

AGREEMENT
BETWEEN
THRYV, INC.
AND
COMMUNICATIONS WORKERS OF AMERICA
DISTRICT 7

EFFECTIVE March 20, 2021
THROUGH February 2, 2026

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PREAMBLE

This Agreement, together with the Letters of Agreement appended hereto, between the Communications Workers of America, hereinafter referred to as the "Union", and Thryv, Inc., hereinafter referred to as the "Company," represents the full and complete agreement between the parties. This Agreement supersedes any and all prior agreements, past practices, policies, procedures, both oral and written, between the parties. No modification to this Agreement shall be effective unless signed by the above-mentioned parties.

ARTICLE 1

CONTRACT CONDITIONS

AGREEMENT

Section 1.1 The parties hereto agree that collective bargaining shall be carried on between the authorized representatives of the Company and the Union concerning the terms and conditions of employment applicable to employees identified in Section 1.3 of this Article, for whom the Union is the recognized bargaining agent on the effective date of this Agreement.

No agreement shall be effective and binding upon the Company or the Union unless and until it is signed by the authorized representatives at the Company and the national level of the Union.

The Company shall have available on their intranet site an electronic version of the full and complete CBA. The Company agrees to provide a copy of this contract to the Union in a mutually acceptable electronic format.

MUTUAL RESPONSIBILITY

Section 1.2 The Company and the Union recognize that it is in the best interest of the parties, the employees, and the public, that all dealings between them continue to be characterized by mutual responsibility and respect. To ensure that this relationship continues and improves, the Company and Union and their respective representatives at all levels will apply the terms of this Agreement fairly in accord with its intent and meaning, and consistent with the Union's status as exclusive bargaining representative of all employees covered by this Agreement. Each party shall bring to the attention of all employees covered by this Agreement, including new hires, their purpose to conduct themselves in a spirit of responsibility and respect and to the measures they have agreed upon to ensure adherence to this purpose. The Company will introduce new employees to the designated local union representative within the first thirty (30) days of employment.

RECOGNITION

Section 1.3 With respect to rates of pay, wages, hours of employment, and other conditions of employment, the Company hereby recognizes the Union as the exclusive bargaining agent for (archive) **Clerical and Production employees (hereinafter referred to as "Operations employee[s])**, business advisors (premise and inside), who are in units represented by the Union at the time this Agreement is negotiated.

Whenever conditions are considered by the Company to warrant outsourcing or relocation of bargaining unit work, the Company agrees to give the Union ten (10) working days' advance notice of the proposed decision. Upon request, the Company will meet with the Union to consider any

input or suggested alternatives. The Company's decision shall be final and not subject to Union approval or arbitration.

This recognition does not extend to any new employee unit or work not currently being performed by members of the bargaining unit.

The Company agrees for the term of this Agreement that it will not directly outsource the servicing of then existing customers/accounts that thereby directly results in the layoff of existing Premise business advisors and replacement with third party employees. Such agreement does not include layoffs for any other reason, including layoffs caused by reductions in revenues, losses or reductions of customers or changes in channel cuts pursuant to the Company's Market Assignment Guidelines. Nor does it include layoffs of existing Premise Business Advisors that the Union may contend are an indirect effect of the use of third parties to supplement the Company's sales efforts. Inside Sales business advisor work will not be offshored. Except as expressly provided above, the parties agree that during the life of this contract conditions may warrant the use of vendors, third party sources and/or outsourcing options. The Company agrees to give the Union ten (10) working days' advance notice of the proposed decision. Upon request, the Company will meet with the Union to discuss the details and consider the Union's input or suggested alternatives, including discussion of issues such as concurrent selling, how renewal sales will be handled, impact of overlapping sales to common customers, etc. It is further understood that markets/accounts created as a result of these efforts shall be the subject of discussion for possible future assignment to the bargaining unit. Thereafter, the Company may proceed with the use of such vendors, third party sources, and/or outsourcing options. All disputes under this paragraph shall be subject to the grievance procedure, but the Company's final decision shall not be subject to Union approval or arbitration.

In the event the Company elects to have any new or additional work assigned to the bargaining unit, the Company will give the Union reasonable notice of its decision. If the Company and the Union cannot reach agreement within ten (10) working days after the Company gives notice to the Union, the Company may proceed to staff such work.

In the event the Company elects to establish any new products, which it desires to be sold by bargaining unit employees, the Company will proceed to establish such products under the terms and conditions it deems appropriate. The Company will give the Union reasonable notice of its decision to establish new products. If the Company and the Union can reach agreement regarding representation issues within ten (10) working days after the Company gives notice to the Union, the work will be assigned in whole or in part within the bargaining unit. If the Company and the Union cannot reach agreement regarding representation issues within the ten (10) working days, the Company may proceed to assign such work as it deems appropriate. The time in this item may be adjusted by mutual agreement.

LEGAL COMPLIANCE

Section 1.4 Should any provision of this Agreement contained herein at any time during its term be declared to be invalid, unenforceable or in violation of any federal or state law by a court of competent jurisdiction or an authoritative governmental agency, then such provision shall continue in effect only to the extent permissible under law; however, all other provisions of this Agreement shall continue in full force and effect.

NON-DISCRIMINATION

Section 1.5 The Company and the Union agree that neither party shall unlawfully discriminate against any employee because of that employee's race, national origin, religion, age, sex, sexual orientation, marital status, disability, military/veteran status or to any other extent prohibited by law.

TITLES AND REFERENCES

Section 1.6 The titles of the Articles are for assistance and ease of location of the contents of this Agreement and shall have no other meaning or substantive value.

TERM OF ARTICLES

Section 1.7 These Articles shall become effective March 31, 2023, unless otherwise noted within the Agreement, and shall remain in full force and effect until 6:00 p.m. on February 2, 2026. This Agreement will terminate on its expiration date.

SUCCESSORSHIP

Section 1.8 In the event of a merger or acquisition of Thryv, Inc. whereby a controlling interest in Thryv, Inc. is obtained by another company, or in the event of the sale to, or the acquisition by, another company of substantially all the assets of Thryv, Inc. the parties agree that such company shall become the successor to Thryv, Inc., shall be bound by the terms and conditions of this Collective Bargaining Agreement between Thryv, Inc. and the Union, and shall assume all other duties and responsibilities of a successor (as that term is construed under the National Labor Relations Act). Thryv, Inc. agrees to require any such successor to accept the terms of this Collective Bargaining Agreement by written notice. A copy of such notice shall be provided to the Union at least thirty (30) days prior to the effective date of any sale, transfer or assignment.

PERSONNEL RECORDS

Section 1.9 Employees may inspect their personnel records upon request. When an employee is counseled or receives a warning of suspension, demotion or discharge that is to be recorded in the employee's personnel file, the employee will be afforded an opportunity to read and review the entry.

NO STRIKE - NO LOCK OUT

Section 1.10 The Union and the employees it represents agree that there shall be no strikes, sympathy strikes, slowdowns, or stoppages of work or any other action that would curtail or impede any of the operations of the Company, and that all disputes arising during the term of this Agreement shall be settled through the grievance and arbitration provisions. Should any such interference occur, the Union agrees to immediately order such action to cease. The Company agrees it will not lockout during the term of this Agreement.

ARTICLE 2
DISPUTE RESOLUTION

GRIEVANCE PROCEDURE

Section 2.1 It is agreed that neither the Union, its representatives nor members, shall attempt by means other than the grievance procedure and, where applicable, the arbitration procedure, to bring about the settlement of any issue which is a subject for disposition through the grievance or arbitration procedure. The Union agrees, in advance of a problem-solving meeting, to advise the Company of the subject.

PROBLEM SOLVING STEP

Section 2.2 The Company and Union agree that it shall be the objective of both parties to settle all problems at the lowest appropriate level. Every effort will be made to resolve the problem locally between the employee and his/her manager prior to initiation of the formal grievance procedure.

Prior to filing a formal grievance, a problem-solving meeting may be held locally unless waived by mutual agreement of both parties. In cases of termination, either party may elect to skip this step. At this step, an employee, group of employees, or a union representative will meet with the immediate manager to discuss relevant issues, share information, and seek a mutually acceptable resolution of the problem. If resolution is reached at this step, it shall not be considered as precedent-setting. A union representative may be present if requested by the employee(s).

GRIEVANCE STEP 1

Section 2.3 If a mutually satisfactory resolution of the problem is not reached in the problem-solving meetings or if such meeting has been waived, a grievance shall be put in writing and formally presented to the manager within twenty-eight (28) calendar days after the date the employee first had knowledge of the circumstance that led to the grievance. The written grievance shall state the nature of the grievance and the specific portion of the Agreement allegedly violated. It shall be a mutual responsibility to meet to consider the grievance within fourteen (14) calendar days after it is presented. The Company will provide the union with a written response to the grievance within fourteen (14) calendar days after the Step 1 meeting.

GRIEVANCE STEP 2

Section 2.4 If satisfactory settlement of the grievance is not reached at Step 1, the union may appeal. The appeal will be sent to the appropriate Director. The grievance will be considered at a meeting with the appropriate Director or their designated representative.

This appeal must be made in writing within fourteen (14) calendar days after receipt of the Company's written response at Step 1 or twenty-eight (28) days after the Step 1 grievance meeting if no company response is made. It shall be a mutual responsibility to meet within fourteen (14) calendar days after it has been appealed to Step 2. A written response will be provided by the Company within fourteen (14) calendar days after the Step 2 meeting.

GRIEVANCE STEP 3

Section 2.5 If the grievance is not satisfactorily settled in Step 2, the Union may appeal. The grievance will be considered at a meeting with the Senior Manager-Labor Relations of the Company or his/her designate. This appeal must be made in writing within fourteen (14) calendar days after receipt of the Company's written response to Step 2. It shall be a mutual

responsibility to meet to consider the grievance within fourteen (14) calendar days after the appeal to Step 3 has been made. The Company, as soon as practical but normally within fourteen (14) calendar days following conclusion of discussions at Step 3, shall submit a final written response of its position on the grievance to the Union. If the grieved matter is subject to arbitration, the Union may request in writing that the matter be arbitrated. The written notification of arbitration must be received by the Company within twenty-eight (28) calendar days after notification of the Company's response at Step 3. The case will be closed if the notification of arbitration is not received by the Company within twenty-eight (28) calendar days.

The grievance procedures outlined shall be followed in all circumstances unless specific deviation has been agreed to in writing by both the Company and the Union. The Company shall be under no obligation to process any grievance not submitted in compliance with the provisions of this section. The total time elapsed between the presentation of the written grievance at Step 1 and the Company's final response at Step 3 shall not exceed six (6) months or the grievance shall be considered closed.

On an individual grievance-by-grievance basis and by mutual agreement in writing, the parties may agree to waive either the problem-solving meeting, Step 1 or Step 2 in the grievance procedure, but in no event shall Step 3 be omitted or bypassed.

The Company and the Union may mutually agree in writing to extend the time limits specified in the grievance procedure, provided such agreement is limited to a specific grievance and a new date is established.

After an employee or employees have referred a grievance to the Union and the Union representative has formally presented the Company with the grievance, the Company will not discuss (except in the course of any investigation conducted by the Company) or adjust such grievance directly with said employee or employees.

ARTICLE 3

DEMOTION, DISCHARGE, SUSPENSION OR OTHER DISCIPLINE

Section 3.1 In the event the Company demotes, disciplines, suspends, or discharges any employee, the union may appeal such action pursuant to the provisions of the grievance and arbitration procedure of this Agreement. The Union will be notified when the Company has administered a formal warning, suspends or discharges an employee. Failure to notify or have the union retain a copy of the notice does not negate the discipline.

Section 3.2 For employees in the Inside Sales or Premise Sales roles, the employees must have twelve (12) months or more of credited service before such action is subject to arbitration. For the purposes of PIP policy, probationary employees are those who have accumulated less than 18 months in their sales positions following the most recent hire date. However, the Company and the Union may agree in writing to extend the time period.

Section 3.3 At any meeting between a representative of the Company and an employee in which discipline (including warnings which are to be recorded in the personnel file, suspension, demotion, or discharge for cause) is to be announced, a union representative may be present if the employee so requests. At any investigatory interview between a representative of the Company and an employee, wherein the employee reasonably believes that the information obtained may be used as the basis for disciplinary action against the interviewed employee, a union representative may be present if the employee so requests.

In discipline cases subject to arbitration, the arbitrator shall determine whether the discipline was for just cause.

ARTICLE 4
ARBITRATION

If the grievance procedure does not result in settlement of the dispute, either party may institute proceedings pursuant to this article.

ELECTION TO ARBITRATE

Section 4.1 Within twenty-eight (28) calendar days from the date of the written decision at Step 3, either party may elect to submit a grievance, which is otherwise subject to arbitration under the terms of this Agreement, to arbitration. The election shall be by written notice. The written notice shall state the specific grievance and issue to be arbitrated, the contractual provision(s) involved and the remedy sought.

The parties will mutually attempt to select an arbitrator. If the parties are unable to mutually select an arbitrator, the parties shall jointly request a list of seven (7) arbitrators from the American Arbitration Association (AAA). If the list is not satisfactory to either party, a new list can be requested. Each party is limited to requesting one (1) additional list. The parties shall each strike one (1) name from the list until one (1) name remains and that person shall arbitrate the dispute. If no application has been made to the AAA within ninety (90) calendar days from the date of the written decision at Step 3, the dispute will be considered closed and the grievance shall not be arbitrable.

The compensation and expenses of the arbitrator and the general administrative expenses of the arbitration shall be borne equally by the Company and the Union. Each party shall be responsible for payment for time consumed by and the expenses of its representatives and witnesses.

CONDUCT OF HEARING AND DECISION OF ARBITRATOR

Section 4.2 The hearing shall be held as soon as practicable following the selection of an arbitrator, but in no event later than one hundred twenty (120) calendar days following such selection. If the selected arbitrator is unable to meet this time requirement, another arbitrator who is available to hear the matter within such time period shall be selected by the same procedure as set forth above.

The arbitration shall be confined to the issues submitted for decision, and shall not, as a part of any decision, impose upon the parties thereto any obligation to arbitrate on a subject that is not arbitrable pursuant to the terms of this agreement as subject for arbitration.

The arbitrator shall not have authority or jurisdiction: (1) to add to, subtract or modify, or disregard any provision of this Agreement, and only has authority to decide matters expressly included in this Agreement; or (2) to establish or determine any new wage rate, job classification or job differential.

The arbitrator shall render a decision within forty-five (45) calendar days after the hearing is closed (if the parties mutually agree to waive briefs) or forty-five (45) days after briefs are filed and the record in the case is closed, unless the parties thereto mutually agree to an extension of such time for a decision.

The decision of the arbitrator on any matter submitted and decided in accordance herewith shall be in writing and shall be final and binding on the parties hereto as to the particular case submitted, subject to law.

ARTICLE 5

WORKING PROCEDURES

ASSIGNMENT OF WORK

The assignment of a particular title to an employee will not limit the type of work an employee may be required to perform. The Company may assign the work an employee will perform.

Section 5.1 (Archive) * *[If an Operations employee is temporarily assigned to a higher rated classification for any period of time during the day the employee will be paid at the wage step that would result in at least a five percent (5%) increase. If an Operations employee is temporarily assigned to a lower rated classification, that employee will be paid at his/her normal rate of pay for that day.] **

ASSIGNMENT OF ACCOUNTS

Section 5.2 The Company retains all rights to assign accounts to business advisors (premise and inside), to implement any practices, policies or procedures regarding the assignment of accounts ("Market Assignment Guidelines"). The Company will notify the Union as to any changes to the Market Assignment Guidelines. The Company will establish Market Assignment Guidelines on a fair and unbiased basis. The Company will consider input from the Union. If the Company and the Union do not review the changes within ten (10) working days after the Company gives notice to the Union, the Company may proceed with implementation. The Company decision on any changes shall be final and shall not be subject to Union approval or arbitration.

It is the Company's intent to abide by its Market Assignment Guidelines as modified from time to time. Issues regarding enforcement of the Market Assignment Guidelines and their impact shall be through the grievance and arbitration provisions of this Agreement. The parties recognize, however, that it is not possible for the Market Assignment Guidelines to address all issues and circumstances that the general nature of the Market Assignment Guidelines can involve issues of interpretation, and that strict adherence to the terms of the Market Assignment Guidelines may not be appropriate in a particular circumstance. The Company's decisions on such matters and their impact shall be entitled to deference provided they are not arbitrary.

WORK SCHEDULE

Section 5.3 Work schedules for force groups in which:

All employees in the force group are not scheduled the same hours Monday through Friday; or

Some of the employees in the force group are scheduled to work days other than Monday through Friday; shall be prepared and posted by the Company or communicated in some other manner by local agreement. The days and hours of work of each employee shall be communicated as soon as reasonable in advance of the effective date.

Full-time employees in force groups for whom schedules must be communicated shall have a choice of hours on weekdays (Monday through Friday except holidays), based on their seniority not less often than once per calendar year.

It is agreed that work schedules may be changed subject to the following provisions:

The Company may grant employees' requests for change of days or hours. If the Company changes the hours of an employee's work schedule, the Company will give the employee as much notice of the change as reasonably feasible under the circumstances.

FOUR DAY WORK WEEK AND FLEXTIME

Section 5.4 The Company retains all rights to schedule four (4) day work weeks or other variable work schedules and flextime and to implement any practices, policies, or procedures regarding the scheduling of four (4) day work weeks and flextime. The Company will notify the Union as to its practices, policies, and procedures on scheduling four (4) day work weeks or other variable work schedules and flextime. The Company will consider input from the Union, but the Company's decisions shall be final. The Company decision and implementation shall not be subject to Union approval or arbitration.

Flexible work arrangements are those varying work schedules that may be developed mutually between the Company and the local union that will provide opportunities to meet the evolving and changing needs of both the Company and the employees. Listed below are some categories of flexible work arrangements:

- A. Flex-Time: Is a work scheduling method in which starting/end times can vary.
- B. Variable Work Week Schedules: Is a method of scheduling the assigned work hours within the calendar week.

MACHINE FAILURE

Section 5.5 When employees report for duty and, due to unforeseen problems such as computer failure, are unable to perform their regular duties, they may be assigned other available work. If the affected employees are sent home early or allowed to leave before the completion of their scheduled shift, they will be paid for hours worked or a minimum of two (2) hours, whichever is greater. If the above situation occurs on overtime hours employees may be relieved of the assignment and be paid for hours worked or a minimum of two (2) hours, whichever is greater.

MANAGEMENT REPLACEMENT

Section 5.6 Any employee who is authorized to temporarily replace a management employee will receive a differential of forty dollars (\$40) for each day assigned.

In addition to temporary management replacement, this differential will be paid when an employee is formally assigned to training responsibilities such as instructor-led classroom training or when an individual is specifically instructed to train another employee(s) on the functions of the job.

This differential will not apply to the general sharing of knowledge, (being asked to show someone how to do a particular task), responding to questions asked by coworkers, or when an employee is informally observing or coaching another in the performance of his/her work functions.

LEASED WORKERS

Section 5.7 No leased worker who is performing work that is performed by bargaining unit employees shall perform work for the Company for longer than 1,040 hours in any twelve (12) month period. At the option of the Union, leased worker situations will be discussed with the Company but the use of leased workers by the Company shall not be subject to Union approval or arbitration. The Company will provide the Union a quarterly report of the number of leased workers and the hours worked by each leased worker, currently performing bargained for work for the Company.

CALL TO WORK

Section 5.8 When an employee is called into work that requires his or her immediate services outside of the scheduled tour, the following shall apply:

- A. The employee will be paid no less than the equivalent of two (2) hours pay at the basic rate of pay. Travel time from the departing locations to the work locations is considered work time.
- B. The minimum payments do not apply when:
 - 1) the time worked is a continuation of the employee's scheduled tour; or;
 - 2) the employee is called to work before the start of the employee's scheduled tour for the day and continues to work all or part of the scheduled tour.

ARTICLE 6

REIMBURSEMENT OF EXPENSES, AUTOMOBILE EXPENSES AND WIRELESS PHONE EXPENSES

REIMBURSEMENT OF EXPENSES

Section 6.1 Employees who have been assigned to work away from their designated work location will be reimbursed for travel and lodging expenses as authorized by management. The amount of reimbursement will not exceed the amount authorized by management.

An employee who stays overnight will receive a per diem allowance for meals and incidental expenses, as authorized by management. The allowance will be paid on days when the employee travels to an assignment and is authorized to stay overnight, each full day at the location, and on days when the employee returns to his/her designated work location. The only personal expense not included in this per diem amount is travel between locations and lodging.

The per diem allowance will be paid on a city-by-city basis according to Federal per diem rates issued annually. Locations not listed will be paid at the Federal standard rate.

No per diem allowance will be paid if transportation, lodging and meals are provided by the Company.

When an employee is authorized to use his/her personal automobile on an incidental basis for Company business he/she will be reimbursed at the Internal Revenue Service established mileage rate.

REIMBURSEMENT OF AUTOMOBILE EXPENSES

Authorized Use of Personal Automobile

Section 6.2 The Company will reimburse each authorized Senior Business Advisor (premise) and Business Advisor (premise) for the use of his/her personal automobile under a Fixed and Variable Rate (FAVR) program governed by Internal Revenue Procedures. Monthly reimbursements will be determined by the employee's residence zip code and will be based on Company standard vehicle costs. Reimbursement will be in two parts: Fixed—covering the fixed cost of ownership (e.g., depreciation and insurance) and Variable—covering the variable cost of ownership (e.g., fuel and maintenance). The variable reimbursement is based on business mileage captured and reported in a timely manner. To receive the Variable reimbursement, the Senior Business Advisor and Business Advisor must maintain detailed mileage logs of actual business miles driven using the Cardata Mobile application (app), loaded on the Business Advisor's smartphone or smart device. Mileage reimbursement rates will be adjusted monthly. Monthly ownership cost reimbursement will take into consideration, location for depreciation and other maintenance and must meet the IRS regulations. Should the Senior Business Advisor's or Business

Advisor's vehicle ceases to qualify for reimbursement under the applicable IRS regulations, the Senior Business Advisor or Business Advisor will be notified in advance in order to take the appropriate action necessary to remain in compliance. The monthly ownership cost reimbursement amount will be adjusted no less than once per year based on miles driven and cost of ownership data as provided by Cardata. Nontaxable reimbursement for total automobile expenses cannot exceed the applicable IRS rate as identified in the IRS code. In the event this occurs any reimbursement over the IRS rate will be considered taxable income to the Senior Business Advisor and Business Advisor.

An employee receiving short-term disability benefits will not be eligible to receive the monthly variable cost reimbursement.

An employee will continue to receive the monthly ownership cost reimbursement during periods of paid TOP time.

TAXABLE STIPEND FOR MISCELLANEOUS EXPENSES

Section 6.3 Senior Business Advisors, Business Advisors and (working virtually) will receive fifty dollars (\$50.00) per biweekly payroll period to offset miscellaneous expenses, such as, mobile phone, data package, and office supplies. In order to be eligible for the stipend under this section, the employee must be on the active payroll.

ARTICLE 7

WORK SPACE

WORK SPACE ALLOCATION

Section 7.1 The Company reserves the exclusive right to determine employee work space allocation and location, including shared work space and personal residence offices.

ARTICLE 8

OPERATIONS COMPENSATION

Archive

*** [WAGE GROUP COMPENSATION**

Section 8.1 Operations employees will be paid according to the progression steps of the wage schedules appropriate to their classification at six (6) month intervals. When an employee completes a period of service entitling the employee to an increase in the basic hourly salary, the increase will be handled as follows:

- A. If the progression date falls within the first calendar week of a payroll period, the increase will become effective at the beginning of the pay period.
- B. If the progression date falls within the second calendar week of a payroll period, the increase will become effective at the beginning of the next pay period.

The terms "Basic Hourly Wage" and "Basic Rate of Pay" shall mean the salary or fixed portion of compensation throughout this Agreement.

WAGE GROUP COMPENSATION

Section 8.2

**Wage Group 1
Basic Hourly Wage**

STEP	Current
1	19.97
2	20.81
3	21.66
4	22.50
5	23.34
6	24.18

**Wage Group 2
Basic Hourly Wage**

STEP	Current
1	16.82
2	17.19
3	17.57
4	17.95
5	18.32
6	18.70
7	19.07
8	19.45

Effective the beginning of the payroll period immediately following official notice of ratification, a General Wage Adjustment of 1.5% of the annualized base rate will be paid in a Lump Sum amount to each active employee in Wage Groups 1 and 2.

Effective March 15, 2020, a General Wage Adjustment of 1.5% of the annualized base rate will be paid in a Lump Sum amount to each active employee in Wage Groups 1 and 2.] *

ARTICLE 9

TEAM AWARD

Archive

* [TEAM AWARD

Section 9.1 Operations employees in Wage Groups 1 and 2 who are on the active payroll on or before the 30th day of the Plan Quarter will be eligible for a Team Award with a target payout of 3%, administered in the same manner as for the Company's management employees. The Team Award will be paid based on the team meeting or exceeding the corporate performance measures and goals defined in the Short-term Incentive Plan, as modified by the Company from time to time. The Team Award will be calculated by multiplying the award percent against an eligible employee's paid time.

This payment will be subject to deductions for union dues, savings plan participation, and all other deductions required by law.

Company decisions regarding Team Award implementation and administration are not subject to the grievance or arbitration provisions of this Agreement or other legal challenge.

*The Company will meet with the Union to discuss any individual employee appeals or disputes arising under the Team Award plan. Said employee appeals shall only be allowed for issues regarding employee eligibility or regarding the amount of the employee's award, and for no other purpose. Employee appeals shall be to the Director of Labor Relations, or equivalent, of the Company or his/her designee, and the Director's decision shall be final and not subject to the grievance or arbitration provisions of this Agreement or other legal challenge.] **

ARTICLE 10

OVERTIME/TRAVEL TIME/SHIFT DIFFERENTIAL

Archive

* [OVERTIME

Section 10.1 Operations employees in Wage Groups 1 and 2 will be paid overtime at a rate of one and one-half (1 1/2) times the basic rate of pay for time worked in any one (1) calendar week in excess of forty (40) hours. For each hour worked over forty-nine (49) in any one (1) calendar week, overtime will be paid at a rate of two (2) times the basic rate of pay.

For purposes of computing overtime, the definition of time worked will include all paid time except paid time off for benefits. Hourly paid employees will be paid travel time during normal working hours or after hours at the appropriate rate.

To the extent practical, overtime needs will be fulfilled by use of volunteers. Overtime can be required based on the needs of the business. The Company will consider the individual circumstances of the employee when requiring overtime. The local management and union representative will discuss the ongoing process to be used for the assignment of overtime.

SHIFT DIFFERENTIAL

Section 10.2 A daily shift differential of ten percent (10%) for each day worked will be paid to employees who are required to work regularly scheduled hours which start before 6 a.m. or end after 7 p.m. The shift differential of ten percent (10%) will also be paid to employees for each Saturday or Sunday worked as part of the scheduled forty (40) hour work week. A differential will not be paid for hours worked under flexible scheduling or four-day work week.] *

ARTICLE 11

SALES COMPENSATION

The following compensation plan will be effective as soon as practicable but no later than one month following the official notice of ratification of this Collective Bargaining Agreement. Business Advisors shall be compensated as follows:

PREMISE SALES

SALARY

Section 11.1

Base Salary is a fixed amount of annual compensation for a specified position. Base Salary does not include incentive compensation such as commissions, bonuses, or awards and is paid to the Employee regardless of whether the Employee earns incentive compensation. Base salary will be paid bi-weekly.

Premise Business Advisors basic annual salaries shall be set by pay areas that are aligned with each individual's specific designated location. The designated locations and pay areas are shown in Table 1A. The salaries for Business Advisors (BA) and Senior Business Advisors (SBA) that correspond with each pay area are shown in Table 2A.

Table 1A Pay Areas

Location	State	Pay Area
Fargo	ND	1
Rapid City	SD	2
Sioux Falls	SD	1
Cedar Rapids	IA	2
Des Moines	IA	2
Duluth	MN	2
Rochester	MN	2
St. Cloud	MN	2
Omaha	NE	2
Portland	OR	4
Bend	OR	2
Eugene	OR	2
Medford	OR	2
Olympia	WA	3
Spokane	WA	2
Vancouver	WA	4
Yakima	WA	2
Minneapolis	MN	3
Everett	WA	2
Silverdale	WA	2
Tacoma	WA	3
Seattle	WA	5

Table 2A Premise Sr. Business Advisor and Business Advisor Salaries

Salary by Job Title	Pay Area 1	Pay Area 2	Pay Area 3	Pay Area 4	Pay Area 5
Sr. Business Advisor - (SBA)	\$63,000	\$70,000	\$77,000	\$84,000	\$91,000
Business Advisor - (BA)	\$36,000	\$40,000	\$44,000	\$48,000	\$52,000

Existing BA's will be "Red Circled" at their current salary or the salary reflected in Table 2A for their respective sales channel and Pay Area, whichever is greater. All new hires will be brought in at the salary amounts indicated in Table 2A for their respective Sales Channel and Pay Area.

COMMISSIONS

Section 11.2

The appropriate sales commission rate for all advertising renewed or increased by business advisors for all products shall be those rates that apply to their designated locations. Accounts associated with the main account will be treated as one (1) advertiser account. Such account treatment will include sales to associated new connects.

Commissions shall be paid on all advertising sold to non-advertisers and new connects, unless associated, as defined in sales policy, with existing advertisers, at the "new" commission rate.

Commissions will be calculated as the monthly account value multiplied by the appropriate commission rate. Commission adjustments for 14,15-month print publication(s) for business advisor roles:

- An evaluation will be completed each year by the company to determine the impact of extended directories (14,15 i.e.) -month print publications.
- The adjustment factor will be applied to the base commission rates.

When market is reassigned from a commissioned employee due to approved attendance at extended training (ten [10] consecutive business days or longer), and/or participation in joint process improvement teams, out of market pay will be calculated at a rate of forty cents (\$0.40) times the revenue reassigned. The out-of-market pay is subject to approval by the Regional Vice President.

When an existing directory or directories are rescoped or discontinued and these marketplace adjustments change the primary coverage area for the customer, Present Issue (PI) in the existing directory will be the basis for determining all commissions and calculations in the replacement or rescoped directory or directories as follows:

- A. If the advertising contract rates in the existing directories are less than or equal to the rates of the replacement or rescoped directory, there will be no adjustment to existing PI.
- B. If the advertising contract rates in the existing directories are more than the rates in the replacement or rescoped directory and the amount resold is less than the original PI, the PI will be adjusted to equal Next Issue (NI)

If the directory is new and new advertising is not associated, as defined in sales policy, to an existing account all commission calculations will be paid as new. If the directory is new and advertising sold is associated to an existing account, all commission calculations will be paid on the account package.

Commissions will be computed on an account-by-account (includes all sales generated at the customer level) basis.

The Company will chargeback credited or paid commission amounts in the following situations:

- A. If contracted advertising is not published.
- B. If the Customer does not pay advertising charges.

If a minimum of one quarter (1/4) of the total advertising revenues are not collected by the Company, due to non-payment by the customer, commissions will be charged back on a pro-rated basis.

Once commissions on an account have been charged back and the account has been referred to a collection agency which charges a fee for any recovery, there shall be no reinstatement of commission chargebacks related to the account.

- C. Adjustments caused by errors within the realm of the salesperson's responsibility.
- D. If the National sales channel supersedes local sales advertising prior to the NYPS close date.

In the event of a commission chargeback exceeding \$ 250, the amount to be debited in any one pay period will not exceed 50% of earned commissions that were to be paid for that pay period.

ADVANCED VS. EARNED COMMISSIONS

Section 11.3

The Company advances all incentive payments. Incentive payments are subject to offsets and are not earned until a sale is final. The Company may advance sales incentive compensation based on sales made to the client through a Business Advisor as such activity is reported in the sales reporting system. Sales incentive compensation advances are subject to adjustments based on post sale order activity. The Company reserves the right to make exceptions to this practice. These payments of estimated incentive compensation are only advanced and are fully recoverable by the Company to the extent the Company later determines that such incentive compensation were not fully "earned", as defined below, or are not payable under the terms of this Plan.

Incentive compensation is not "earned," is not due and shall not vest until the sale is Final. A sale is not deemed Final for incentive compensation purposes unless and until the client advertising is accepted and published, the client performs in accordance with the terms and conditions of the client's contract with the Company, the client does not cancel, reduce or refuse to pay for the advertising, and the Business Advisor has complied with the Company policies and procedures, including, but not limited to, Sales Policy.

Nevertheless, the Company will advance to business advisor incentive compensation based upon preliminary sales results. All incentive compensation that is advanced is subject to true-up and true-down and reconciliation with earned incentive compensation (once sales become Final) and thus, incentive compensation that is advanced and that is greater than what the business advisor actually earned will be recovered by the Company from the business advisor (either from future incentive compensation advances or otherwise). For example, when a client's advertising is published with an error attributable to the business advisor that results in a discount being given to the client, the incentive previously advanced to the business advisor on the amount of the discount is not considered to be earned. That portion of the sale did not become Final and associated incentive will be deducted in the next incentive pay cycle.

In the event that an overpayment occurs for any reason, including, but not limited to, adjustments to monthly spend during a client's contract term, the amount owed to the Company will be offset against future sales incentive compensation advances before any further sales incentive compensation is advanced. If necessary, this procedure will continue through the Plan Year. At Plan Year-end, if an overpayment situation occurs or still remains, the debt will continue to be retired by offsets against future sales incentive compensation advances. If the debt is not retired by the end of the following Plan Year, or if the employee terminates from the Company, the employee must retire the debt with payment within thirty (30) calendar days of notification; otherwise the Company will pursue all available and legal remedies under state law to collect the debt owed to the Company."

A Plan Participant may at any time make a payment to the Company for reimbursement of the overpayment. The amount owed when a cash payment is made may be the net amount (after taxes and deductions). This arrangement should be coordinated with HR Sales Compensation.

Any overpayment that occurred as a result of fraudulent information or inappropriate/unethical business conduct must be immediately repaid to the Company.

SALES INCENTIVE COMPENSATION

Section 11- 4

Commission rates for all premise business advisors (BA) will be based on the annual estimate of monthly PI to be worked by each sales channel in their designated location. This estimate will be made by Sales Planning department each year and then reviewed with the union. The PI estimate will align to a specific rate band. These rate bands will be used to determine appropriate commission rates.

The Sales Drive Incentive Compensation Plan focuses on supporting Renewals, Increases and News/Nons of multi-product sales. Additionally, a BA can qualify for monthly New Customer bonuses.

Incentive compensation is advanced bi-weekly according to the sales pay period reporting calendar. Incentive payments are subject to offsets and are not earned until a sale is final.

Premise Sales Incentive Compensation Component Details

Sales Incentive Compensation consists of the following components:

A. Commissions

- 1) All sales teams (based on designated team locations) have been assigned a Pay Area.
- 2) Rate bands are assigned by average estimated revenue handle for a location/channel
- 3) Bi-weekly Commission rates are applied separately to:
 - Renewal
 - Increase
 - New/NonResults classification is determined at a client level.
- 4) Commissions are paid bi-weekly on an "as sold" basis, subject to the same restrictions and adjustments as defined in Section 11.3.
- 5) All standalone SEM increase and new sales will be paid at the Renewal rate. (25% floor)
- 6) There is a \$10,000 cap on SEM sales or SEM losses are also limited to \$10,000.

Rate Band Revenue Ranges

Business Advisor (BA)		Senior Business Advisor SBA	
Rate Band A	<\$70,000	Rate Band A	<\$200,000
Rate Band B	\$70,000 - \$79,999	Rate Band B	\$200,000- \$299,000
Rate Band C	\$ 80,000 - \$89,999	Rate Band C	>=\$300,000
Rate Band D	\$90,000 - \$99,999		
Rate Band E	>= \$100,000		

Example of adjustment calculation for commission rates

Baseline commission rates are adjusted to account for 15-month print publications, taking into account how the overall % of revenue is divided between print and digital:

Revenue Split	Print	Digital				
% of Revenue	43%	57%				
					Pub Long-Life Impact	
					<u>Sale</u>	<u>Months</u>
EXAMPLE PA2, Rate Band B	RENEWAL	INCREASE	NEW		<u>Revenue</u>	
ORIGINAL RATES	0.40	2.10	2.10		\$100	12
Business Advisor					\$100	15
						125%
ADJUSTED RATES					Overall Commission Adjustment	
Business Advisor	0.44	2.33	2.33		25% multiplied by 43% print revenue=	
						10.75%

The above methodology was used in the calculation of all commission rates shown in the below commission tables:

BUSINESS ADVISOR**Pay Area 1**

<u>Rate Band</u>	<u>Renewal</u>	<u>Increase</u>	<u>New</u>	<u>SEM</u>
A	40%	209%	209%	40%
B	35%	179%	179%	35%
C	30%	164%	164%	30%
D	25%	154%	154%	25%
E	20%	150%	150%	25%

Pay Area 2

<u>Rate Band</u>	<u>Renewal</u>	<u>Increase</u>	<u>New</u>	<u>SEM</u>
A	44%	233%	233%	44%
B	39%	199%	199%	39%
C	33%	183%	183%	33%
D	28%	172%	172%	28%
E	22%	166%	166%	25%

Pay Area 3

<u>Rate Band</u>	<u>Renewal</u>	<u>Increase</u>	<u>New</u>	<u>SEM</u>
A	49%	256%	256%	49%
B	43%	219%	219%	43%
C	37%	201%	201%	37%
D	30%	189%	189%	30%
E	24%	183%	183%	25%

Pay Area 4

<u>Rate Band</u>	<u>Renewal</u>	<u>Increase</u>	<u>New</u>	<u>SEM</u>
A	53%	279%	279%	53%
B	47%	239%	239%	47%
C	40%	219%	219%	37%
D	33%	206%	206%	33%
E	27%	199%	199%	27%

Pay Area 5

<u>Rate Band</u>	<u>Renewal</u>	<u>Increase</u>	<u>New</u>	<u>SEM</u>
A	58%	302%	302%	58%
B	51%	259%	259%	51%
C	43%	238%	238%	43%
D	37%	224%	224%	37%
E	29%	216%	216%	29%

SENIOR BUSINESS ADVISOR

Pay Area 1

<u>Rate Band</u>	<u>Renewal</u>	<u>Increase</u>	<u>New</u>	<u>SEM</u>
A	20%	95%	95%	25%
B	15%	60%	60%	25%
C	10%	55%	55%	25%

Pay Area 2

<u>Rate Band</u>	<u>Renewal</u>	<u>Increase</u>	<u>New</u>	<u>SEM</u>
A	22%	105%	105%	25%
B	17%	66%	66%	25%
C	11%	61%	61%	25%

Pay Area 3

<u>Rate Band</u>	<u>Renewal</u>	<u>Increase</u>	<u>New</u>	<u>SEM</u>
A	24%	116%	116%	25%
B	18%	73%	73%	25%
C	12%	67%	67%	25%

Pay Area 4

<u>Rate Band</u>	<u>Renewal</u>	<u>Increase</u>	<u>New</u>	<u>SEM</u>
A	27%	126%	126%	27%
B	20%	80%	80%	25%
C	13%	73%	73%	25%

Pay Area 5

<u>Rate Band</u>	<u>Renewal</u>	<u>Increase</u>	<u>New</u>	<u>SEM</u>
A	29%	137%	137%	29%
B	22%	86%	86%	25%
C	14%	80%	80%	25%

New Sale Performance Bonus

In addition to the bi-weekly commissions, a Business Advisor can also qualify for a monthly New Customer bonus:

- 1) Monthly New Customer Bonus
 - a. Paid every 2 pay periods (13 per year, distinct from Sales Comp Calendar months)
 - b. Bonus amount tiered based on the number of new sales and/or new sales \$
 - If achieve target for New Sales # **OR** \$ target - Bonus amount is in "Hit 1" column
 - If achieve target for New Sales # **AND** \$ target - Bonus amount is in "Hit 2" column
 - c. Minimum \$75 for new customer sale to count
 - d. If new customer sale includes a Thryv >\$198 it will count as 1.5 sales

New Customer Bonus Tiers Business Advisor (BA)

PAY AREA 1				PAY AREA 2				PAY AREA 3			
Business Advisor				Business Advisor				Business Advisor			
#of New Sales	New Sales \$	Hit 1 Bonus	Hit 2 Bonus	#of New Sales	New Sales \$	Hit 1 Bonus	Hit 2 Bonus	#of New Sales	New Sales \$	Hit 1 Bonus	Hit 2 Bonus
>= 6.5	>= 1,325	1,620	2,025	>= 6.5	>= 1,325	1,800	2,250	>= 6.5	>= 1,325	1,980	2,475
6.0	1,225	1,555	1,940	6.0	1,225	1,725	2,160	6.0	1,225	1,900	2,370
5.5	1,125	1,485	1,855	5.5	1,125	1,650	2,065	5.5	1,125	1,815	2,270
5.0	1,025	1,420	1,770	5.0	1,025	1,575	1,970	5.0	1,025	1,735	2,165
4.5	925	1,350	1,690	4.5	925	1,500	1,875	4.5	925	1,650	2,065
4.0	825	1,285	1,605	4.0	825	1,425	1,785	4.0	825	1,570	1,960
3.5	725	1,215	1,520	3.5	725	1,350	1,690	3.5	725	1,485	1,855
3.0	625	1,150	1,435	3.0	625	1,275	1,595	3.0	625	1,405	1,755
2.5	525	1,080	1,350	2.5	525	1,200	1,500	2.5	525	1,320	1,650
2.0	425	890	1,115	2.0	425	990	1,225	2.0	425	1,090	1,360
1.5	325	700	870	1.5	325	775	975	1.5	325	855	1,065
< 1.5	< 325	-	-	< 1.5	< 325	-	-	< 1.5	< 325	-	-

PAY AREA 4				PAY AREA 5			
Business Advisor				Business Advisor			
#of New Sales	New Sales \$	Hit 1 Bonus	Hit 2 Bonus	#of New Sales	New Sales \$	Hit 1 Bonus	Hit 2 Bonus
>= 6.5	>= 1,325	2,160	2,700	>= 6.5	>= 1,325	2,340	2,925
6.0	1,225	2,070	2,590	6.0	1,225	2,245	2,805
5.5	1,125	1,980	2,475	5.5	1,125	2,145	2,680
5.0	1,025	1,890	2,365	5.0	1,025	2,050	2,560
4.5	925	1,800	2,250	4.5	925	1,950	2,440
4.0	825	1,710	2,140	4.0	825	1,855	2,315
3.5	725	1,620	2,025	3.5	725	1,755	2,195
3.0	625	1,530	1,915	3.0	625	1,660	2,070
2.5	525	1,440	1,800	2.5	525	1,560	1,950
2.0	425	1,190	1,485	2.0	425	1,285	1,610
1.5	325	930	1,165	1.5	325	1,010	1,260
< 1.5	< 325	-	-	< 1.5	< 325	-	-

Month = 2 pay periods

No interpolation between tiers

New Customer Bonus Tiers Senior Business Advisor (SBA)

PAY AREA 1				PAY AREA 2				PAY AREA 3			
Senior Business Advisor				Senior Business Advisor				Senior Business Advisor			
# of New Sales	New Sales \$	Hit 1 Bonus	Hit 2 Bonus	# of New Sales	New Sales \$	Hit 1 Bonus	Hit 2 Bonus	# of New Sales	New Sales \$	Hit 1 Bonus	Hit 2 Bonus
>= 6.5	>= 1,325	1,440	1,800	>= 6.5	>= 1,325	1,585	1,980	>= 6.5	>= 1,325	1,750	2,190
6.0	1,225	1,405	1,755	6.0	1,225	1,555	1,945	6.0	1,225	1,710	2,140
5.5	1,125	1,345	1,680	5.5	1,125	1,485	1,855	5.5	1,125	1,635	2,045
5.0	1,025	1,280	1,600	5.0	1,025	1,415	1,770	5.0	1,025	1,560	1,950
4.5	925	1,220	1,525	4.5	925	1,345	1,680	4.5	925	1,480	1,850
4.0	825	1,155	1,445	4.0	825	1,275	1,595	4.0	825	1,405	1,755
3.5	725	1,095	1,370	3.5	725	1,210	1,515	3.5	725	1,330	1,665
3.0	625	1,030	1,290	3.0	625	1,140	1,425	3.0	625	1,255	1,570
2.5	525	970	1,215	2.5	525	1,070	1,340	2.5	525	1,180	1,475
2.0	425	780	975	2.0	425	865	1,080	2.0	425	950	1,190
1.5	325	625	780	1.5	325	690	865	1.5	325	760	950
< 1.5	< 325	-	-	< 1.5	< 325	-	-	< 1.5	< 325	-	-

PAY AREA 4				PAY AREA 5			
Senior Business Advisor				Senior Business Advisor			
#ofNew Sales	New Sales \$	Hit 1 Bonus	Hit 2 Bonus	#ofNew Sales	New Sales \$	Hit 1 Bonus	Hit 2 Bonus
>= 6.5	>= 1,325	1,910	2,390	>= 6.5	>= 1,325	2,070	2,590
6.0	1,225	1,870	2,340	6.0	1,225	2,025	2,530
5.5	1,125	1,785	2,230	5.5	1,125	1,935	2,420
5.0	1,025	1,700	2,125	5.0	1,025	1,845	2,305
4.5	925	1,620	2,025	4.5	925	1,755	2,195
4.0	825	1,535	1,920	4.0	825	1,665	2,080
3.5	725	1,455	1,820	3.5	725	1,575	1,970
3.0	625	1,370	1,715	3.0	625	1,485	1,855
2.5	525	1,285	1,605	2.5	525	1,395	1,745
2.0	425	1,040	1,300	2.0	425	1,125	1,405
1.5	325	830	1,040	1.5	325	900	1,125
< 1.5	< 325	-	-	< 1.5	< 325	-	-

Month = 2 pay periods
No interpolation between tiers

Incentive Calculation Examples

Note: All examples, including amounts and rates, are for illustration only. Where appropriate, values are rounded (up/down) to the nearest dollar and percent attainment.

Biweekly Commission Example (BA in Pay Area 2, Rate Band A)

Results	Total NI	Commission Rate	Commission
Renewal	\$ 500	44%	\$ 220
SEM*	\$ 600	44%	\$ 264
Increase	\$ 200	233%	\$ 466
New/Non	\$ 600	233%	\$ 1,398
Total NI	\$ 1,900		\$ 2,348

*The SEM product sold in this example was a standalone SEM. The commission is calculated at the renewal rate for the assigned rate band which is 44% in this case.

Biweekly Commission Example (SBA in Pay Area 2, Rate Band A)

Results	Total NI	Commission Rate	Commission
Renewal	\$ 500	22%	\$ 110
SEM*	\$ 600	25%	\$ 150
Increase	\$ 200	105%	\$ 210
New/Non	\$ 600	105%	\$ 630
Total NI	\$ 1,900		\$ 1,100

*The SEM product sold new was a standalone SEM. The commission on this SEM sale would be calculated at the minimum rate of 25%.

INSIDE SALES

SALARY

Section 11.5

Base Salary is a fixed amount of annual compensation for a specified position. Base Salary does not include incentive compensation such as commissions, bonuses, or awards and is paid to the Employee regardless of whether the Employee earns incentive compensation. Base salary will be paid bi-weekly.

Inside Business Advisors basic annual salaries shall be set by specific sales channel. The salaries for Senior Inside Business Advisors, Inside Business Advisors, Senior Inside New Business Advisors, Inside New Business Advisors, (archive) ^{*}[*Inside Business Advisors - WinBack, Inside Business Advisors – Delinquent*] ^{*}, and Inside Business Advisors - Mail Inbound are shown in Table 2A.

Inside Sales Business Advisor Salaries

Title	Salary
Inside Senior Business Advisor (ISSBA)	\$43,000
Inside Business Advisor (ISBA)	\$39,000
Inside Senior New Business Advisor (ISSNBA)	\$42,000
Inside New Business Advisor (ISNBA)	\$39,000
<i>Inside Business Advisor – WinBack (IBA-WB) (archive)</i>	<i>\$42,000</i>
<i>Inside Business Advisor – Delinquent (IBA-DQ) (archive)</i>	<i>\$45,000</i>
Inside Business Advisor – Mail Inbound - (IBA - MI)	\$42,000

Inside Sales Incentive Compensation Component Details

Inside Sales CORE Incentive Compensation consists of the following components:

A. Commissions

- 1) Bi-weekly Commission rates are applied separately to:
 - a. Renewal
 - b. Increase
 - c. New/Non
 Results classification is determined at a client level.
- 2) SEM not part of a pre-packaged bundle will be paid out at a flat commission rate. SEM increase and new will be paid at the Renewal rate, but no lower than 25%.
- 3) There is a \$10K cap per individual SEM sale
- 4) Commissions are paid bi-weekly on an “as sold” basis, subject to the same restrictions and adjustments as defined in Section 11.3.

Inside Business Advisor and Sr. Inside Business Advisor

Rep	Renewal	Increase	New/Non	SEM Inc. & New
ISBA	25%	90%	90%	25%
ISSBA	24%	90%	90%	25%

Example ISBA Calculation

	Renewal	Increase	New/Non	SEM Inc. & New	Total
Monthly NI	\$2,000	\$140	\$100	\$500	\$2,740
Comm Rate	25%	90%	90%	25%	
Commissions	\$500	\$126	\$90	\$125	\$841

B. Thryv Monthly Bonus

- 1) A monthly dollar incentive for new Thryv sales (not new client) including Thryv Leads sales and excluding Thryv Sync sales
- 2) \$75 payout for new Thryv sale >=\$198

Example

Description	
# new Thryv sales >=\$198	2
2 @ \$75 each	\$150
TOTAL MONTHLY BONUS	\$150

Inside Sales New Business Advisor and Sr. New Business Advisor Incentive Compensation consists of the following components:

A. Commissions

- 1) Bi-weekly Commission rates are applied separately to:
 - a. Renewal
 - b. Increase
 - c. New/Non

Results classification is determined at a client level.

- 2) SEM not part of a pre-packaged bundle will be paid out at a flat commission rate. SEM increase and new will be paid at the Renewal rate, but no lower than 25%.
- 3) There is a \$10K cap per individual SEM sale
- 4) Commissions are paid bi-weekly on an “as sold” basis, subject to the same restrictions and adjustments as defined in the Sales Policies.

Inside Sales NBA and Sr. NBA Commission Rates

Rep	Renewal	Increase	New/Non	SEM Inc & New
IS NBA & IS Sr. NBA	33%	160%	160%	33%

Commission Example

	Renewal	Increase	New/Non	SEM	Total
Monthly NI	\$0	\$0	\$500	\$0	\$500
Comm Rate	33%	160%	160%	33%	
Commissions	\$0	\$0	\$800	\$0	\$800

B. Monthly Sales Bonus

- 1) Tiered structure with upside for above objective performance
- 2) Objective is defined as an annual amount and is divided by 13 months to match the Company compensation calendar which means every 2 pay periods or 13 times per year.
- 3) Monthly discrete
- 4) Minimum \$50 for new customer sale to register a count, all \$ will be included in new sales performance to objective
- 5) No provision for off budget days (except IST/FST)

Performance	Number of New Sales									
	(% to Obj)	1-2	3	4	5	6	7	8	9	10
>200%	150%	170%	190%	215%	240%	265%	295%	325%	355%	385%
190% - 199.9%	140%	160%	180%	205%	230%	255%	285%	315%	345%	375%
180% - 189.9%	130%	150%	170%	195%	220%	245%	275%	305%	335%	365%
170% - 179.9%	120%	140%	160%	185%	210%	235%	265%	295%	325%	355%
160% - 169.9%	110%	130%	150%	175%	200%	225%	255%	285%	315%	345%
150% - 159.9%	100%	120%	140%	165%	190%	215%	245%	275%	305%	335%
140% - 149.9%	90%	110%	130%	155%	180%	205%	235%	265%	295%	325%
130% - 139.9%	80%	100%	120%	145%	170%	195%	225%	255%	285%	315%
120% - 129.9%	70%	90%	110%	135%	160%	185%	215%	245%	275%	305%
110% - 119.9%	60%	80%	100%	125%	150%	175%	205%	235%	265%	295%
100% - 109.9%	50%	65%	80%	100%	120%	140%	160%	180%	200%	220%
90% - 99.9%	45%	55%	70%	85%	100%	115%	130%	145%	160%	175%
80% - 89.9%	40%	50%	60%	75%	90%	105%	120%	135%	150%	165%
70% - 79.9%	35%	45%	55%	65%	75%	85%	95%	105%	115%	125%
60% - 69.9%	30%	35%	45%	55%	65%	75%	85%	95%	105%	115%
50% - 59.9%	25%	30%	35%	45%	55%	65%	75%	85%	95%	105%
0.1% -49.9%	20%	25%	30%	35%	40%	45%	50%	55%	60%	65%

IS NBA Example

Monthly Results	\$
New sales	\$1,150
Objective	\$1,010
Performance to Objective	113.90%
Number of New Sales	6
Payout % (per matrix)	150%
x Target Incentive	\$400
Monthly Incentive	\$600

IS Sr. NBA Example

Monthly Results	\$
New sales	\$1,150
Objective	\$1,010
Performance to Objective	113.90%
Number of New Sales	6
Payout % (per matrix)	150%
x Target Incentive	\$554
Monthly Incentive	\$831

C. Thryv Monthly Bonus

- 1) A monthly dollar incentive for new Thryv sales (not new client) including Thryv Leads sales and excluding Thryv Sync sales
- 2) \$75 payout for new Thryv sale >=\$198

Description	
# new Thryv sales >=\$198	2
2 @ \$75 each	\$150
TOTAL MONTHLY BONUS	\$150

(Archive) * Inside Sales WinBack Incentive Compensation consists of the following components:

A. Commissions

- 1) Bi-weekly Commission rates are applied separately to:
- 2) Renewal
- 3) Increase
- 4) New/Non
- 5) Results classification is determined at a client level.
- 6) SEM not part of a pre-packaged bundle will be paid out at a flat commission rate of 25%.
- 7) There is a \$10K cap per individual SEM sale
- 8) Commissions are paid bi-weekly on an "as sold" basis, subject to the same restrictions and adjustments as defined in the Sales Policies.

Inside Sales WinBack Commission Rates

Rep	Renewal	Increase	New/Non	SEM
IS-WB	62%	13%	13%	62%

Commission Example WinBack

	Renewal	Increase	New/Non	SEM	Total
Monthly NI	\$100	\$420	\$100	\$0	\$620
Comm Rate	62%	130%	130%	62%	
Commissions	\$62	\$546	\$130	\$0	\$738

B. Monthly Sales Bonus

- 1) Based on percent of NI dollar objective achieved in month
- 2) Objective is defined as an annual amount and is divided by 13 months to match the Company compensation calendar which means every 2 pay periods or 13 times per year.
- 3) Each month stands alone
- 4) Minimum threshold >= \$20
- 5) Payout capped at \$1,500
- 6) No Interpolation between tiers

WinBack Monthly Sales Bonus

Total Sales % to Objective	% Payout	Payout
200% +	250%	\$1,615
190 - 199.99%	200%	\$1,290
180 - 189.99%	190%	\$1,225
170 - 179.99%	180%	\$1,165
160 - 169.99%	170%	\$1,100
150 - 159.99%	160%	\$1,035
140 - 149.99%	150%	\$970
130 - 139.99%	140%	\$905
120 - 129.99%	130%	\$840
110 - 119.99%	120%	\$775
100 - 109.99%	110%	\$710
95 - 99.99%	100%	\$645
90 - 94.99%	90%	\$580
85 - 89.99%	75%	\$485
80 - 84.99%	60%	\$390
75 - 79.99%	45%	\$290
70 - 74.99%	30%	\$195
<70%	0%	\$0

D. Thryv Monthly Bonus

- 1) A monthly dollar incentive for new Thryv sales (not new client) including Thryv Leads sales and excluding Thryv Sync sales
- 2) \$75 payout for new Thryv sale >=\$198

Description	
# new Thryv sales >=\$198	2
2 @ \$75 each	\$150
TOTAL MONTHLY BONUS	\$150

*

(Archive) * **Inside Sales DQ Incentive Compensation consists of the following components:**

A. Commissions

- 1) *Bi-weekly Commission rates are applied separately to:*
 - a. *Renewal*
 - b. *Increase*
 - c. *New/Non*

Results classification is determined at a client level.
- 2) *SEM not part of a pre-packaged bundle will be paid out at a flat commission rate. SEM increase and new will be paid at the Renewal rate, but no lower than 25%.*
- 3) *There is a \$10K cap per individual SEM sale*
- 4) *Commissions are paid bi-weekly on an "as sold" basis, subject to the same restrictions and adjustments as defined in the Sales Policies.*

Inside Sales DQ Commission Rates

Rep	Renewal	Increase	New/Non	SEM
DQ	58%	75%	75%	58%

DQ Commission Example

	Renewal	Increase	New/Non	SEM	Total
Monthly NI	\$1,300	\$320	\$100	\$0	\$1,720
Comm Rate	58%	75%	75%	58%	
Commissions	\$754	\$240	\$75	\$0	\$1,069

B. Number of Sales Bonus

- 1) *A monthly incentive based on each account sold*
- 2) *1 sale per rep per comp year will count. Cancels don't get counted as a negative count unless the rep, customer, comp year has already had a count on this plan*
- 3) *DAR sales will not be counted*
- 4) *\$10 per sale >= \$10*

DQ Example (Based on 520 sales a year)

Description	
Number of Sales >= \$10	35
Bonus per sale	\$10
TOTAL	\$350

C. Thryv Monthly Bonus

- 1) A monthly dollar incentive for new Thryv sales (not new client) including Thryv Leads sales and excluding Thryv Sync sales
- 2) \$75 payout for new Thryv sale >=\$198

Description	
# new Thryv sales >=\$198	2
2 @ \$75 each	\$150
TOTAL MONTHLY BONUS	\$150

*

Inside Sales Mail Inbound Incentive Compensation consists of the following components:

Commissions

- 1) Bi-weekly Commission rates are applied separately to:
 - a. Renewal
 - b. Increase
 - c. New/Non
 Results classification is determined at a client level.
- 2) SEM not part of a pre-packaged bundle will be paid out at a flat commission rate. SEM increase and new will be paid at the Renewal rate, but no lower than 25%.
- 3) There is a \$10K cap per individual SEM sale
- 4) Commissions are paid bi-weekly on an "as sold" basis, subject to the same restrictions and adjustments as defined in the Sales Policies.

Inside Sales Mail Inbound Commission Rates

Rep	Renewal	Increase	New/Non	SEM
Mail In	64%	120%	120%	64%

Commission Example

	Renewal	Increase	New/Non	SEM	Total
Monthly NI	\$800	\$150	\$50	\$0	\$1,000
Comm Rate	64%	120%	120%	64%	
Commissions	\$512	\$180	\$60	\$0	\$752

B. Number of Sales Bonus

- 1) A monthly incentive based on each account sold
- 2) 1 sale per rep per comp year will count. Cancels don't get counted as a negative count unless the rep, customer, comp year has already had a count on this plan
- 3) DAR sales will not be counted
- 4) \$10 per sale \geq \$10

Example (Based on 520 sales a year)

Description	
Number of Sales \geq \$10	40
Bonus per sale	\$10
TOTAL	\$400

C. Thryv Monthly Bonus

- 1) A monthly dollar incentive for new Thryv sales (not new client) including Thryv Leads sales and excluding Thryv Sync sales
- 2) \$75 payout for new Thryv sale \geq \$198

Description	
# new Thryv sales \geq \$198	2
2 @ \$75 each	\$150
TOTAL MONTHLY BONUS	\$150

DEFINITIONS

Base Salary

Base Salary is a fixed amount of compensation for a specified position. Base Salary does not include incentive compensation such as commissions, bonuses, or awards and is paid to the Employee regardless of whether the Employee earns incentive compensation.

Canvasses

All sales territories are organized into markets and are then divided into sales canvasses. The reasons for establishing sales canvasses include, but are not limited to, resource planning, deadline compliance, client satisfaction, and workflow management.

Client Complaints and Errors

Errors reported on the Client Complaint Sales Report for which negative adjustments to NISD revenue are made.

Compensation Cycle Year

The Compensation cycle year is defined as items that publish or fulfill in the same calendar year. For example, items that publish or fulfill in 2019 are part of the 2019 comp cycle.

Measurement Period

Measurement period is the time frame in which results will be accumulated for incentive calculation.

Next Issue (NI)

NI is defined as a customer's total revenue associated with next published/fulfilled sold products (print, digital, awareness, etc.) attached to a single compensation cycle (total customer spend).

Pay Period

Pay period is the biweekly calendar period established for reporting incentive compensation related information.

Present Issue (PI)

PI is defined as a customer's total revenue associated with current published/fulfilled products (print, digital, awareness, etc.) attached to a single compensation cycle (total customer spend).

Qualifiers

Qualifiers are additional requirements that must be achieved in order to have incentive compensation advanced.

Rounding Convention

Rounding convention is the mathematical expression of numeric information used throughout the sales incentive compensation program. The rounding convention used expresses numbers to the nearest tenth of one percent (*e.g.* xxx.x%).

Threshold

Threshold is the minimal level of performance that must be achieved before incentives are advanced.

OVERTIME FOR BUSINESS ADVISORS

Section 11.7 Inside Business Advisors (non-exempt) will be paid overtime in accordance with the Fair Labor Standards Act (FLSA).

Time paid but not worked shall be excluded in determining the number of overtime hours worked in excess of forty (40) hours in a week.

Overtime hours must be pre-authorized by management and may be required based on the needs of the business.

In the event of legislative, judicial, or administrative clarification that the Company would not otherwise be required to pay overtime premiums to inside Business Advisors, this overtime premium will be discontinued.

Premise Business Advisors overtime will be paid in accordance with the Fair Labor Standards Act as applicable.

TRANSITION PAY**PREMISE AND INSIDE BUSINESS ADVISORS**

Section 11.8a Employees who are newly assigned to the inside Business Advisor channel will be paid, in addition to their base salary, a weekly transition incentive equivalent to 80% of the bi-weekly targeted commission amount. This weekly transition incentive will be paid for the first eleven (11) weeks of training completed after assignment to the Inside Sales Business Advisor position, with the exception of the NBA/Hunter position – their transition incentive payments will be paid for the first eight (8) weeks. For Inside Business Advisors who work hours in excess of forty (40) during a calendar week while an employee is subject to the transition salary, overtime will be paid at a rate of one and one-half (1 and 1/2) times the basic hourly rate. The basic hourly rate for

these purposes shall be the weekly transition salary divided by the number of hours worked in that week.

Sales compensation for the transition period will be calculated based on the basic weekly wage, commissions, conversion bonus, and quarterly bonus listed within this Article 11 on compensation. If sales compensation calculated for the pay period exceeds the transition salary received, the employee will be paid the difference in the next pay period or as soon as practical. Where applicable, this will include an appropriate adjustment to overtime pay if any overtime hours were worked during the transition period.

Section 11.8b The transition pay for the premise Business Advisor is intended only for those employees that are new to a commissioned sales position. Employees who are newly assigned to the premise Business Advisor will be paid, in addition to their base salary amount, a bi-weekly transition incentive equivalent to 80% of the bi-weekly targeted commission amount. This weekly transition incentive will be paid for the first eight (8) weeks of training completed after assignment to the premise Business Advisor position. For purposes of calculating premise Business Advisor sales compensation for each transition pay period, sales compensation will be calculated based on the basic weekly wage, commissions, and monthly new sales bonus listed in Article 11. If sales compensation calculated for the pay period exceeds the transition salary received, the employee will be paid the difference in the next pay period or as soon as practical.

LEAVE OF ABSENCE

Employees who are on a leave of absence will continue to receive commission advances in connection with assigned accounts for which sales are entered into the sales reporting system prior to the leave of absence for a period of six months or until the account is reassigned, whichever occurs first.

TERMINATION

In the event Employee's employment ends for any reason, Employee will receive commission advances for sales closed prior to, or within one payroll period after, the Employee's final date of employment, except for commission advances associated with Digital Auto Renew, which commission advances shall cease on the Employee's final date of employment.

In the event the Employee owes the Company reimbursement for overpaid commission advances at the time of termination or thereafter, the Employee will be responsible for reimbursing Company for the overpaid commission advances. Where a former Employee fails to reimburse the Company, the obligation may be turned over to a collection agency or may result in legal action. Further, an Employee who is rehired by the Company may be subject to recovery of unearned commission advances that were not previously recovered by the Company.

PAYMENT OF INCENTIVE COMPENSATION

Incentive compensation, including commission advances, is paid bi-weekly according to the sales Pay Period reporting calendar. Commission advances are paid based on sales reported in the Company's sales reporting system during the applicable bi-weekly Pay Period. The terms "bi-weekly" and "Pay Period" as used in this Article refer to the sales calendar as published by Sales Compensation, and not the payroll calendar.

Employees shall have 90 calendar days from the date incentive compensation, including commission advances and the New Customer Incentive, is paid to the Employee to dispute the accuracy of the amount of the payment by submitting a written request for review to the Sales Compensation Team. Requests submitted after 90 calendar days from the date incentive compensation is paid to the Employee will not be accepted and adjustments will not be made as a result of such requests.

ARTICLE 12

PAY FOR TEMPORARY WORK ASSIGNMENTS

Section 12.1 Business Advisors who are assigned to work markets outside their normal designated office location as defined in Table #1 shall be paid those rates which apply to the designated office location to which they are re-assigned.

If an Inside Business Advisor is loaned to a Sales Position with a different basic rate of pay and incentive compensation opportunity, earnings shall be calculated in the following manner:

- A. During the temporary assignment the employee will continue to be paid their basic rate of pay from their regular position.
- B. For the work completed during the temporary assignment, earnings shall be calculated based on the pay plan for the temporary position (salary, commission, monthly new sales bonus).
- C. At the end of the temporary assignment the employee will be compensated based on the calculations from A or B above which provide the higher earnings during the temporary assignment.

If an employee in a commissioned sales position (Business Advisor) is temporarily assigned to a Sales position with a different basic rate of pay and incentive compensation opportunity, earnings shall be calculated in the following manner:

For the work completed during the temporary assignment, earnings shall be calculated based on the pay plan for the temporary position (salary and commission, and monthly new sales bonus).

ARTICLE 13

TIME OFF

TIME OFF WITH PAY (TOP)

Section 13.1

Time off with Pay (TOP) shall be comprised of separate allotments of: Observed Holidays, Personal Days, Winter Closing Days, Vacation Days, and Illness Days.

Employees will be paid their basic rates of pay for TOP Time.

HOLIDAYS

Section 13.2 The following holidays are authorized and will be observed each year.

New Year's Day	January 1
Martin Luther King Day	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Juneteenth	June 19
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	Day after Thanksgiving
Christmas Day	December 25

Holidays falling on Sunday will be observed the following Monday. Holidays falling on Saturday will be observed on the preceding Friday.

When a specified holiday falls within an employee's vacation period, that day will be considered a holiday and not a vacation day. The employee is permitted to reschedule the vacation day for a later date.

Regular employees who do not work will be paid their basic rates of pay for the day a holiday is observed.

When authorized, employees who work on a holiday, in addition to the holiday allowance, will be paid one and one-half (1 and 1/2) times their basic rates of pay for all hours worked.

Observed holiday time counts as time worked for the purposes of overtime computation.

PERSONAL DAYS

Section 13.3 Regular employees will be granted two (2) excused, paid Personal Days per calendar year.

Employees are expected to provide reasonable advance notice and obtain approval from their supervisors for any requests for their selected Personal Days.

Unused Personal Days do not carry over from one calendar year to the next calendar year.

Exempt employees may take Personal Days in full days or half days. Non-exempt employees may take Personal Days in full days, half days, or hourly increments.

Available Personal Days must be used concurrently with an approved unpaid leave of absence.

WINTER CLOSING (WBC)

If the Company determines to close the Business during the Winter Closing (the four working days between Christmas and New Year's Day), employees will be excused with pay for this timeframe. Employees receiving disability benefit payments or who are on an unpaid leave-of-absence will not receive these paid days. If the Company determines not to close the Business during this period, the four business days will be restored to the employees as excused, paid Personal Days under provisions of this Article 13.

If there will not be a Winter Break Closing, the Company will notify the Union Bargaining Agent as soon as practicable but no later than September 30th of the year.

VACATION

Section 13.4 Regular employees will accrue vacation days consistent with the following schedule:

Service Bands	Maximum Annual Accrual	Accrual Schedule	Accrual per Pay Period
0 through 3.99 years	10 Days (80 hours)	Accrual begins on hire date and appears in first pay period check following the start date. Employee remains in this band through 3.99 years of service.	3.08 hours
4.0 through 8.99 years	15 Days (120 hours)	Accrual begins when the employee has completed four (4) full years of service. Employee remains in this band through 8.99 years of service.	4.62 hours
9 and greater years	20 Days (160 hours)	Accrual begins when the employee has completed nine (9) full years of service.	6.15 hours

Vacation does not accrue for overtime hours or unpaid leave time and is not considered hours worked for the computation of overtime.

Employees are expected to provide reasonable advance notice and obtain approval from their supervisors for any requests for their selected vacation time.

For non-exempt employees, Management will make available to members of the work group a schedule for selection of vacation by seniority. The employees' selections shall be granted, to the extent practicable, consistent with force requirements and the needs of the business.

The Company shall prepare vacation schedules prior to December of the preceding calendar year. Management will indicate work force requirements and time available for selection of vacation and individual days off for each designated location.

Employees will then be allowed to schedule full weeks of vacation by Term of Employment. Upon completion of full week selections, employee will be allowed to schedule individual days off in the same manner.

Vacation time scheduling must be completed by a date mutually agreeable in each designated location. The failure of an employee to make his/her selection within the established selection period shall result in that employee being placed at the bottom for the vacation time schedule.

Vacation time not scheduled by December of the previous year may be scheduled by an employee with reasonable notice (ten [10] business days).

Eligible employees who resign before taking all of their vacation shall be paid for their unused accrued vacation, provided two weeks' notice of an intention to resign has been received by the Company. In its discretion, the Company may allow less than two weeks' notice.

Exempt employees may take Vacation Time in full days or half days. Non-Exempt employees may take Vacation Time in full days, half days, or hourly increments.

Employees may carry-over up to five (5) vacation days from one calendar year to the next. Vacation days carried over must be taken by December 31st of the calendar year into which they were carried over.

Employees may use vacation time before it is accrued up to the amount of their annual accrual. If an employee resigns or is dismissed by the Company, the amount of vacation used in excess of what has been accrued will be deducted from his/her final pay, where permitted by law.

Available vacation hours must be used concurrently with an approved unpaid leave-of-absence.

Employees may reschedule vacation time if reasonable notice is given to the Company and the needs of the business can be met.

Part-time employees scheduled to work at least 20 hours a week will be eligible for 50% of the full-time vacation accrual. Example: A full-time employee with more than 9 years of service can accrue 160 hours of vacation time. A part-time employee scheduled to work at least 20 hours per week with more than 9 years of service can accrue 80 hours of vacation time. Part time employees scheduled to work less than 20 hours a week are not eligible for vacation time.

ILLNESS DAYS

Section 13.5 Employees shall be granted five (5) days per year for absence due to illness.

For illness, the use of Illness Days is required before the use of unpaid leave. If an employee's illness requires absence of greater than five (5) consecutive business days (forty [40] hours), the employee may apply for Short-Term Disability (STD) benefits. The first five (5) business days (forty [40] hours) are considered the "waiting period" under the STD benefit. The time used during the "waiting period" will be deducted from the employee's Illness Days.

APPROVED ABSENCES

Military Leave

Section 13.6a The Company will comply with all applicable laws concerning military service, reinstatement thereafter, and reservists' rights.

Voting

Section 13.6b Employees will be excused with pay for such time as is required by law, but not to exceed two (2) hours, to vote at a general election (State or National). Permission will be given by managers. When employees are able to vote outside of working hours, no time off will be granted.

Funerals

Section 13.6c An employee may be permitted to be absent with pay at his/her basic rate of pay due to a death in the immediate family. Time will be determined by the relationship to the deceased. Paid time off will not exceed five (5) consecutive working days due to the death of an

“immediate family member” and up to three (3) consecutive working days for “other covered relatives.” Immediate family includes parents, spouse, domestic partner, sibling (natural or adopted), legal guardian, children (natural or adopted), grandparents and grandchildren. Other covered relatives are in-laws (mother, father, sister, brother, daughter, son, grandparent), aunt, uncle, niece and nephew. Consideration should be given to extraordinary relationships beyond the immediate family. Compensation for funeral leave will be calculated at the employee’s basic rate of pay only for the time that falls on regularly scheduled workdays. It does not include overtime or any special forms of compensation such as incentives, commissions, or bonuses. Additional days of bereavement leave for deaths of immediate family members or other covered relatives will be charged to the employee’s vacation or personal days, if available, otherwise will be unpaid time. Upon request, employees may be asked for proof of relationship and documentation of the family member’s death.

Jury Duty and Legal Proceeding Appearance

Section 13.6d The Company will compensate eligible employees at their normal basic rate of pay when they are summoned to jury duty on a federal, state or local court, up to four (4) weeks, not to exceed twenty (20) business days. Employees working evenings or nights shall be rescheduled to day shifts during required jury duty. If an employee’s jury duty ends four (4) hours prior to completion of shift, the employee shall return to work. Payment should not exceed the employee’s basic forty (40) hour work week. Employees serving on juries may receive compensation from the state for their service. Employees serving on trials of one (1) week or more will have their pay adjusted for juror service compensation received.

On occasion, an employee may need to appear in a legal proceeding for personal business such as traffic tickets, personal lawsuits or adoption proceedings. For these types of situations, an employee should use available vacation or personal days to attend to personal business, or if not available, then without pay.

When an employee is requested or subpoenaed to appear in a legal proceeding on behalf of the Company the employee will be paid at his/her normal basic rate of pay. In all other cases, the employee will not be paid by the Company.

PERSONAL LEAVES OF ABSENCE

Section 13.6e Unpaid personal leaves of absence of up to six (6) months may be granted at the discretion of the Company. The Company cannot guarantee reinstatement following a personal leave. Most Health and life insurance benefits can be continued during an approved Personal Leave by the employee paying the active employee contributions. Disability and business travel accident insurance coverage terminate the day the leave begins. The applicable Plan documents for each benefit are controlling.

FAMILY MEDICAL LEAVE ACT

Section 13.6f The Company shall provide leaves of absence in accordance with the Family Medical Leave Act or state equivalent (collectively “FMLA”) to eligible employees as set forth in Company policy, as amended by the Company from time to time. Any such leave shall run concurrently with any other leaves provided for in this agreement, to the extent applicable.

As a supplemental contractual benefit under this Agreement, an employee will be provided with an equivalent FMLA leave without regard to the FMLA geographic eligibility provisions (work site where 50 or more employees are employed by the employer within 75 miles of the worksite), provided the employee meets all other FMLA eligibility requirements.

ARTICLE 14
POST AND BID

POST AND BID PLAN

Section 14.1 Employees who have acceptable performance and attendance will have the opportunity to bid on any job within the bargaining unit after they have completed the following service requirements in their current position. The Company may waive these service requirements based on the needs of the business. The Company will give notice to the union if these service requirements are waived.

Sales Positions in Channel	24 months
<i>Wage Group 1 (archive)</i>	<i>24 months</i>
<i>Wage Group 2 (archive)</i>	<i>12 months</i>

When the Company has an opening, all qualified employees, who post a bid, will be considered. In filling such openings, the Company shall, in making the selection, adhere to the principle that qualifications will be determined without regard to race, national origin, religion, age, sex, or sexual orientation, marital status, military/veteran status or to any other extent prohibited by law. Where the qualifications of two (2) or more candidates are determined by the Company to be equal, seniority shall govern the selection.

When a job vacancy exists, it will be filled through the post and bid process the following steps shall apply:

- A. All qualified candidates for the vacancy will be placed by seniority on a roster.
- B. Selection instruments, where appropriate, will be administered by qualified personnel designated by the Company. Positions may require interviews by the receiving department as a part of the selection process.
- C. Qualified employees may test two (2) times for positions requiring assessments. The second assessment will be allowed only after a minimum of twelve (12) months following the first assessment and with proof of developmental activities or training specific to areas identified as needing improvement.
- D. Unsuccessful candidates will be notified prior to the announcement that the job is filled.
- E. A former employee, who was separated from the company involuntarily due to a reduction in force who files an application for re-employment and meets the standards established by the company, will be given priority consideration for a period of two (2) years from the date of separation over other off the street applicants if all qualifications are equal.

If an employee refuses a job offer that matches a bid that is on file, that bid shall be canceled and it, or any other bid that would include the same job title, work group, and location, may not be resubmitted for a period of one (1) year from the date of refusal.

When an employee is selected for a position through the Post and Bid Process, the employee will be released from his/her current job within a reasonable period of time. An employee cannot be refused a job based on release date negotiations.

An employee may elect to retreat to his/her former job within six (6) months following placement if an opening exists. Following any retreat, the employee must complete six (6) months' service before he/she is eligible to post another bid.

The Company, in its sole discretion, may retreat an employee due to unsatisfactory performance within twenty-four (24) months. Following such retreat, the employee shall not be eligible to post a bid for six (6) months.

PAY TREATMENT ON MOVEMENT (archive)

***Section 14.2** *There will be no change in basic rate of pay for Operations employee movement between job titles within the same wage schedule.*

Operations employee movement from one wage schedule to a different wage schedule shall be treated as follows:

- A. *If the employee is promoted to a higher wage schedule, he/she will move to the wage step that would result in at least a five percent (5%) increase.*
- B. *If the employee moves to or is demoted to a lower wage schedule, he/she will move to the wage step which is nearest (rounding down) to the participant's current rate of pay.**

RELOCATION

Section 14.3 The Company shall pay employees who are permanently moved to another location at the request of the Company, a relocation payment up to six thousand dollars (\$6,000.00) when supported by receipts. Subject to Company policy and the terms of this section, employees may receive an advance payment for relocation expense.

When an employee posts a bid to move from one location to another all expenses of the move will be paid by the employee.

ARTICLE 15

FORCE ADJUSTMENTS

Section 15.1 Whenever conditions are considered by the Company such as to warrant layoffs, part-timing, reclassifications, or a combination thereof, the Company agrees to give the Union thirty (30) calendar days' notice (or the number of days' notice required by law, if greater) of its intended plan, together with a description of designated work location(s) and job title(s) (including levels within channels) [archive **and Wage/Skill Groups (see Section 15.7)**] so affected as determined by the Company.

Reclassifications resulting in Business Advisors being reassigned to a lower rated job level within the same channel shall be implemented according to the deployment guidelines contained in the Market Assignment Guidelines with the employee being selected based on qualifications. When the qualifications of two (2) or more employees are determined by the Company to be equal, seniority shall govern in the selection.

ADJUSTMENT GROUPS

Section 15.1(a) The Company shall determine the group(s) or title(s) to be force adjusted (the "Adjustment Group"). The Adjustment Group will include all regular employees having the same title who are within the location.

The Company may expand the Adjustment Group to other titles in the group who have employees performing essentially the same type of work. Combined work locations are defined below.

COMBINED WORK LOCATIONS

ARIZONA

Phoenix/Mesa

UTAH

Murray/Clearfield

COLORADO

Denver Metro

WASHINGTON

Seattle/Silverdale/Tacoma

OREGON

Beaverton/Vancouver, WA

All other work locations stand alone.

METHOD OF FORCE ADJUSTMENT

Section 15.1(b) When force adjustment becomes necessary in any Adjustment Group, the Company shall first discontinue or reduce the use of any Leased Worker or Term employees within the Adjustment Group where the force is to be reduced, to the extent that such termination of services does not impact the Company's ability to meet the demands of service or force adjustment transition process.

Employees in the Adjustment Group may submit a bid for Thryv, Inc. positions.

Employees in the Adjustment Group that post a bid will receive priority consideration for selection involving downgrade (lower Wage Groups) or lateral (same Wage Groups) placement opportunities, based on Term of Employment (TOE) date from among those employees in the Adjustment Group(s) who meet the qualifications (includes any test/skill/assessment requirements) to perform the duties of those positions.

However, based on the needs of the business, the Company may find it necessary to reserve the right to select a candidate that is better qualified. Such occurrences will be discussed with the Union at the bargaining agent level before the final selection.

If the Company determines there are lateral positions available, Force Adjustments shall first be made in order of Term of Employment (TOE) among the employees within an established Adjustment Group, affording members of the Adjustment Group, if qualified, the opportunity to volunteer for lateral moves. If the surplus is not resolved, qualified employees in the Force Adjustment Group(s) may be involuntarily reassigned in inverse order of seniority to a lateral position within the surplus location.

Any employee who declines an involuntary reassignment to a lateral position within the location will not be eligible for any further benefits under this Article and in effect has resigned.

TRANSFER OF WORK

In the event the work is being transferred to another city, each employee in the Adjustment Group being force-adjusted may have the option to be moved by the Company with the employee's work:

- A. To the extent required to meet the needs of the transfer of work; and
- B. The movement of such employee does not create a force surplus in the same title and function in the location to which the work is being transferred.

DOWNGRADES

Section 15.2 An employee who is reassigned to lower paying job due to force adjustment will retain his/her basic rate of pay from the higher rated job according to the following schedule:

The reductions in the basic rate of pay are effective for the periods following reassignment as shown below, and are based on the difference in the appropriate basic rates of pay for the old and new job.

Reassignment Pay Protection

Periods	Reduction
Weeks 1 through 12	No reduction
Week 13 &-thereafter	Full-reduction

"Transition Payment": The Business Advisor - Premise will be paid a \$2,000 additional "lump-sum" taxable payment, subject to the terms of a signed Transition Agreement.

When an employee is reassigned to a lower rated or lateral job by the Company because of force reduction, the employee will not be required to meet the time in title requirements to be eligible to post a bid.

VOLUNTARY SEPARATION PAYMENT PLAN

Section 15.3 The Company may offer regular employees within an Adjustment Group the alternative choice to elect voluntary separation payments under the Voluntary Separation Payment Plan ("VSPP"). This offer will be in order of TOE.

The offer will be subject to the following:

- A. The number of employees who make such election shall not exceed the number of employees determined by the Company to be surplus.

- B. The Company may elect to expand the VSPP election to a job title(s) (levels within channels) not affected by the force adjustment, as an additional method to reduce an Adjustment Group.
- C. Employees who elect to leave the service of the Company as a participant in the VSPP may receive, in combination with such benefits, a retirement service pension (if eligible for such pension) plus compensation for any accrued, unused TOP to which the employee is entitled at the time of leaving the Company.
- D. The Company will set the separation date(s) that are applicable to employees electing to separate as a VSPP participant.

An employee's election to leave the service of the Company and receive voluntary separation payments must be in writing and delivered to the Company within ten (10) working days from the date of the Company's offer (or such longer time as the Company may permit) in order for the employee to be accepted as a participant under the provisions of the VSPP.

The VSPP and its administration are not subject to the arbitration provision of this Agreement.

VOLUNTARY SEPARATION PAYMENT PLAN

VSPP TABLE

TERM OF EMPLOYMENT (TOE)	DOLLAR PAYMENT
< or = to 1	\$1,000.00
2	2,000.00
3	3,000.00
4	4,000.00
5	5,000.00
6	6,000.00
7	7,000.00
8	8,000.00
9	9,000.00
10	10,000.00
11	11,000.00
12	12,000.00
13	13,000.00
14	14,000.00
15 or more	15,000.00

LAYOFFS

Section 15.4 After other appropriate force adjustments have been made by the Company, and when force surplus conditions are considered by the Company to warrant laying off regular employees, it will at its sole discretion identify employees subject to part-timing, layoff, or both. When identifying employees who are subject to part-timing, layoff, or both, seniority will prevail when employee qualifications are substantially equal. A leased worker performing bargained for work as of the date of a proposed layoff in the location will be replaced by an impacted employee if the employee has the appropriate training and skills to perform the work.

INVOLUNTARY SEPARATION PAYMENT

Section 15.5 Regular employees who are declared surplus by the Company and who are involuntarily separated due to lack of work are entitled to an Involuntary Separation Payment.

INVOLUNTARY SEPARATION PAY ISP TABLE

TERM OF EMPLOYMENT (TOE)	DOLLAR PAYMENT
< or = to 1	\$2,000.00
2	4,000.00
3	6,000.00
4	8,000.00
5	10,000.00
6	12,000.00
7	14,000.00
8	16,000.00
9	18,000.00
10	20,000.00
11	22,000.00
12	24,000.00
13	26,000.00
14	28,000.00
15	30,000.00
16	32,000.00
17	34,000.00
18	36,000.00
19	38,000.00
20	40,000.00
21	42,000.00
22	44,000.00
23	46,000.00
24	48,000.00
25	1 yr. base salary but no less than \$48,000.00

In addition to separation benefits payment based on the aforementioned schedules, a lump sum payment, less applicable deductions, for outstanding TOP, when applicable, will be paid in full during the normal payroll period immediately following the date of separation. Separation benefits based on the aforementioned schedules will be paid in accordance with the normal payroll schedule.

Receipt of any severance pay pursuant to this Article shall be conditioned upon the employee signing a release of any and all claims in a form satisfactory to the Company.

SEPARATION BENEFITS

The provisions of Separation Benefits do not apply in case of:

- A. Forced reclassification of level within the same channel;
- B. An employee voluntarily leaving the Company (except under provisions of VSPP);
- C. An employee on leave of absence; or
- D. An employee who is dismissed.

REPAYMENT OF SEVERANCE

Section 15.6 As a condition of rehire, employees returning to work after a separation period of less than twelve (12) months must repay a prorated portion of the severance pay. The individual will be entitled to retain the portion of severance allocated to the number of full months he/she was without employment. The repayment of severance will be calculated as follows:

- A. Monthly severance amount = amount of severance ÷ twelve (12) months.
- B. Payback = total severance amount - (months laid off x monthly rate).

The gross amount of any separation benefits paid to employee in excess of the amount which may be retained must be repaid to the Company prior to the employee being placed on the Company payroll or the amount to be repaid to the Company may be repaid by the employee in twenty-six (26) equal installments within twelve (12) months of rehire. If repayment is not made at the time of rehire, employee must, as a condition of rehire, sign a written agreement authorizing deductions for the installment payments from compensation due to the employee, including a deduction from employee's final paycheck of any remaining installments, should the employee terminate employment prior to completing repayment.

Archive * **WAGE GROUP/SKILL GROUP DEFINITION**

Section 15.7

	Wage Group	Skill Group
<i>Commissions Analyst II</i>	1	1
<i>Credit Representative</i>	1	1
<i>Assignment Specialist</i>	1	3
<i>Billing and Collections Representative</i>	2	1
<i>Customer Service Representative</i>	2	1
<i>Commissions Analyst I</i>	2	2
<i>Co-op Representative</i>	2	2
<i>Sales Support Administration</i>	2	4

*

EMPLOYEE CLASSIFICATIONS

Section 15.8 The Company in its sole discretion has used and will continue to use the following employee classifications:

- A. "Regular full-time employee" is an employee who is employed to work at least forty (40) hours per calendar week for an indefinite period of time.
- B. "Regular part-time employee" is an employee who is employed to work less than forty (40) hours per calendar week for an indefinite period of time.
- C. "Regular term employee" is an employee who is employed for a specific project or for a limited period of time with the definite understanding that such an employee's employment will terminate upon completion of the project or at the end of the specified period of time. A regular term employee will work at least forty (40) hours per calendar week and will normally be hired for a period of up to two (2) years.
- D. "Part-time term employee" is an employee who is employed for a specific project or for a limited period of time with a definite understanding that such employee's employment will terminate upon completion of the project or at the end of the period of time. A part-time

term employee works less than forty (40) hours per calendar week and shall normally be hired for a period of up to two (2) years.

These are the only classifications of employees currently used by the Company. These employee classifications do not alter the terms and conditions of the benefit plans available to eligible employees.

ARTICLE 16

BENEFITS

Section 16.1 For information on the Dex Media Inc., Pension Plan, the Thryv, Inc. Employee Savings Plan, and the Thryv, Inc. Group Benefit Plan for Bargained-For Employees, employees should consult each Summary Plan description. The subjects of the benefit agreement are:

- Thryv, Inc. Group Benefit Plan for Bargained-For Employees
- Dex Media, Inc. Pension Plan
- Thryv, Inc. Employee Savings Plan
- Employee Assistance Plan
- Employee Stock Purchase Plan

All the listed Plans (including the successors to these Plans, as amended) are the only subjects of bargaining agreed upon between the Union and the Company.

Following the effective date of the agreements between the Company and the Union described above, there will be no reductions in the level of benefits of any of the plans listed above during the life of this Agreement without the consent of the Union, except as provided in Section 16.2, 16.3, 16.4, 16.5, 16.6, and 16.7 below. Any increases in the level of benefits will be discussed with the Union before implementation.

The Plans listed above, their administration or their terms are not subject to the grievance procedure and arbitration terms of this Agreement.

SHORT TERM DISABILITY BENEFITS

Section 16.2 Short term disability benefits ("STD") shall be provided to all eligible employees.

The Company reserves the right to change or modify these short-term disability benefits, including but not limited to, the right to change insurance carriers or administrators, the benefit amount and length, and the initial eligibility period provided that any changed, modified or substituted benefits will not be less than what is offered to the employees' managers and the STD benefit period will not be less than 12 weeks.

For Business Advisors, short-term disability benefits will be paid the following:

Length of Employment:

Less than 12 months:

- o Base plus sales incentives for Business Advisors for the period of employment as of the end of the payroll month prior to disability. Average earnings do not include amounts such as premiums, shift differentials, bonuses or awards.

12 months or more:

- Base plus sales incentive for Business Advisors for a rolling (12) month period as of the end of the payroll month prior to disability. Average earnings do not include amounts such as premiums, shift differentials, bonuses or awards.

PENSION PLAN

Section 16.3 Benefit accruals under the Dex Media, Inc. Pension Plan ceased effective December 31, 2009 such that service or compensation beyond December 31, 2009 will not enhance any employee's pension benefit. Participants will continue to receive Term of Employment service credit for vesting and service pension eligibility for service after December 31, 2009, but will not receive any further Pension Calculation Service (PCS) credit. Balances under the Account Balance Formula as of December 31, 2009 will continue to accrue interest credits as provided in the Pension Plan until pension benefits are distributed to each participant following termination.

During the term of this Agreement, including any extension, all vested employees will have the option to receive their pension benefit in a lump sum payment following separation from service, subject to limitations imposed by law, including Section 436 of the Internal Revenue Code. Lump sums for benefits under the Account Balance Formula will equal the account balance. Otherwise, the lump sum will be calculated using the same method used to calculate lump sum payments under the Old Management formula as defined in the Pension Plan currently in effect.

MEDICAL/DENTAL/VISION BENEFITS

Section 16.4 The Company agrees to provide medical, dental and vision benefits for all full-time and part-time employees scheduled to work at least twenty (20) hours per week. These benefits will be provided in accordance with the Thryv, Inc. Group Benefit Plan for Bargained-For Employees.

The Company reserves the right to change or modify the Thryv, Inc. Group Benefit Plan for Bargained-For Employees including, but not limited to, the right to change insurance carriers or administrators, the benefit types and levels, the amount of employee contribution for individual and dependent coverage, and the initial length of employment eligibility period; provided that any changed, modified or substituted plan will be the same as offered to the employees' managers.

SUPPLEMENTAL AND DEPENDENT LIFE INSURANCE

Section 16.5 As part of Thryv, Inc. Group Benefit Plan for Bargained-For Employees, the Company will offer employees the opportunity to participate in the Supplemental and Dependent Life Insurance benefits program.

The Company reserves the right to change or modify these benefits, including but not limited to, the right to change insurance carriers or administrators, the benefit amount and options, and the initial eligibility period provided that any changed, modified or substituted benefits will not be less than what is offered to the employees' managers.

EDUCATIONAL ASSISTANCE PROGRAM

Section 16.6 The Company agrees to provide educational assistance benefits to all full-time employees scheduled to work forty (40) hours per week as provided in the Company's Educational Assistance Program. The Company reserves the right to change or modify the benefits provided under the Educational Assistance Program, including but not limited to setting eligibility periods, reimbursement levels, and the approval process, provided that any changed, modified or substituted plan will be the same as offered to the employees' managers.

EMPLOYEE SAVINGS PLAN

Section 16.7 The Company agrees to provide a 401(k) savings plan for eligible employees. Employees shall be eligible to participate in the Thryv, Inc. Employee Savings Plan as provided in the terms of the plan.

Effective January 1, 2010 through December 31, 2012, each eligible Transition Group participant shall receive a Transition Contribution based on the participant's age and Pension Calculation Service (PCS) on December 31, 2009, subject to the Section 401(a)(17) limits:

Age + Years of PCS	Percentage of Compensation
70-74	2%
75-84	4%
85 or more	6%

The Company reserves the right to change or modify the Thryv, Inc. Employee Savings Plan at any time during the term of this Agreement including, but not limited to, the right to change administrators, investment options, contribution limits, matching formula, enrollment and vesting provisions, and the initial length of employment eligibility period; provided that any changed or modified plan will be the same as offered to the employees' managers.

ARTICLE 17

UNION SPECIFICS

AGENCY SHOP AND COLLECTION OF DUES

Section 17.1 Where permitted by law, each bargaining unit member is obligated to tender to the Union amounts equal to periodic dues from the effective date of this Agreement until the termination of this Agreement. Employees entering into the bargaining unit after the effective date shall have thirty (30) days to tender to the Union amounts equal to periodic dues until the termination of this Agreement. The condition of employment specified above shall not apply during periods of formal separation.

The Company agrees that upon receipt of an acceptable union dues deduction authorization card signed by an employee, that it will deduct the amount of union dues (excluding initiation fees, fines and special assessments) certified to the Company by the Union. Deductions shall continue until written cancellation is provided to the Company.

The Company will make deductions in such manner as is most convenient to the established payroll system and pay to the Union the amount of these deductions once per month.

The Company will supply the Union with an updated list of the employees in the bargained-for unit on a monthly basis. The list will include the employee's name, home address, social security number, and the term of employment.

The Union agrees to indemnify and hold the Company harmless in all respects for deductions made and all employee information provided in accordance with the provisions of this section.

TIME OFF FOR UNION ACTIVITIES

Excused Paid Time - Union-Management Meetings

Section 17.2 When the Company agrees, authorized employees will be allowed excused time, paid at the employee's basic rate of pay, for the purpose of meeting with the Company's representatives on matters pertaining to the administration of this Agreement, or the relationship between the Company and the Union.

Authorized union representatives may attend grievance meetings without loss of pay, but shall be limited in number to those required for the meeting at any given step. In no case shall the number of paid union representatives exceed three (3) at Step One, two (2) at Step Two and none (0) at Step Three of the grievance procedure. These employees shall be paid for actual time spent traveling to and from grievance meetings during regularly scheduled tour, up to a maximum of two (2) hours at Step One and up to a maximum of four (4) hours at Step Two.

EXCUSED NON-PAID TIME

Section 17.3 The Company will grant to any employee designated by the Union (except full-time union officers) the total aggregate time off, without pay up to a maximum of thirty (30) consecutive days or a total of four hundred eighty (480) hours in any calendar year to handle Union business. Excused absences granted to full-time union officers shall not exceed thirty (30) consecutive calendar days or a total of seven hundred (700) hours in a consecutive year to handle union business. The Company shall be given reasonable notice of such absences. The needs of the Company and the union will be considered in granting the above non-paid time off.

UNION LEAVES OF ABSENCE

Section 17.4 Upon a written notice from the Union, authorized union representatives shall be allowed an unpaid leave of absence when said absence for union activities exceeds or is to exceed thirty (30) consecutive calendar days. Each leave of absence shall not exceed one (1) year without a written notice from the Union requesting an extension of said leave of absence. The total of all such leaves and extensions granted an employee shall not exceed four (4) years during his/her employment with the Company.

In computing the employee's net credited service for all purposes except wage progression, full credit shall be allowed for the period of leaves of absence for union activities. When the leave of absence for union activities is used to compute an employee's net credited service, the employee shall retain eligibility according to term of service for death benefits and sickness disability benefits.

UNION ACTIVITY ON COMPANY PREMISES

Section 17.5 Employees who are authorized local union representatives or union members may conduct lawful union activities on Company premises only during non-working time in non-working areas, and in a manner that will not interfere with the operation of the business or the rights of individual employees.

Union representatives or members who are not employees may enter upon Company premises after obtaining approval from a management representative of the Company.

AUTHORIZED UNION REPRESENTATION

NOTICES REGARDING UNION ORGANIZATION

Section 17.6 The Union agrees that its District Vice President or a person duly empowered to act in the District Vice President's behalf shall keep the Senior Manager – Labor Relations, or his/her designee, currently advised, in writing, of the representatives of the national Union who are authorized to deal with the Company regarding employees in the bargaining unit, and regarding such matters as designating the locals that have been established, designating the officers or other authorized representatives of such locals, and indicating the jurisdiction of such locals and their representatives. The Union agrees further that such notifications and authorizations shall designate the union representative or representatives to whom notices, information, certifications and services by Company representatives, as are provided for in this agreement, shall be directed or furnished.

PROMOTION, TRANSFER ASSIGNMENT OF UNION OFFICERS

Section 17.7 The Company shall give the Union notice, as soon as practical, of a union officer or steward's promotion to a management position or transfer to another office or work group.

BULLETIN BOARDS ON COMPANY PREMISES

Section 17.8 The Company agrees to provide the union with space for bulletin boards at each work location. These bulletin boards are for the purpose of providing employees with union announcements and notices. In keeping with responsible Union/Company relations, only materials in good taste will be posted.

CWA POLITICAL ACTION FUND

Section 17.9 The Company will continue to permit Union represented employees to contribute to the CWA Political Action Fund through payroll deductions.

Payroll deductions authorized pursuant to this agreement will be transmitted to the Vice President of District 7 on a monthly basis.

ARTICLE 18

COMMITTEES

The Company recognizes that employees have valuable experience and skills enabling them to make significant contributions to the success of the business. The Company wants to encourage employees to contribute to decision-making that improves their daily work. The Union and the Company will jointly develop and support the following committees to discuss issues of mutual interest and concern:

LABOR MANAGEMENT COUNCIL

Section 18.1 A Labor Management Council (LMC) will be formed for the purposes of continuing discussion about issues which may come up during the period of time covered under this contract. The Council core team shall jointly be chaired by the CWA and Company bargaining agents and shall be composed of up to eight (8) additional members, four (4) from management and four (4) who are Union designated. The Council will meet at mutually agreeable times and places to determine its structure, agenda and operations. The Council will have a Company-wide focus and will discuss issues such as, but not limited to, competition, customer service, product quality, safety & health, training, technology changes and its impacts, force adjustments, Career Initiatives, telecommuting, occupational job evaluations, sales compensation administrative practices, and electronic data gathering. In addition, the committee will encourage and support employee involvement committees.

The Labor Management Council may appoint other joint committees as needed to work on special issues of mutual interest and concern.

LOCAL MARKET ASSIGNMENT COMMITTEES

Section 18.2 Local committees of managers and Union-designated representatives will discuss local market assignment issues and develop market channeling recommendations. It is also agreed that no aspect of these discussions shall supersede or alter any provision of the contract, including, but not limited to, Section 5.2.

**ARTICLE 19
SIGNATURES**

In witness whereof, the Union and the Company have caused this contract covering Thryv, Inc. and Operations and Sales employees to be signed by:

Thryv, Inc.

CWA District 7

 3/19/2021

Ralph Vitales
Senior Staff Consultant – Labor Relations

 May 3, 2021

Garry Jordan
CWA District 7 Bargaining Agent

Sales Compensation Changes – Addendum to Article 11

- 1.1 In connection with the Sales Compensation Plan, or any other plan implemented under 1.3 hereof, Management, in its sole judgment, will establish the objectives and commission rates for every sales representative, taking into account such factors as growth objectives, market conditions, product factors, job title and account assignment.
- 1.2 Thryv, Inc. reserves the right to change the sales compensation plan design twice during the term of this agreement., but a second change may not take place within 18 months of a first sales compensation plan design. The Company will provide notice to the Union with respect to any significant changes and an opportunity to bargain for up to ten (10) days prior to any significant changes taking effect. It is not the intent of the Company to diminish earnings potential with any future changes to plan design, but rather to invest sales compensation dollars wisely to ensure Thryv's revenue and strategic goals are met in an increasingly competitive environment.
- 1.3 If, between six and nine months after the unilateral implementation of any significant change in the plan design (that is, after a reasonable stabilizing period), the Union identifies that the change has resulted in a significant diminution of earnings potential, as defined below, then the Company shall pay a remedy as described below. There shall be no other remedy.
- 1.3.1 A significant diminution in earnings potential is defined as a five percent (5%) or more difference in average earnings (base pay plus incentive) for a sales job title across this bargaining unit utilizing the Sales Compensation Plan for which the change has been made, from what would have been earned had the change not been made. To determine the percent change, average earnings for the most recent two (2) full plan quarters for the sales job title(s) affected by the change in plan design will be compared to average earnings which have been earned by the same population calculated utilizing the plan design prior to the change. For purposes of these calculations, only employees with six months or more in the sales job title at the beginning of the measurement period will be included. The parties acknowledge that comparisons of plans with different components may produce distortions which do not reflect changes in earnings potential. Adjustments will be made to any calculation to avoid any such distortions.
- 1.3.2 If the calculation of the difference defined in 1.3.1 shows a decrease in average earnings of more than five percent (5%), then the Company will pay a total remedy, based on a maximum remedy of \$4,000 multiplied by the number of employees in the sales job title(s) in the bargaining unit at the time the calculation is performed, to be distributed based on performance among the employees affected by the decrease and who are then on the payroll. The amount and distribution of the total remedy will be determined as follows:
1. The number of employees in the sales job title(s) where the change resulting in a significant decrease has been implemented, divided by the total number of sales representatives in this bargaining unit equals the percentage of affected employees. The number of employees/marketing consultants will be determined as of the last day of the comparison period.
 2. The percentage of affected employees multiplied by the maximum remedy of \$370,000 equals the total remedy.
 3. The total remedy will be distributed based on performance as follows:
 - a. Determine overall performance based on percent to goal during the

measurement period for each individual in the affected job title(s) and then multiply each individual's percent to goal by 100.

- b. Add all points.
- c. Divide the total remedy dollars by the point total.
- d. Multiply each individual's point score by the dollars per point.

1.3.3 In the event of a significant diminishment in earnings potential as defined in 1.3.1 above, the parties will negotiate over a further change. If no agreement is reached within thirty (30) days, the Company may implement a plan design it believes will not result in a significant diminishment of earnings potential. Once the plan is implemented then all the provisions of 1.3 will apply except that:

- 1. If the Union alleges that the implemented plan has resulted in a substantial diminishment in earnings potential, the calculations identified in 1.3.1 will apply utilizing the most recent plan design that did not cause a payment of remedy under 1.3.2 to compare earnings against the implemented plan.
- 2. The new total remedy to be divided will be the total remedy as determined in 1.3.2 (2) based on a maximum remedy of \$4,000 multiplied by the number of employees in the sales job title(s) in the bargaining unit at the time the calculation is performed plus the total actual earnings diminishment in excess of five percent 5% for each group determined to have a significant diminishment under 1.3.1.

1.4 The Company's plan design has used the concept of Total Targeted Compensation. For the purpose of this Agreement, Total Targeted Compensation is the sum of annual base pay plus annual incentive pay for performance levels at 100 percent of the assigned objectives. Total Targeted Compensation at the midpoint of the Base Pay Range for Pay Area 2 for each position is listed in the table below:

<u>Job Titles</u>	<u>Total Targeted Compensation</u>
Senior Marketing Consultant - (SMC)	\$130,000
Premise Marketing Consultant - (PMC)	\$90,000
Inside Sales-Senior Business Advisor	\$71,000
<i>Inside Sales – Win Back (archive)</i>	<i>\$70,000</i>
Inside Sales – Business Advisor	\$62,500
Inside Sales – New Business Advisor	\$65,000
Inside Sales – Sr. New Business Advisor	\$70,000
Inside Sales – Mail Inbound	\$65,000
<i>Inside Sales – DQ Business Advisor (archive)</i>	<i>\$70,000</i>

Total Targeted Compensation is set out here to provide employees a frame of reference, but it is not guaranteed income or expected average income.

1.5 Changes to sales compensation plans will not be subject to bargaining, grievance and arbitration or other legal challenge, except as provided in 1.2 and 1.3 above.

Any claim of failure to comply with 1.2 and 1.3 shall be subject to arbitration at which the sole remedy, if a violation is established, shall be an order to comply with those sections.

March 19, 2021

Garry Jordan
District 7 Thryv Bargaining Agent
8085 E. Prentice Ave Greenwood
Village, CO 80111

Subject: Seattle's Paid Sick Time and Safe Time Ordinance

Dear Garry:

Seattle's Paid Sick Time and Safe Time Ordinance (Seattle Municipal Code 14.16), which went into effect on September 1, 2012, provides paid sick time and safe time to employees who work in Seattle, Washington.

The Company and the Union have a bona fide collective bargaining agreement that covers employees who are also covered by Seattle's Paid Sick Time and Safe Time Ordinance. The Company and the Union expressly agree to waive their rights and obligations under the Paid Sick Time and Safe Time Ordinance in accordance with SMC 14.16.120.

Sincerely,

Concur

 03/19/2021

Ralph Vitales
Senior Staff Consultant – Labor Relations

Garry Jordan
CWA District 7 Bargaining Agent

October XX, 2022

Garry Jordan
District 7 Thryv Bargaining Agent
8085 E. Prentice Ave.
Greenwood Village, CO 80111

Re: Merit Pay Treatment

Dear Mr. Jordan:

For the calendar years of 2023, 2024 and 2025, employees represented by CWA District 7 in the bargaining unit, the Company has offered, and the Union has accepted a stipulated methodology for granting merit treatment or a lump-sum payment under the "Merit Pay Plan" based on the preceding year's sales performance. This treatment is unique to the performance for the years noted above and mirrors the methodology to be used for determining Done³ sales incentive trip winners.

Those business advisors who qualify as "Done³" winners for any one or all years noted above will be entitled to receive a \$2,000 merit adjustment to base salary or a lump-sum payment. The Company will determine which method will be used for awarding eligible employees at the time of the payment. If a merit adjustment is the method chosen by the Company, in the event a "Done³" winner is currently earning base salary at the top of the base salary range for the individual's position, the \$2,000 will be provided on a lump-sum basis.

The Company will notify the Union in the first quarter of each calendar year noted above as to what the Done³ qualifying criteria will be for the new year.

The current qualifying criteria for Done³ for 2023 is as follows: **(INSERT 2023 CRITERIA)**

Business Advisors (BA's, SBA's) must meet ALL of the following:

- A. Business Advisors must achieve a minimum of 100% of their Total Sales Objective.
- B. Business Advisors MUST achieve a minimum of 100% of their new sales dollar and number objective to qualify.
- C. Business Advisors must maintain a high level of accuracy in delivering an extremely positive client experience. Business Advisors must have less than 3.5% of their handled clients with a claim charged against them.
- D. Business Advisors must be hired by June 1st to be eligible; All business advisors must work a minimal acceptable assignment to be determined by Sales Planning and Senior Sales Management by October 1st.
- E. Business Advisors are expected to complete all of their assigned market. Removal of revenue assignment due to workload problems within the Business Advisor's control may constitute a knockout factor.

This agreement is unique to the calendar years noted above. Payment for the prior year performance is payable at the time merit treatment is granted the following year, and it does not set a precedent nor a requirement for merit treatment in future periods.

Sincerely,

Ralph J. Vitales
Thryv, Inc. Lead Labor Relations Consultant - Labor Relations

Agreed:
Garry Jordan
Bargaining Agent CWA District 7

March 19, 2021

Garry Jordan
District 7 Thryv Bargaining Agent
8085 E. Prentice Ave
Greenwood Village, CO 80111

Subject: Call recording and monitoring

Dear Garry:

The Company and the Union recognize that the ability to record/monitor internal and external customer calls, when done in the spirit of trust and respect, is a valuable tool that benefits both the customer and the employee. In an effort to provide accurate and efficient service and courteous treatment of our customers, the parties have agreed to the following:

- Recording/monitoring will not be used to harass an individual or group of employees in the workplace.
- Recording/monitoring will be used by the Company primarily for training, coaching, confirming agreements with the customer, and settlement of disputes/litigation with customers.
- No discipline will be taken as a result of call recording/monitoring unless:
 - There is gross customer abuse, or
 - An employee is in violation of the policy of business conduct.
 - Failure/refusal to follow training or required call flow

The Company will continue to comply with any applicable laws regarding recording of conversations between company representatives and their customers.

Sincerely,

Concur

 3/19/2021

Ralph Vitales
Senior Staff Consultant - Labor Relations

Garry Jordan
CWA District 7 Bargaining Agent

February 24, 2026

Garry Jordan
District 7 Thryv Bargaining Agent
8085 E. Prentice Ave
Greenwood Village, CO 80111

Subject: PRR Lump-Sum Bonus

Dear Garry:

A performance-based lump-sum bonus for Business Advisors will be paid based on their rank in Q1, Q2, or Q3 on the PRR. See the table below. It would be paid once and only if the CBA is ratified.

- Successor CBA is ratified by the membership
- The bonus will be paid within 30 days of receipt of notification from the Union that a successor CBA has been ratified
- Eligible business advisors must have been on Thryv payroll as of 12/31/22 and active on payroll at the time of payment to receive a bonus if they are ranked in Q1, Q2, or Q3 of the PRR
- The level of bonus earned will be determined by the individual business advisor’s ranking on the full- year 2022 Performance Ranking Report (PRR) measuring all members of the respective Union.

Business Advisors not appearing on the Full-Year 2022 PRR will receive a \$200 lump-sum payment

<u>SBA</u>	<u>BA</u>	<u>Inside BA</u>
Q1 - \$500	Q1 - \$500	Q1 - \$400
Q2 - \$400	Q2 - \$400	Q2 - \$300
Q3 - \$300	Q3 - \$300	Q3 - \$200

Sincerely,

Ralph J. Vitales
Thryv, Inc. Lead Labor Relations Consultant - Labor Relations

Agreed:

Garry Jordan
Bargaining Agent CWA District 7

February 24, 2026

Garry Jordan
District 7 Thryv Bargaining Agent
8085 E. Prentice Ave
Greenwood Village, CO 80111

Subject: Adjustment to Pay Areas

Dear Garry:

Thryv will adjust (UP) the assigned Pay Area for the sales offices noted below following ratification of the proposed successor agreement:

Proposed Pay Area Changes:

- Portland and Vancouver, Pay Area 3 to 4
- Tacoma and Olympia, Pay Area 2 to 3
- Spokane, Medford, Rapid City and Yakima, Pay Area 1 to 2

The above changes in assigned pay area will take place under the following conditions:

- Successor CBA is ratified by the membership
- The changes will be implemented within 30 days of receipt of notification from the Union that a successor CBA has been ratified, but not prior to April 1, 2023
- When the assigned pay area changes take place, affected business advisors will be paid incentives for subsequent sales at the commission rates and monthly bonus rates assigned to their new pay area
- No changes to base wages of individual business advisors will take place related to the above assigned pay area changes noted above

Sincerely,

Ralph J. Vitales
Thryv, Inc. Lead Labor Relations Consultant - Labor Relations

Agreed:

Garry Jordan
Bargaining Agent CWA District 7

