

- b. Weekly payments may be suspended after 60 days for illness benefits.
 - B. Interlocation mileage and mileage to non-BellSouth Telecommunications locations will be reimbursed at *19¢* per mile.
 - C. *The automobile allowance amounts in 9.06A will be increased by \$7 on August 5, 2007. The mileage reimbursement detailed in 9.06B will be increased on August 5, 2007 by the percent of change in the IRS rates during the contract period.*
- 9.07** Periodically, employees will be required to submit an individual expense voucher for reimbursement for travel expenses incurred or report expenses on their work reports.
- 9.08** Employees who are on an automobile allowance will be paid a cellular phone allowance as follows: \$60 per month for those who use a BellSouth provider, \$60 per month for those who are in areas where a BellSouth provider is not available, or \$30 per month for those who do not use a BellSouth provider. The allowance will be paid provided the employee furnishes the Company proof of cellular phone service on an annual basis.

ARTICLE 10

DIRECTORY ADVERTISING SALES WORK

10.01 Major Account Representatives (MAR).

- A. Market Assignment Criteria:
 - 1. An advertiser becomes a MAR account when meeting the criteria in 10.01A2 below and when assigned to a Major Account Representative. Clearly identifiable MAR level accounts assigned to another sales channel will be immediately reassigned to the MAR channel.
 - a. Once an account is assigned to a MAR all activity on that account and/or associated accounts will be credited to that MAR.

2. MAR accounts must first meet the appropriate revenue thresholds of the directory or cluster.

Accounts that meet the revenue threshold must also satisfy the following to be assigned to a Major Account Representative:

- a. Must be a display advertiser
 - b. Must be an advertiser (i.e., billing customer) for a minimum of 2 consecutive years
 - c. Must not be a GAP account *or a sales adjusted account due to failure to cancel.*
 - d. Must not be sensitive/complicated accounts defined as Escort, Dating or similar types of accounts.
3. MAR accounts that decrease below the MAR threshold, or cancel their advertising, will be returned to Premise Sales *at the completion of the next directory canvass following the canvass for the directory in which it dropped below the MAR level, unless it exceeds the MAR threshold within that canvass.*
 4. On an annual basis, or more frequently if necessary, each area will review MAR market to determine:
 - a. appropriate revenue thresholds,
 - b. appropriate representative work-load balance considering revenue, number of customers, number of products and travel considerations.
 5. *Major Account Representatives may handle recanvass accounts.*
 6. *Major Account Representatives may handle self-generated non-billing accounts.*
 7. Any proposed changes in 10.01A4 above will be discussed with CWA, at the Executive Level.

B. Market Assignment Procedures

At least twice a year, the procedures below will be followed in markets where they are applicable:

1. Initial Assignments

- a. A median of the Major Account Representatives' service will be established.*
- b. Major Account Representatives' service will be balanced to within +5% or -5% of the median service number.*
- c. If market must be removed from a Major Account Representative to balance their service to within +/- 5% of the median, accounts that advertise only in the canvass will be removed before accounts that advertise in multiple canvasses.*
- d. Regular pool market will be assigned by lottery to all representatives using the criteria in 10.01A4b, maintaining the +/- 5% of service median.*
- e. Non-pay market will be equitably divided by revenue among all representatives.*

2. Subsequent Assignments

- a. All representatives will participate in all subsequent market draws without consideration to median.*
- b. Subsequent non-pay accounts will be assigned on a rotational basis.*

C. Compensation

1. For the initial year of the contract:

- a. Major Accounts Representatives will be paid according to the wage rate shown on Wage Scale M1A. Major Accounts Representatives will be paid according to the wage rate shown on Wage Scale M2A when they are on vacation, sick, union activity, holidays, or benefits. Scheduled work on a sixth day will be paid at the overtime rate.*
- b. Major Account Representatives will also be paid commissions as follows:*

(1) Major Account Representatives will be paid quarterly commissions based on quarterly results according to the following table:

<i>NISD% of BOTS</i>	<i>Commission</i>
<i>0-75%</i>	<i>0%</i>
<i>75.1% - 100%</i>	<i>8%</i>
<i>100.1%+</i>	<i>50%</i>

- (a) Commissions for performance between 75.1% and 100% will be paid on the entire NISD amount.**
- (b) Commissions for performance 100.1% and above will only be applied to the incremental growth.**
- (c) When performance is 100.1% and above, the 8% commission rate will be paid in the quarterly commission. The remaining 42% will be “banked” until the end of the year. The “banked” commissions will be trued-up at the end of the year based on the annual NISD% of BOTS performance.**

(2) Major Account Representatives will receive a bi-weekly commission of 125% for New Customer Revenue, as defined by 10.01A5 and 10.01A6.

2. For subsequent contract years:

- a. Major Account Representatives will be paid according to the wage rate shown on Wage Scale M1. Major Accounts Representatives will be paid according to the wage rate shown on Wage Scale M2 when they are on vacation, sick, union activity, holidays, or benefits. Scheduled work on a sixth day will be paid at the overtime rate.**

b. Major Account Representatives will also be paid commissions as follows:

(1) Major Account Representatives will be paid quarterly commissions based on quarterly results according to the following table:

<i>NISD% of BOTS</i>	<i>Commission</i>
<i>0-75%</i>	<i>0%</i>
<i>75.1% - 100%</i>	<i>13%</i>
<i>100.1%+</i>	<i>70%</i>

(a) Commissions for performance between 75.1% and 100% will be paid on the entire NISD amount.

(b) Commissions for performance 100.1% and above will only be applied to the incremental growth.

(c) When performance is 100.1% and above, the 13% commission rate will be paid in the quarterly commission. The remaining 57% will be “banked” until the end of the year. The “banked” commissions will be trued-up at the end of the year based on the annual NISD% of BOTS performance.

(2) Major Account Representatives will receive a bi-weekly commission of 125% for New Customer Revenue as defined by 10.01A5 and 10.01A6.

10.02 Directory Special Account Representatives (DSAR).

A. Market Assignment

1. Directory Special Account Representative market will consist of sensitive accounts, certain professional accounts, and complicated accounts. These may include

2. those above the Major Account Representative thresholds with display, and multiple-signature contact accounts.

It is not the intent of this section that DSARs handle clearly identifiable MAR accounts.

B. Compensation

1. Directory Special Account Representatives will be paid according to the wage rate shown on Wage Scale S1. Scheduled work on a sixth day will be paid at the overtime rate.
2. A *quarterly* bonus will be paid based on *net results for all accounts closed in the quarter and paid on the following scale:*

<i>NISD% of BOTS</i>	<i>Commission</i>
<i>0% - 90%</i>	<i>\$0</i>
<i>90.1% - 100%</i>	<i>\$250</i>
<i>100.1% - 105%</i>	<i>\$500</i>
<i>105.1% - 110%</i>	<i>\$750</i>
<i>110.1% - 115%</i>	<i>\$1,250</i>
<i>115.1%+</i>	<i>\$2,500</i>

Quarterly bonus amounts up to \$500 will be paid at the end of the quarter. Amounts above \$500 will be “banked” and trued-up at the end of the year based on the annual net sales performance of the DSAR.

10.03 Directory Advertising Sales Representatives (DASR).

A. Market Assignment Definitions.

Existing market will be divided by the Company into initial and subsequent assignments. The assignments will be comprised of advertisers, non-advertisers, existing new connects, or a combination thereof. The Company will determine the number of existing local and foreign accounts, if appropriate, in each assignment.

1. Initial assignments will be composed of advertisers, non-advertisers, all existing new connects, ***all non-pay accounts, and all other customer contacts***, and assigned by lottery.
2. Continued Market Assignment Plan (CMAP) provides for continuity of contact for Directory Advertising Sales Representatives (DASR).
 - a. CMAP is defined as ***follows***:
 - Accounts with monthly revenue equal to or greater than, the rate of a triple quarter column in the local directory.
 - ***In dedicated foreign campaigns, accounts with no local billing and no local number, or whose only local number is a RCF, AIN, or FX type service, and the canvass revenue exceeds TQC rate in the largest directory in the canvass.***
 - In cluster campaigns, when the total revenue in all directories is equal to, or greater than the rate of a triple quarter column in the local directory.

CMAP accounts that decrease below the CMAP level, or cancel their advertising, will be returned for one issue only.

- b. For subsequent directory campaigns, a DASR's CMAP may be removed for the following reasons:
 - (1) At the customer's request.
 - (2) The CMAP account was reassigned during the campaign.
 - (3) CMAP accounts that were closed while on clean-up assignment.
 - (4) ***Representatives whose CMAP level exceeds 120% of the median CMAP assignment have the option to return any or all of their CMAP amount above 120% to the CMAP pool. This option must be***

taken prior to market pull. This will be a random cross-section of CMAP accounts.

- (5) To create new initial market assignments. (See 10.03B1)
3. Subsequent assignments will consist of, (whenever possible), advertisers, non-advertisers, new connects and all other unassigned customer contacts. *Non-pay accounts will not be included in any subsequent market assignments.*
 4. Geographic Market Assignment Plan (see also Appendix C.)
 - a. Markets using Geographic market assignment will assign initial market, by zone, (see 1.44), in accordance with 10.03B1.
 - b. Markets using Geographic market assignment will assign subsequent market, by zone, (see 1.44), in accordance with 10.03B3.
 5. Niche Product Market Assignment.
 - a. On those canvasses when the Company determines to offer niche products DASRs may sell these products.
 - b. These representative(s) will also work the traditional market. Their individual allocations will be composed of traditional market and niche product market.
 - c. Subsequent niche market will be equitably distributed among the niche product representatives by lottery.
 - d. For subsequent draws of traditional market, the Gross Revenue/BOTS on the dedicated representative's traditional market and needs on all market will be considered.
- B. Market Assignment Procedures.
1. Initial market assignment for each campaign will be as follows:

- a. Rank returning representatives *by their CMAP allocation and establish the median CMAP level of the returning representatives. Representatives above 120% of the median may return CMAP as stated in 10.03A2b(4).*
- b. Assign CMAP & “sales” adjusted accounts to returning representatives.
- c. *Equitably balance and assign pool CMAP to non-returning representatives to bring them to the returning representative CMAP median. If this does not bring the non-returning representatives up to the median, then the Company will equitably remove a cross section of CMAP accounts and CMAP non-pay accounts, by revenue, from existing CMAP assignments. These assignments will be equitably balanced to the returning Directory Advertising Sales Representative median.*
- d. *All remaining pool CMAP will be equitably balanced and assigned by lottery to all representatives.*
 - (1) *All remaining CMAP non-pay accounts will be equally divided by revenue and assigned to all representatives.*
- e. *All remaining initial market will be equitably balanced and assigned by lottery in all campaigns without non-returning representatives.*
- f. *In all campaigns with non-returning representatives assign all remaining initial market by lottery, as follows:*
 - (1) a) *Establish a median of last year’s non-CMAP for returning representatives.*
 - b) *Reduce median by base loss and market migration to telephone.*
 - c) *Multiply remaining median by 75% and assign that amount to the returning representatives.*

(2) *Assign non-returning representatives an equal allocation of remaining market or a median allocation which ever is less.*

(3) *Assign all remaining market equally among all representatives*

g. Representatives transferring *or hired* into a campaign receive either the *median* allocation or a prorated allocation based on campaign's progress at the time of the transfer *or hire*.

In subsequent campaigns, the representative will be brought to the median allocation.

h. Returning representatives impacted by Short-term disability, or pro-rated allocations or other unusual circumstances, *including representatives who, at the instance of the Company, did not work the entire canvass in the previous year, will* receive a *median allocation of CMAP*.

i. Assign all available new connects equally among all representatives.

2. *After receiving initial market assignment, DASRs will transfer less than CMAP equivalent non-pay accounts to the appropriate collections group.*

DASRs will retain and handle CMAP equivalent and greater non-pay accounts.

a. Accounts sent to collections and subsequently released will be returned to the originally assigned DASR.

b. Accounts sent to collections and not released will be retained and handled by collections.

3. Subsequent market assignments will be distributed by lottery as follows (in Geographic markets, by zones):

a. To be eligible for subsequent market assignments, *a representative's individual percent of service closed must be within:*

- *20% of the directory's service closed up to the 50% point of the campaign, or*
- *10% of the directory's service closed at the 50% point of the campaign and above (e.g., if directory progress equals 50%; a representative's progress must equal 45%).*

b. The eligible representatives will be ranked in order of Gross Revenue/BOTS at the time of the market assignment, divided into 3 groups and after consideration for "needs" receive their percentage of the available market. Collectively, the representatives in the 3 groups will receive the following percentages of available market:

- top 33% receives 50%
- next 33% receives 33%
- next 33% receives 17%

c. In creating subsequent market assignments, non-pay accounts will be *removed and sent to collections*.

d. When subsequent assignments do not contain enough market for all eligible representatives, the market will be divided among the eligible representatives in accordance with "b" above. Market will then be re-portioned from the bottom up so that all representatives in the top group(s) *have the opportunity to* receive market prior to representatives in the lower groups.

C. Compensation

1. Directory Advertising Sales Representatives will be paid according to the wage rate shown on Wage Scale P1 for time shown below. Scheduled work on a sixth day will be paid at the overtime rate.

a. Time spent in preparation for their individual sales contacts.

- b. Time spent with supervisor in receiving instructions and related information incident to their work.
 - c. Time spent on records and report work resulting from sales contacts.
 - d. Time spent on other work related to the employees' own selling efforts.
 - e. Time spent in travel at campaign area.
2. In addition to “C1” above, Directory Advertising Sales Representatives will receive commission payments *as follows*:
- a. *DASR’s will be paid commissions on current advertisers based on their canvass results according to the following scale:*

<i>NISD% of BOTS</i>	<i>Commission</i>
<i>0 - 60.0%</i>	<i>5%</i>
<i>60.1% - 100%</i>	<i>15%</i>
<i>100.1 % +</i>	<i>85%</i>

- (1) *For accounts returning 0% - 100% of BOTS, the 5% or 15% commission rates will be applied to the entire NISD amount.*
 - (2) *For accounts returning over 100% of BOTS, the 15% commission rate will be applied to the NISD amount up to 100% of BOTS. The 85% commission rate will be applied to the incremental growth amount above BOTS.*
- b. *DASRs will also be paid commissions on their New Customer Revenue according to the following scale:*

<i>New Customer Revenue</i>	<i>Commission</i>
<i>\$0 < Threshold</i>	<i>85%</i>
<i>Threshold +</i>	<i>220%</i>

(1) The thresholds above are as follows:

<i>Threshold</i>	<i>\$18,000</i>	<i>\$13,000</i>	<i>\$10,500</i>
<i>Locations</i>	<i>Atlanta/Tucker Boca Raton/Deerfield Beach Gwinnett/Duluth Marietta/Smyrna Morrow Orlando/Maitland Raleigh Roswell</i>	<i>Charlotte Columbia Ft. Lauderdale Greensboro Greenville Jacksonville Melbourne Miami Miramar Port St. Lucie</i>	<i>Asheville Augusta Cartersville Columbus Macon Pensacola Savannah/Garden City Wilmington</i>

(2) The threshold will be based on an annual cycle as determined by the sales district.

3. DASRs will also be paid a Total Growth Premium at the end of each canvass based on their canvass NISD% of BOTS. The Total Growth Premium will be applied to all commissions paid in 10.03C2(a) and (b) for that canvass as follows:

<i>Canvass NISD% of BOTS (Total)</i>	<i>Growth Premium Commission</i>
<i>0 – 109.9%</i>	<i>0%</i>
<i>110% - 119.9%</i>	<i>20%</i>
<i>120% - 129.9%</i>	<i>40%</i>
<i>130% +</i>	<i>80%</i>

4. Directory Advertising Sales Representatives will be paid according to the wage rate shown on Wage Scale P2 for time shown below.
 - a. Time spent on initial training – including “on the street” selling.
 - b. Time spent under average conditions, as described in “5a” below until computed rates of pay are determined as provided under “6a” below.
 - c. Relieving Supervisor differential.
5. Non-Selling Time for Directory Advertising Sales Representatives.

Pay procedures for paid time other than those described above are as follows:

- a. Average Earnings.
 - (1) Time spent on usage surveys, subsequent training as distinguished from the activities described in 10.03C4 above, and other assignments not related to his/her own selling efforts as may be assigned by the Company.
 - (2) Time spent on assignments with no opportunity for representatives to earn commissions. (e.g., Paperwork only Clean-up)

- (3) Time spent in excess of 7 1/2 hours in any calendar week in conferences and/or sales meetings.
 - (4) Time spent on a sixth workday scheduled by the Company for a purpose other than customer sales will be paid at the overtime rate (or average and one-half).
 - (5) Vacations & Holidays.
 - (6) Military Duty.
 - (7) Absences Excused with Pay under 6.04 (Jury Duty, Quarantine, Deaths, Elections, Voting & PPT.)
 - (8) Time spent on IP, UP, QP, MP, CP and HP (e.g., employee is ineligible for or has exhausted PPT and has an absence of an impelling nature as specified in 6.04).
 - (9) Payments under the Benefit Plan and the "Annual Basic Pay" under the Group Life Insurance Plan will be determined in accordance with the provisions thereof.
6. Computing Averages for Directory Advertising Sales Representatives.
- a. The wage rates for use in computing pay due to employees under "5a" above and for reinstatement following suspension, discharge or demotion will be the DASR's weekly wage rate (P1) plus the DASR's average weekly commission rate, plus the **Total Growth Premium** converted to a weekly rate and determined as follows:
 - (1) The average weekly commissions will be effective with payroll periods ending on or after February 1, May 1, August 1 and November 1, respectively. The average weekly commissions will be determined by dividing the commissions paid in

the preceding four calendar quarters by the number of weeks in the period covered by the payrolls involved.

When an employee returns from a formal leave of absence, or from half-pay benefits, or was continuously assigned to Wage Scale P1 for less than four quarters, the average will be computed for the number of available full calendar quarters after return to work, or assignment to Wage Scale P1.

Average weekly earnings will be rounded to the next higher fifty cents.

- (2) The wage rates on Wage Scale P2 will be used for computing payments to employees under "5" above until computed rates of pay are determined for them as provided under (a) above.

10.04 Directory Telephone Sales Representatives (DTSR).

A. Market Assignment

1. Initial assignments will be composed of advertisers *and new connects*. Non-advertisers may *also be assigned, dependant upon the existence of a dedicated non-ad channel in the market*.
2. Subsequent assignments will consist of advertisers *when available*. *New Connects, when available, and non-advertisers may also be assigned, dependent upon the existence of a dedicated non-ad channel in the market*. All other unassigned customer contacts *will be assigned*.

B. Market Assignment Procedures

1. Initial market assignments will be equitably balanced as to number and revenue, including "sales" adjusted accounts handled by the returning representatives, and assigned by lottery.

2. Subsequent market assignments will be distributed by lottery as follows:
 - a. To be eligible for subsequent market assignments:
 - (1) a representative's individual percent of service closed must be within:
 - ***20% of the directory's service closed up to the 50% point of the campaign, or***
 - ***10% of the directory's service closed at the 50% point of the campaign and above.*** (e.g., directory progress equals 50%; representative's progress must equal **45%**).
 - b. The eligible representatives will be ranked in order of Gross Revenue/BOTS at the time of the market assignment, divided into 3 groups and after consideration for "needs" will receive their percentage of the available market. Collectively, the representative(s) in the 3 groups will receive the following percentages of available market:
 - top 33% receives 50%
 - next 33% receives 33%
 - next 33% receives 17%
 - c. When subsequent assignments do not contain enough market for all eligible representatives, the market will be divided among the eligible representatives in accordance with "b" above. Market will then be re-apportioned from the bottom up so that all representatives in the top group(s) ***have the opportunity to*** receive market prior to representatives in the lower groups.

C. Compensation

1. DTSRs will be paid according to the wage rate shown on Wage Scale T1 for time shown below:

- a. Time spent in preparation for their individual sales contacts.
 - b. Time spent with supervisor in receiving instructions and information related to their work.
 - c. Time spent on records and report work resulting from sales contacts.
 - d. Time spent on other work related to the employees' own selling efforts.
2. In addition to “C1” above, DTSRs *with a seniority date prior to the effective date of this agreement will choose between the commission plans detailed in 10.04C3. All employees hired after the effective date of this agreement or who enter the DTSR title subsequent to the effective date of this agreement will be paid under Commission Plan A.*
3. *The commission plans for DTSR are as follows:*
- a. *Commission Plan A*
 - (1) *DTSRs will be paid commissions on current advertisers based on their canvass results according to the following scale:*

<i>NISD% of BOTS</i>	<i>Commission</i>
<i>0 - 60.0%</i>	<i>5%</i>
<i>60.1% - 100%</i>	<i>15%</i>
<i>100.1 % +</i>	<i>65%</i>

- *Accounts returning less than 100% of BOTS will have the 5% or 15% commission rate applied to the entire NISD amount.*
- *Accounts returning over 100% of BOTS will have the 15% commission rate applied to the NISD amount up to 100% of BOTS. The 65%*

commission rate will be applied to the incremental growth amount above BOTS.

(2) DTSRs will be paid commissions on their New Customer Revenue according to the following scale:

<i>New Customer Revenue</i>	<i>Commission</i>
<i>\$0 < \$8,000</i>	<i>65%</i>
<i>\$8,000 +</i>	<i>125%</i>

- In markets with a non-billing channel, the New Customer Revenue Threshold will be \$6000.*
- The threshold cycle will be based on an annual cycle determined by the sales district.*

(3) DTSRs will also be paid a Total Growth Premium at the end of each canvass based on their canvass NISD% of BOTS. The Total Growth Premium will be applied to all commissions paid in 10.04C3a(1) and (2) for that canvass as follows:

<i>Canvass NISD% of BOTS (Total)</i>	<i>Growth Premium Commission</i>
<i>0 – 109.9%</i>	<i>0%</i>
<i>110% - 119.9%</i>	<i>10%</i>
<i>120% - 129.9%</i>	<i>20%</i>
<i>130% +</i>	<i>40%</i>

b. Commission Plan B

- (1) *DTSRs will be paid commissions on current advertisers based on their canvass results according to the following scale:*

<i>NISD% of BOTS</i>	<i>Commission</i>
<i>0 - 60.0%</i>	<i>0%</i>
<i>60.1% - 100%</i>	<i>0%</i>
<i>100.1 % +</i>	<i>55%</i>

- *Accounts returning over 100% of BOTS will have the 55% commission rate applied to the incremental growth amount above BOTS.*
- (2) *DTSRs will be paid commissions on their New Customer Revenue according to the following scale:*

<i>New Customer Revenue</i>	<i>Commission</i>
<i>\$0 < \$8,000</i>	<i>55%</i>
<i>\$8,000 +</i>	<i>100%</i>

- *In markets with a non-billing channel, the New Customer Revenue Threshold will be \$6000.*
 - *The threshold cycle will be based on an annual cycle determined by the sales district.*
- (3) *DTSRs will also be paid a Total Growth Premium at the end of each canvass based on their canvass NISD% of BOTS. The Total Growth Premium will be applied to all commissions paid in 10.04C3b(1) and (2) for that canvass as follows:*

<i>Canvass NISD% of BOTS (Total)</i>	<i>Growth Premium Commission</i>
<i>0 – 109.9%</i>	<i>0%</i>
<i>110% - 119.9%</i>	<i>10%</i>
<i>120% - 129.9%</i>	<i>20%</i>
<i>130% +</i>	<i>40%</i>

c. Employees in the DTSR title, and with a seniority date prior to the effective date of this agreement may provide written notification to their manager at any time of their desire to be paid under Commission Plan A. Employees will be placed on Commission Plan A at the beginning of the earliest possible full pay period.

4. DTSRs will be paid according to the wage rate shown on Wage Scale T2 for time shown below:
 - a. Time spent other than that described in 10.04C1 above, including time spent on initial training.
 - b. Supervisory-Relief Differential under 4.07G.

10.05 Telephone Sales Specialty Representative (TSSR).

A. Market Assignment

1. Telephone Sales Specialty Representatives non-ad market will consist of accounts with no billing (BOTS), excluding new connects. CMAP and MAR accounts that have cancelled their advertising are excluded from this market.
2. Initial Market Assignment will consist of *a* numerically balanced *number of accounts, cross-sectioned by heading weight*, assigned by lottery.
3. Subsequent market assignments will *be assigned by lottery, based on market projections (coverage and*

revenue) to determine a sales representative's market needs.

4. Telephone Sales Specialty Representatives may also be assigned certain niche products.

B. Compensation

1. Telephone Sales Specialty Representatives will be paid according to the wage rate shown on Wage Scale SR. Non-selling time for TSSRs will be paid at the wage rate shown on Wage Scale S2.
2. Telephone Sales Specialty Representatives will also be paid commissions *according to the following scale:*

<i>New Customer Revenue</i>	<i>Commission</i>
<i>\$0 < \$4,000</i>	<i>95%</i>
<i>\$4,000 +</i>	<i>190%</i>

The threshold will be based on an annual cycle as determined by the sales district.

10.06 Premise Non-Billing Representative (PNBR).

A. Market Assignment:

1. *Premise Non-Billing Representative market will consist of a numerically balanced number of accounts, cross-sectioned by heading weight, assigned by lottery. Their market will normally consist of lower-end heading weight New Connects, Non-Ads, and cancelled Premise accounts.*
2. *Subsequent market assignments will be assigned by lottery, based on market projections (coverage and revenue) to determine a sales representative's market needs.*

- 3. Premise Non-Billing Representatives may also be assigned certain niche products.*

B. Compensation

- 1. Premise Non-Billing Representatives will be paid according to Wage Scale PH1. “Non-Selling” time for PNBR’s will be paid according to Wage Scale PH2. Scheduled work on a sixth day will be paid at the overtime rate.*
- 2. PNBR’s will also be paid commissions according to the following scale:*

<i>New Customer Revenue</i>	<i>Commission</i>
<i>\$0 < \$13,500</i>	<i>165%</i>
<i>\$13,500 +</i>	<i>330%</i>

The threshold will be based on an annual cycle as determined by the sales district.

10.07 Telephone Non-Billing Representative (TNBR).

A. Market Assignment:

- 1. Telephone Non-Billing Representative initial market will consist of a numerically balanced number of accounts, cross-sectioned by heading weight, assigned by lottery. Their market will normally consist of lower-end heading weight New Connects, Non-Ads, and cancelled Telephone accounts.*
- 2. Subsequent market assignments will be assigned by lottery, based on market projections (coverage and revenue) to determine a sales representative’s market needs.*
- 3. Telephone Non-Billing Representatives may also be assigned certain niche products.*

B. Compensation

1. *Telephone Non-Billing Representatives will be paid according to Wage Scale TH1. “Non-Selling” time for TNBRs will be paid according to Wage Scale TH2.*
2. *TNBRs will also be paid commissions according to the following scale:*

<i>New Customer Revenue</i>	<i>Commission</i>
<i>\$0 < \$5,000</i>	<i>230%</i>
<i>\$5,000 +</i>	<i>460%</i>

The threshold will be based on an annual cycle as determined by the sales district.

10.08 Directory Advertising Sales Representative - Expansion Market (DASR-EM).

A. Market Assignment:

1. *Directory Advertising Sales Representative - Expansion Market will have market consisting of advertisers, if applicable, and non-billing accounts distributed by lottery and may be assigned by geographic zone of the expanded market.*
2. *Subsequent market assignments will be assigned by lottery, based on market projections (coverage and revenue) to determine a sales representative’s market needs.*
3. *Directory Advertising Sales Representatives - Expansion Market may also be assigned certain niche products.*

B. Compensation

1. *Directory Advertising Sales Representatives - Expansion Market will be paid according to Wage Scale P1. “Non-Selling” time for DASR-EMs will be paid according to*

Wage Scale P2. Scheduled work on a sixth day will be paid at the overtime rate.

- 2. In the initial year of implementation, the Company reserves the right to establish the compensation plan for each campaign, or special assignment, and change the plan one time in that campaign or special assignment. The Company and the Union will negotiate at the Executive Level any additional changes to the compensation plan for the initial year, as well as any changes for subsequent year campaigns, or special assignments. These negotiations will last no longer than ten business days, unless extended by mutual agreement of the parties. DASR-EMs will be paid a commission rate commensurate with target earnings.*
- 3. DASR-EMs will also be paid an annual performance bonus, paid semi-annually or annually, according to the following scale:*

<i>Performance Metric</i>	<i>Target Amount</i>
<i>Performance</i>	<i>\$2,000</i>

C. DASR-EMs will enter the title of DASR when market conditions allow commensurate earnings with the DASR title.

10.09 Cyber Representative (Cyber Reps).

A. Market Assignment:

- 1. Cyber Representative market will be distributed fairly and equitably. The primary focus will be on closed accounts and closed non-billing accounts during a sales campaign and other accounts out of sales campaign.*
- 2. Subsequent market assignments will be distributed fairly and equitably using sales performance and productivity.*

B. Compensation

1. *Cyber Representatives will be paid according to Wage Scale SR. “Non-Selling” time for Cyber Reps will be paid according to Wage Scale S2.*
2. *Cyber Reps will also be paid commissions according to the following scale:*

<i>Contract Amount</i>	<i>Commission</i>
<i>\$ Amount</i>	<i>15%</i>

3. *Cyber Reps will also be paid an annual target bonus, paid semi-annually or annually, according to the following scale:*

<i>Performance Metric</i>	<i>Target Amount</i>
<i>Performance</i>	<i>\$2,000</i>

10.10 Internet Sales Representative - Premise (ISR-P).**A. Market Assignment:**

1. *Internet Sales Representative – Premise market will be distributed fairly and equitably. The primary focus will be on closed accounts and closed non-billing accounts during a sales campaign and other accounts out of sales campaign.*
2. *Subsequent market assignments will be distributed fairly and equitably using sales performance and productivity.*

B. Compensation

1. *Internet Sales Representatives – Premise will be paid according to Wage Scale SP. “Non-Selling” time for ISR-Ps will be paid according to Wage Scale S3.*

Scheduled work on a sixth day will be paid at the overtime rate.

2. *ISR-Ps will also be paid commissions according to the following scale:*

a. For Existing Print Advertisers:

<i>Contract Amount</i>	<i>Commission</i>
<i>\$ Amount</i>	<i>12%</i>

b. For New Customer Revenue:

<i>Contract Amount</i>	<i>Commission</i>
<i>\$ Amount</i>	<i>22%</i>

3. *ISR - Ps will also be paid an annual target bonus, paid semi-annually or annually, according to the following scale:*

<i>Performance Metric</i>	<i>Target Amount</i>
<i>Performance</i>	<i>\$2,000</i>

10.11 Miscellaneous Market Assignment and Compensation.

A. Reassigned Accounts -- Accounts may be reassigned during the directory campaign when it is determined a sales representative may be unable to complete their assignment based on coverage and the representative's individual percent of service closed relative to directory progress. All such

reassignments will be made in accordance with 10.03B3 and 10.04B2.

When such reassignment occurs, usually after the 33% point of the directory, representatives having market removed will normally be ineligible to participate in any future subsequent market assignments.

Accounts may be reassigned where, due to changes in directory close dates, a representative may have greater needs (based on coverage & service requirements) than other representatives.

Commissions will be paid to the sales representative to whom the accounts are reassigned. Accounts reassigned after the 80% point in a campaign will have any loss on the accounts charged to the sales representative to which originally assigned.

Market that is non-CMAP will be considered for reassignment prior to CMAP accounts. CMAP may be included, if necessary.

- B. Office-wide Reassignments – Accounts may be reassigned during the directory campaign on an office-wide basis. When such reassignment occurs, the company will remove on an equal percentage basis. Such reassignment will not be voluntary and accounts will be selected randomly.
- C. Recontacted Accounts – A closed account which is recontacted prior to the directory closing date will normally be handled by the original representative. Commissions will be adjusted as appropriate.

When another sales representative makes the recontact, any loss will be charged back to the original sales representative. Commissions will be paid to the sales representative who handles the recontact for all monthly revenue sold above the monthly revenue on the previous contact.

- D. Recanvassed Accounts - During the campaign accounts closed by one representative may be reassigned by the Company to be recanvassed by a different representative.

Commissions will be paid to the sales representative who handles the recanvassed account for all monthly revenue sold above the monthly revenue on the previous contact.

Commissions credited prior to the reassignment will not be reduced in the event of a loss in revenue.

- E. Adjusted Accounts are published accounts that the advertiser is paying less than the NISD amount on the directory advertising order for the previous campaign.
 - 1. DASRs, DTSRs, *DASR-EMs*, *DSARs*, and *MARs* handling adjusted accounts will be paid the appropriate commissions.

- F. Charge Back of Commissions for Directory Advertising Sales Representatives, Directory Telephone Sales Representatives, Telephone Sales Specialty Representatives, *Major Account Representative*, *Directory Special Account Representative*, *Directory Advertising Sales Representative-Expansion Market*, *Premise Non-Billing Representatives*, *Telephone Non-Billing Representatives*.
 - 1. Commissions will be subject to charge back due to any of the following conditions:
 - a. A contract is subsequently canceled or decreased and all or a part of the advertising for which it was written will not be published, except as provided under recanvassed accounts (see 10.IID).
 - b. Adjusted accounts due to the representative's error will result in charge back of commissions or bonus, as appropriate.
 - (1) The Company will notify the affected employee prior to the charge back of commissions.
 - 2. Commissions will not be subject to charge back when the company cancels a product after a canvass reaches sales close.
 - 3. *Commissions will not be subject to charge back until the Company's appeal process is concluded.*

G. Charge back of commissions for Internet Sales Representatives – Premise and Cyber Representatives will occur when the internet advertising is cancelled prior to next issue effective bill date. The charge back amount will be prorated based on the remaining amount of the cancelled contract.

1. Adjusted accounts due to the representative's error will result in charge back of commissions or bonus, as appropriate.

a. The Company will notify the affected employee prior to the charge back of commissions.

2. Commissions will not be subject to charge back until the Company's appeal process is concluded.

H. Multi-lingual Market Assignment

1. Accounts identified prior to campaign requiring a multi-lingual representative may be assigned to a certified representative (i.e., a representative receiving the multi-lingual differential).

2. Accounts identified during a campaign as requiring a multi-lingual representative will be handled by the originally assigned sales representative.

3. Subsequent market, including New Connects and 5523s, identified as requiring a multi-lingual representative may be assigned to a certified representative.

10.12 Pay Periods.

A. Wage rate payments on Wage Scales *M1A*, *M2A*, *M1*, *M2*, *S1*, *S2*, *S3*, *SP*, *SR*, *P1*, *P2*, *T1A*, *T1B*, *T2*, *PH1*, *PH2*, *TH1*, and *TH2* will be paid on bi-weekly payrolls.

B. Payments for commissions will also be paid on bi-weekly payrolls and included in the same check as the wage payments. However, the period covered for the commissions will be for the two weeks' period preceding the two weeks' period covered by the wage payment.

10.13 Exempt Employees.

Employees exempt from the Wage and Hour section of the Fair Labor Standards Act, as amended, will receive basic weekly pay and differential payments under the provisions of 4.07G, ***H, I, and J***. None of the provisions of 4.01, 4.02, 4.04, 4.05, 4.06 and 4.07 A, B, C, D, E, and F will apply to such exempt employees.

10.14 Other.

- A. Final Payments -- Commission payments due at the time of terminations will not be made until sufficient time has elapsed for all contracts to be confirmed, advertising copy approved by customer and/or published, up to 6 months following publication.
- B. ***Promotions and Transfers – Target compensation will be considered in determining promotions, demotions and transfers for all sales titles.***
- C. Awards and Prizes -- As an additional incentive to further stimulate sales and sales representative's earnings, ***incentives*** may be awarded.

ARTICLE 11

SUSPENSIONS, DISCHARGES AND DEMOTIONS

11.01 Limitations.

- A. In the event an employee is suspended or discharged, a charge that the suspension or discharge was without just cause will be handled in accordance with the following:
 - 1. If the employee has six months or less of seniority, a charge that the discharge was without just cause will be subject to the full grievance procedure set forth in Article 21 but will not be subject to arbitration. (***See Appendix C.***)
 - 2. If the employee has more than six months of seniority, a charge that the discharge was without just cause will be subject to the full grievance and arbitration procedures set forth in Articles 21 and 23. (***See Appendix C.***)