



OFFICE OF THE VICE PRESIDENT

November 14, 2008

Dear Brothers and Sisters:

By now you have received an emailed letter from Scott Klein the latest CEO of IDEARC. That letter tries to portray contract negotiations in which IDEARC has actually been trying to reach agreement which is as far from the truth as is possible.

I could go on and on about this Company's complete disregard for 60 years of collective bargaining but even more disregard for our members at IDEARC and folks that have retired from Verizon Yellow Pages, IDEARC's predecessor. In short Scott Klein and IDEARC care nothing for the people who built this Company and do not understand that the almost criminal mis-management of people like Kathy Harliss has undermined the Company and its employees.

Let me outline just the latest issue which Klein and Company have reneged on. When IDEARC came into existence all retirees of Verizon Yellow Pages (approximately 600) were transferred to IDEARC, also transferred were their pension and medical obligations. These folks who built this Company were sent like slaves or chattel to a Company that cared nothing about them, sent to a Company who cared so little that they didn't even ask Verizon what their retiree medical obligations were. Scott Klein says in his letter that we agreed to retiree medical payment caps in 2003, this is correct. What Klein didn't say was those caps do not take effect until 2009 which gave us time to renegotiate them as was done recently with Verizon. Had Verizon not sold those Yellow Page retirees into slavery (IDEARC) they might now be enjoying fully paid medical benefits into 2012.

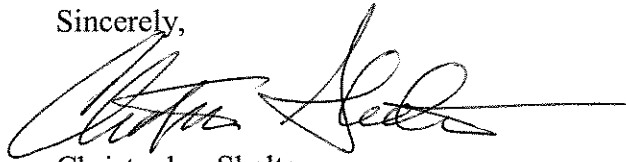
Well Verizon may have sold the slaves, but IDEARC bought them and is now trying to unload them. Scott Klein has said to me that he and IDEARC have no obligation to retirees. He also, however, agreed with me that IDEARC would fund two million dollars guaranteed and another 1.6 million dollars possible to pay for retiree medical cost and the Company would bargain again at the expiration of this contract. Klein has now reneged on that agreement and instead wants the Union to agree that IDEARC has no obligation for retiree health care either for current or future retirees. Mr. Klein has now offered you thirty pieces of silver to sell out not only the slaves (former Verizon Yellow Page

retirees) but to sell out your own retiree health care. I for one do not believe that you will betray your brothers and sisters or your own future for thirty pieces of silver.

The retiree health care issue both for past retirees and future retirees is not the only issue still on the table, but since Klein highlighted it I felt you needed to know the truth. Contrary to Klein's letter we are still far apart on wages, pensions and other important issues.

Brothers and sisters it is time to stand up to stand behind your bargaining team. It is time to tell IDEARC that we are all in this together and will not sell out.

Sincerely,

A handwritten signature in black ink, appearing to read 'Christopher Shelton', with a long horizontal flourish extending to the right.

Christopher Shelton
Vice President

CS:np

P.S. Scott Klein's email address is Scott.Klein@Idearc.com