

Lisa Bolton, Vice President, CWA

Re: Title Changes

Dear Lisa,

This letter will serve to confirm the commitment of the Company to make the following title changes for employees working in the Credit Representative title, Customer Sales and Services Specialist (CSSS) title and Teleconference Specialist title in Bloomington, MN.

Credit Representatives in Bloomington, MN Title Changes

Effective as soon as administratively feasible following the ratification of the 2026 Collective Bargaining Agreement between the parties, the Company will reassign employees in Business Care & Sales, Global Billing Resolution and Collections in the titles of Credit Representative located in Bloomington, MN to the title of Account Representative per Article 16 of the CBA. For the avoidance of doubt, employees reassigned to the Account Representative title work duties may include Billing Disputes & Collections work (including restrictions and disconnects of service).

Wage Treatment

1. Reassigned Credit Representatives will move from Wage Table 10 to Wage Table 11 on the Effective Date.

Teleconference Specialists Title Change

The Company will make the following adjustments:

1. The Company will reassign the ten (10) Teleconference Specialists currently on loan to Business Care & Sales, Global Billing Resolution and Collections to the title of Account Representative effective as soon as administratively feasible following the ratification of the 2026 Collective Bargaining Agreement.
2. The Company will reassign an additional five (5) Teleconference Specialists to the title of Account Representative effective April 1, 2026.
 - a) These impacted employees will be given the opportunity to volunteer to be reassigned in seniority order.
 - b) If there is an insufficient number of volunteers, the remaining number of employees needed to fill the positions will be assigned in inverse seniority order.

- c) These impacted employees will be given an opportunity to leave the company via Voluntary Termination using the Article 25 Termination Pay Schedule.
3. Following these reassignments, the remaining Teleconference Specialists will be reassigned with an effective date based on business need.
 - a) These impacted employees will be given the opportunity to volunteer to be reassigned in seniority order.
 - b) If there is an insufficient number of volunteers, the remaining number of employees needed to fill the positions will be assigned in inverse seniority order.
 - c) These impacted employees will be given an opportunity to leave the company via Voluntary Termination using the Article 25 Termination Pay Schedule.

Wage Treatment

1. Reassigned employees at the top of Wage Table 14 (Teleconference Specialists) will move to the top step of Wage Table 11 (Account Representative).

Additional Treatment for the aforementioned title changes:

1. Reassigned employees will be grandfathered for test qualifications for the Account Representative position.
2. Reassigned employees will maintain their existing Time in Title/Time in Location.
3. The Company will honor 2026 prescheduled PTO for all reassigned employees.
4. Unscheduled PTO will be granted in accordance with the CBA within the new work group.

Additional Increase to Wage Table 11, Wage Areas G1 & W1

Effective January 1, 2027, the Company agrees to increase the top step of Wage Table 11, Wage Areas G1 & W1 an additional 1% prior to the GWI scheduled for April 11, 2027. The progression steps will be calculated exponentially between the existing start rate and the new top rate.

Regards,

/s/ Eric Bain
Director, Labor Relations