



FTTP to be the Stepping (on your union rights) Stone for Verizon?

If it's not in italics it's straight from a company document

The company is implementing the following screening process for Service Technicians to perform FTTP work on customer premise. Currently this is taken place in Northern Virginia only. The district does not agree with the screening process and we have filed an executive level grievance with the company. We will keep you updated on the case.

FTTP Technicians must pass a screening process in order to be considered for the FTTP Technician Assignment. This screening process will consist of a combination of structured interview questions and evaluations of past performance on key competencies that are required for success in the FTTP Technician Assignment.

The screening process will be administered by managers who have taken a Verizon interviewer training program and passed the certification test accompanying the training program.

The screening process will focus on the following competencies:

- Ability to Learn
- Analyzing and Solving Problems
- Customer Service Orientation
- Initiative
- Negotiating
- Oral Communication Skills
- Quality of Work
- Teaching/Instructing Others
- Work Orientation

Technicians will need to meet the minimally acceptable criteria on the competencies

measured by the screening process in order to be considered qualified for the FTTP Technician Assignment.

If Technicians do not meet the qualification standards on the screening process, they will be eligible to retest on the screening process six months after the first date that they did not qualify on the process and twelve months after the second or any subsequent attempts in which they did not qualify on the process. If the Technician does not qualify on the screening process, they must retest on both parts of the screening process.

If Technicians meet the qualification standard on the screening process but are not placed in a FTTP Technician Assignment, their scores will be considered valid indefinitely or until test standards change.

The Fiber to the Premise Technician assignment is a role that is at the forefront of technology and the direction of Verizon.

The FTTP Technician Assignment will require the Technician to spend an extensive amount of time in the customer premises working on and around the customer's computer. During this time, the Technician will also be continually interacting with the customer to negotiate the placement of equipment, to train the customer in how to use the new equipment, and to ensure that the customer is satisfied with the work that has been done.

Because of the need to be in the customer

premises while the customer is present in order to complete this work, FTTP Technicians may often be required to work non-traditional hours.

As an FTTP Technician, you may often be required to work evenings or weekends. You may also be required to work overtime and be available for call-outs including holidays and weekends, depending on the needs of the business. A tour of duty is subject to change at any time based on the business needs and in compliance with language in the collective bargaining agreement.

Based on the high level of customer contact required on this Assignment, FTTP Technicians must meet Verizon's standards of professionalism in their communications and appearance. Standards for professional appearance include, but are not limited to, the following:

Shoes and/or boots should be clean and in good condition, representing a businesslike appearance. Footwear must conform to all company safety policies.

Hair should be neat, clean, shaped, and trimmed so as not to be considered extreme by the Company. Hair length should not constitute a safety hazard. Long hair should be tied back. Hair color may be any hair color which can occur naturally.

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Evaluations

Still waiting on your 2004 evaluations? Some of you may not care if you ever see one as long as you get paid every week. On the other hand those of you who are interested in moving into another job need that evaluation to update your PED. Your evaluation expires in the system in 15 months.

This would indicate that you should have your evaluation by the end of the first quarter. If you are trying to get your PED updated fill out the update section of the form and take it to your boss.

Request that they either give you your evaluation or fill out the form favorably and send it on. There is no excuse for the company to hold you up by not doing their part.

Cingular Wireless

by Denise Burns

On May 18 Jim Padgett, Al Schuitema and I met with some of the members in the Prince Frederick store. It was very inspiring to talk with people that are eager to participate in the Union and make their rights known in the workplace.

We discussed many issues and many problems that they face everyday. Some problems can be dealt with at the store level, some are training issues and some need to be referred to upper management.

We also took some time at the store to meet the manager and all the associates. We want

to work with everyone, to make sure that the company adheres to the contract and that no one is treated unfairly. The only way we can do that is if you get involved.

We are just now getting to know the people in Southern Maryland and we are happy to welcome them into the CWA family. We would like to get a few more people interested in being stewards so that we can get a training class scheduled.

If you are interested in representing your coworkers please contact the local office.

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President's Point of View.....

Denise Burns

It's been another busy month for the Union. We've been chasing down contractors doing fiber work, dealing with Verizon on hardship cases from the Annapolis CSSC move, hearing numerous grievances and hearing managers and supervisors lie to and about us. I believe the hardest part of our job though has been and is getting you, the member, to understand your role in the Union.

It can't be just the officers of the Locals and the International Union officers fighting for your jobs and your benefits. If you haven't figured it out yet, YOU-are the UNION. You should be the eyes and ears for what is going on in the workplace. Stewards can only do so much. They are volunteers that have stepped up because they know the importance of our rights in the workplace. It can be a struggle, especially when the majority of the work force has a noncommittal attitude. Every day in the workplace should be like it is when we are bargaining, because we

continuously bargain. When we have strength we will prevail.

Know the contract. There is language that protects fiber work. If you see contractors working with fiber, question it. It may save your job. The company will push us to the limit. They don't abide by the contract when they know they can get away with it. When the work groups and /or people involved don't care we all have a problem.

Until August 2, 2008 we have job security for those in the bargaining unit that were on the payroll as of August 2, 2003. What will happen after that? The same contractor you see today, doing work that they shouldn't be, may be the contractor doing your job after the company lays you off. Take an interest in what is going on around you. Report what you don't think is right. Be involved for your future.

"Sit down and read. Educate yourself for the coming conflicts."-Mother Jones

(Continued from page 1)

Beards, mustaches and goatees must be clean, shaped, and trimmed so as not to be considered extreme.

Jewelry may be worn as long as it does not pose a safety hazard for the job being performed and it is not considered excessive by the Company. Individuals are allowed to wear stud post or small hoop earrings only. Visible body piercing should be limited to the ears.

Tattoos or other body art are acceptable; however tattoos or other body art that could be considered offensive to the Company must remain hidden.

Technician's clothing must appear neat and clean. All shirts must be tucked in and belts worn if appropriate. Jeans may be worn but they must be neat and they may not have

visible tears.

It is further expected that all employees will exercise good judgment in projecting the proper professional image and be neat, clean and well groomed.

Please sign the form indicating that you have read and understand the requirements of the FTTP Technician Assignment.

There are several articles in the newsletter this month about getting involved. This is just the beginning of things to come and you should take all of them to heart.

In attempting to implement these rules the company will be abridging your seniority, violating several contract articles and forcing a new condition of employment on our members without negotiating with the union. This came out on May 18 and is being rolled out in Northern Virginia first.

Six Flags

Sunday, August 22, 2004 is designated as CWA Family Fun Day at Six Flags America. Tickets are available through Local 2336 for the price of \$16.65 (including tax) per person.

Anyone who wants tickets/parking vouchers and food vouchers should contact Mike Harris at Local 2336 on 202 291-1500.

The park hours are 10:30 a.m. to 9:00 p.m., and the water park hours are 10:30 a.m. to 8:00 p.m.

Discount parking vouchers will be provided to persons that purchase Fun Day tickets. The discounted price for parking is \$6.00.

Food vouchers will also be available at the price of \$7.00 per voucher.

Employee Assistance Program-A Bargained for Benefit

Do you know what this program is or how to use it? EAP provides professional counseling for personal problems or referrals for legal or financial counseling. It is a supplement to your medical coverage.

Eligibility begins the first day of employment. It covers associates, immediate family members and other eligible dependents. (see your benefits book for details) There is a 24 hour, seven day-a-week employee assistance hotline. The hotline representative may refer you for up to five sessions of counseling. Over five sessions or beyond what EAP counselors handle will be referred under your medical plan and its coverage. The five session limit is for each problem or incident per calendar year. You may use EAP for different problems and be entitled for up to five more sessions.

The counselors are not affiliated with Verizon or Cingular. They are mental health professionals and will not divulge personal information to Verizon or Cingular unless the employee signs a waiver or the law requires disclosure. EAP services are at no cost to you or your family. Referrals are also at no charge. Once referred the legal and financial service fees are your responsibility.

EAP can help with a many different

problems:
 Stress
 Family or marital problems
 Teen-age behavioral & adjustment problems
 Depression
 Problem drinking
 Substance Abuse
 Emotional concern & psychiatric disorders
 Eating disorders
 Financial crisis referral
 Legal referral

It does not cover the following:
 Counseling required by state or federal judicial officers, other governmental official or agency mandating that an individual undergo counseling; and evaluations or recommendations to be used in child custody or abuse proceedings, criminal proceedings, Workers' Compensation proceedings or legal actions of any kind.

EAP is voluntary. You can refer yourself or you may be referred by a Union Rep. or supervisor. This benefit is here for you to use. It can assist you with problems that may affect your job. If you are having problems that directly affect your job, please seek assistance. It may help save your job. Verizon EAP 800-845-0632, Cingular EAP the number is 800-287-9009.

Get Involved

by Jim Padgett

Recently we sent you a pamphlet entitled "We Can't Wait". The pamphlet was intended to be read and responded to. Only a handful (149 out of 550) of our members bothered to respond. I know your lives are busy with raising children, playing ball, bowling and other enjoyable activities, but finding five minutes to stay informed and support your union is your responsibility. Wake Up! Verizon is not going to take care of you. No matter how important you think you are (to them).

This company is on a collision course with organized labor and it's time you stepped up to the plate. If you don't help the union fight this battle we will lose. When we lose a battle we lose jobs. It may not be yours this time but just wait!

Outsourcing and contracting are costing us good jobs. Verizon is doing both. If we don't stop this cancer it will consume our jobs and benefits. As union members we must stand together, walk together and fight together if needed. If we don't we will fall. Together we can win.

It's called solidarity, think about it. Wake Up People! Get involved and informed. Help us keep the union strong.

In Our Best Interests

by Al Schuitema

Passing by a middle school recently, I was reminded of all the effort that goes into teaching and coaching a team full of young and eager children. As I had an opportunity to observe, I was reminded of the fact that all the adults were there as volunteers. They were there out of love for what they were doing or because they felt obligated to be there because their children were involved. I also noticed that while some teams had what seemed like an over abundance of help, others barely had enough help to coach the team properly. How fortunate for the teams that have the help they need.

Many other groups also use volunteers to achieve goals that otherwise could not be met. Local church groups use volunteers from their congregations to meet the needs of their prospective communities, Girl Scouts and Boy Scouts depend on volunteers who step forward to help. Hospitals, police groups, fire and rescue squads all depend greatly on volunteers.

My son is a volunteer for the Prince Frederick Rescue Squad in Calvert County. He recently received his certification as an EMT (Emergency Medical Technician). He has worked hard behind the scenes and is now able to take a more prominent role at the Rescue Squad. Remember, it's the number of qualified people available that makes it work. Imagine dialing 911 for an emergency, and the closest location for dispatch does not have enough volunteers on hand. Help is then delayed because it has to come from somewhere else (farther away).

Most volunteers never have to face situations as severe as Fire and Rescue but what they do is important. Look around and imagine what would happen if some of the groups that affect your life didn't have help.

What would happen if your Union and Local did not have volunteers? (You had to know that this was coming.) Help for issues that are important for you are delayed or maybe not addressed at all. Too few qualified

volunteers affects you in your time of need and puts undo strain upon those that do volunteer.

Volunteering to help does not mean that you have to give up your life as you know it to help an organization. Like most, this Local depends upon those that volunteer. Although, those qualified to be stewards are always in demand, the committees that support the efforts of this Local are in need of volunteers as well and usually require only an evening or two a month.

The reason for this article is to get you to think about becoming an active participant in our Local's activities. But, if you find you cannot help your Local for whatever reason, please, look around your community.

The larger the effort of the organization, the more volunteers that are usually needed. One person cannot do it all. Please call the Local and volunteer today.

Scholarships

Since there was no May meeting the scholarship drawing was done by a member of the American Red Cross at the Blood Drive at Riva Rd on May 12th.

The winners are Christie Voegtli, daughter of Christie Lister and Shelley Blanchard, daughter of Donna Blanchard.

The first alternate was Jeffrey Mangrum, son of Kenny Mangrum and the second alternate was Kari Coates, daughter of Wes Coates.

The Scholarship Fund will be holding a yard sale in the fall. Please donate your unwanted items. (Infant clothing only) If you have a donation please get it to a steward, officer or Ann Crawford at Riva Rd.

Dates to Remember

Membership meetings

06-08 Combined Membership Meeting

Other Meetings

05-25 Executive Board Meeting

06-11 Presidents Meeting

06-24 Stewards Meeting

06-29 Executive Board Meeting

Other

05-25 thru 5-27 Advanced Stewards training

Congratulations to:

Shane O'Brien on the birth of his daughter

Retirees Corner

RMC meetings will be held on the second Monday in January, February, March, April, May, September, October, November

Get Well to:

Penny Johns recovering from surgery

Laura Kilby recovering from surgery

Jim Mitchell recovering from a back injury

Community Services

Blood Drive at Riva Rd - 19 pints donated

We made \$225.00 from the "Current" fund raiser

Sympathies to:

Joyce Garner on the death of her sister-in-law

Vanessa Reeves on the death of her father

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