

MEMORANDUM OF AGREEMENT

BETWEEN

FRONTIER COMMUNICATIONS CORPORATION

AND

COMMUNICATIONS WORKERS OF AMERICA, AFL-CIO

2016 TEXAS ACQUISITION-RELATED MEMORANDUM OF AGREEMENT

Frontier Communications Corporation (“**Frontier**”) and the Communications Workers of America, AFL-CIO (“**CWA**”) hereby enter into this Memorandum of Agreement (“**MOA**”) pertaining to CWA-represented employees in Texas who are covered by the “core” Collective Bargaining Agreement between Verizon Southwest (“Verizon”) and the CWA (“CBA”), designated by Verizon as CBA 48, and will transfer to Frontier (“**Covered Employees**”) upon consummation of the transactions contemplated by the *Stock Purchase Agreement* (“**SPA**”) dated February 5, 2015 between Verizon Communications Inc. and Frontier Communications Corporation and related matters.

Contingent upon the consummation of the transactions contemplated by the SPA, currently expected to take place on April 1, 2016, the Covered Employees will on that date become employees of Frontier and CWA will become their exclusive representative for the purpose of collective bargaining with Frontier.

In order to forge an ongoing Frontier-CWA partnership that benefits the residents of the State of Texas by providing superior telecommunications services and additional employment opportunities in the State, as well as to benefit the existing CWA-represented Texas employees who are anticipated to become employees of Frontier, CWA and Frontier hereby agree to the following terms. Except as otherwise specified below, the provisions of this MOA will be effective on April 1, 2016, and are subject to the consummation of the transactions contemplated by the SPA. The provisions of this MOA are entered into on a one-time, non-precedent setting basis, and without prejudice to the position of either party with respect to any pending or future issue or dispute that does not involve an alleged breach of the provisions of this MOA.

1. Jobs Added to the Texas Workforce

- A. Frontier has informed CWA that it intends to create and fill an estimated 58 Customer Service Representative (“CSR”) positions, in addition to currently-existing CSR positions, in San Angelo, TX. At the present time, this number (58) is the Company’s best good faith estimate of the number of jobs it expects to need to add in this classification based on the projected workload and the associated staffing needs. In addition, the actual number of positions filled will depend upon the Company ability to secure a sufficient number of qualified external and internal applicants to fill those positions.

- B. The Company intends to offer no more than fifty percent (50%) of these 58 estimated additional CSR positions to external candidates before April 1, 2016. Upon the consummation of the transaction with Verizon, the employees staffed into these positions will become part of the bargaining unit covered by the CBA.
- C. The estimated 29 CSR positions that Frontier has not offered to external candidates by April 1, 2016, will be posted for internal candidates on or after April 1, 2016, but no later than April 30, 2016, and be filled pursuant to the procedures of Article 12 of the CBA.
- D. The Company's objective is to fill the remaining CSR positions referred to in paragraph 1.C. above by no later than May 31, 2016.
- E. The CSR positions filled pursuant to this agreement will not be counted toward the jobs to be added to the Texas Workforce, as provided for in Section 3 (page 3) of the 2015 Texas Acquisition-Related Memorandum of Agreement between Frontier and CWA dated July 24, 2015.

2. Job Upgrades

A. Facility Provisioning Specialists in San Angelo, TX

Effective April 1, 2016, Frontier will upgrade the five (5) current Facility Provisioning Specialists in San Angelo, TX to the title of Facility Assigner. These employees will move from their current step on Wage Schedule F to the corresponding step on Wage Schedule HH and will become part of the same workgroup as the existing Facility Assigners in San Angelo.

B. Remittance Clerks and Equipment Specialists in Lewisville, TX

Frontier will initiate a phased upgrade of the Equipment Specialists and Remittance Clerks in those titles as of April 1, 2016 to the title of Senior Remittance Clerk in Wage Schedule E, as follows:

- 1) Effective on or about May 1, 2016, the Equipment Specialists will be reclassified to the Remittance Clerk job title.
- 2) A new Schedule D-1 will be created by adding 50% of the wage difference between Wage Schedule D and E to each step on Wage Schedule D. Effective August 7, 2016, Remittance Clerks will move from their step on Wage Schedule D to the corresponding step on Wage Schedule D-1. Should any employee be placed into the Remittance Clerk title after that date and before August 6, 2017, he or she will be placed on the appropriate step of Wage Schedule D-1.
- 3) Effective August 6, 2017, Remittance Clerks will move to the Senior Remittance Clerk title; such employees will move from their Step on Wage Schedule D-1 to the corresponding step on Wage Schedule E. Wage Schedule D-1 will be eliminated.


3. Reassignment of Fiber Network Technicians

On or after April 1, 2016, Fiber Network Technicians (FNT) currently assigned to the Residential Offline and Outage Desk functions will be reassigned back to the FNT workgroup they came from, performing the normal "business as usual" functions of the FNT classification.

4. Disposition of Jeopardy (JEOP") Desk

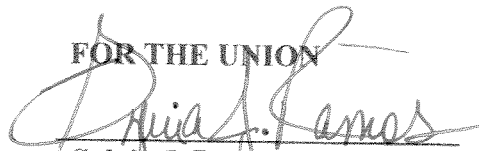
- A. On or about April 1, 2016, the Irving, TX JEOP Desk will be disbanded.
- B. On or after April 1, 2016, all Fiber Network Field Technicians (FNFTs) currently assigned to the JEOP Desk will be assigned to perform business pre-field work at their current work location. Should any FNFT be unable to perform on-site pre-field work, the Company will use its best efforts to accommodate such situations.
- C. Consumer Sales Consultants will be reassigned to the residential call center, performing the normal day-to-day functions of the Consumer Sales Consultant classification.
- D. Business Customer Service Representatives will be reassigned to the business call center, performing the normal day-to-day functions of the Business Customer Service Representative classification.

FOR THE COMPANY


Robert J. Costagliola
Senior Vice President, Labor
and Employee Relations

Dated: March 8, 2016

FOR THE UNION


Sylvia J. Ramos
Assistant to the Vice President,
District 6, CWA, AFL-CIO

Dated: March 8, 2016