixty (60) days beyond the end of the month they retire to bridge enrolling at the Exchange.

- For retirees who retire on or after December 1, 2020, the Company will provide the following medical coverage funding:
 - For calendar years 2021, 2022, and 2023, the HRAs for non-Medicare eligible represented retirees will be funded as follows:
 - \$4,300 Company contribution for retiree only; and
 - \$8,250 Company contribution for retiree and spouse/domestic partner.
 - For calendar years 2021, 2022, and 2023, the HRAs for Medicare eligible represented retirees will be funded as follows:
 - \$2,300 Company contribution for retiree only; and
 - \$4,100 Company contribution for retiree and spouse/domestic partner.
- Except as set forth above, and in the other Extension and Modification Agreements, all provisions of the 2009 Collective Bargaining Agreement remain in full force and effect.