



Ethics and The Code of Conduct

by Al Schuitema

Not long ago our Cingular members received the new Code of Conduct and, more recently, Verizon issued their “new and improved” Code of Conduct. They are both similar in size, scope and content. Both Codes of Conduct have very vague language which allows the “companies” to fit any egregious action to some part of the “Code.”

Both Verizon and Cingular talk about their corporate reputations being tarnished when violations occur. Both companies proclaim personal responsibility from the CEO on down to the lowest wage earner. Both Codes of Conduct talk about “personal responsibility”. But the part of the Code of Conduct that is either most amusing or disheartening, depending upon how you happen to be looking at it, is “ethics”.

At Cingular, they seem to want to allow their store managers to keep breaking as many of the rules as they can. Management setting unrealistic sales goals that are the same across the region where people can make their objectives in high density areas and not out in the rural areas or areas with lots of internal competition. Cingular is quick to go for maximum punishment based on past practice that are similar in nature, and not judged case by case.

Verizon also likes to preach ethics. But is it ethical to just arbitrarily eliminate pensions for those that have helped build the company while those at the top have no worries? Maybe it’s ethical to cut overtime and let the workload back up to justify bringing in contractors and still allowing no overtime or the hiring of additional employees. Breaking agreements doesn’t seem to matter. Honoring the neutrality language for Verizon Wireless or the Working Retirees Agreement just does not matter to the company. How about Union busting? These lists go on and on.

Cingular and Verizon have management people in place that do a very good job. They know what is right and wrong and do not need to stretch the Code of Conduct language to make their point. We have Union members that deserve the punishments that they get, there can be no argument there. But, the Code of Conduct needs to be applied evenly and to every level of the company. Not just in words but in action.

The CEO’s of Verizon and Cingular use the term “ethics” a lot. They and their staffs need to look in the mirror and truly question that what they are doing is ethical. They question why the employees do some of the things that they do. It starts at the top.

Cavalier Telephone Now in the TV Business, Still No Contract

by Ray Pomeroy

On May 22nd Cavalier telephone announced that they are launching their new TV service over broadband connections in Richmond Virginia with plans to roll out video services in its other markets including: Norfolk, Baltimore, Philadelphia, and Metro Washington, DC in the coming months

While our Verizon members have been concentrating on FiOS, and what they think it’s effect on Comcast and their own future employment will be, Cavalier has quietly built a “state-of-the-art television head-end facility” in Richmond and will be going head to head with Verizon and Comcast with their own “triple play” offering.

They have a couple of advantages. They are a CLEC, (Competitive Local Exchange Carrier), that uses the ILEC, (Incumbent Local Exchange Carrier), facilities at a wholesale rate. They aren’t spending a fortune on a whole new network to carry the new offerings into a customers premise. They also have a workforce that is compensated more on the CATV level than the traditional unionized ILEC’s.

What’s it mean to you, the member? If you work at Verizon it means you can’t be complacent because the competition is always right there. If you work for Cavalier it means an opportunity to learn something new, an increased workload and the company has a whole new line to profit from while they drag their feet on bringing in a contract.

We have been trying to get a fair contract for our Cavalier unit for over a year while they drag their feet on meetings and complain that they don’t see the need for a “third party” (the Union) to deal with their employees. They don’t understand that they aren’t dealing with a third party. They are dealing with a group of employees who recognize the need and the advantage of banding together. Those members could use a little help from their brothers and sisters in CWA.

We need our members to call or e-mail Cavalier and tell them it’s time to bargain a fair contract now. You can contact Andy Lobred in Public Relations at: alobred@cavtel.com or call at 804-422-4100.

How Long Will You be Here?

by Denise Burns

What’s going on at Cingular? Are you meeting your sales quotas? Is anyone meeting the quotas? Sales Reps beware it’s a MAD, MAD WORLD!

We know that the areas are saturated with other outlets selling Cingular products. We also know that you are expected to go on site at business locations to bring those customers in. Along with that you now have the “ROCCS” tool. In addition you are given a list to make cold calls, but first you have to verify the customer isn’t on the “do not call” list. All the while you are still supposed greet every customer that walks in within ten seconds or ten feet!

Each month you need to meet your quota. If you don’t you get put on SPR. Four months

in a row and you are eligible for termination. TERMINATION! We know there are some people that just can’t make it in a sales environment, but that should be evident in the first few months. Even with quota relief when you are first hired, both you and management should know whether you are going to make it in sales.

The quotas are unrealistic and have been but we are just becoming aware of how many people are missing their quota. Maybe it’s because more people are finally filing grievances when they are disciplined (SAM/SPR are discipline make no mistake)

If you are placed on **any level of discipline**, counseling, written or final written notice, GRIEVE IT! Don’t wait until you reach the

(see How Long on page 5)

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LOCAL 2107 NEWS
 Published Monthly By
Communications Workers

**Of America
 Local 2107**

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(ISSN 0890-8532) Periodical Postage
 Paid at Annapolis, MD. 21401
 Office Located at:
 2441 Holly Ave
 Annapolis MD 21401-3116
 Phone: 410-224-0166
 Fax: 410-224-0165

Postmaster, send changes to:
 Local 2107 NEWS
 2441 Holly Ave.
 Annapolis, MD. 21401-3116

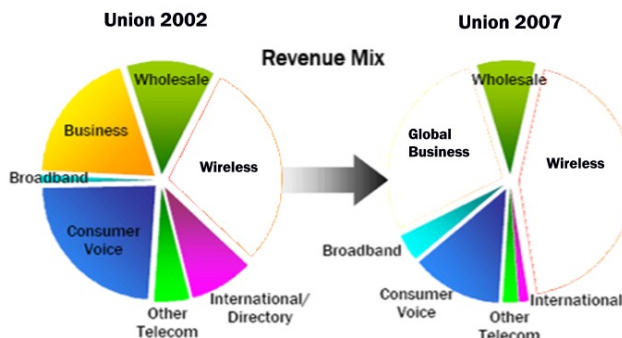


President's Point of View.....

Denise Burns

VERIZON MEMBERS PAY ATTENTION!
 If you aren't aware of it you soon will be.
 We are at war with Verizon. It is a war they are waging. They will win if YOU don't start paying attention and gather together to stop the abuse.

A couple of months ago we handed out a flyer with a graph, showing how Verizon intends to shrink the Union. That graph came from a presentation that Larry Babbio gave to Merrill Lynch. Here is another look at it. We've modified by "whiting out" the non union parts of the business.



Are you aware that our bargained for work is being moved to Verizon Business, formerly MCI? This will be transparent to some of you, it won't affect your work group yet. BUT this will not be the end of Verizon shredding the "CORE" company.

Everyday they take steps to abuse, ignore or defy your negotiated contract. The only

words that they stick to are the ones that say how much their bonuses and compensation will be while they deplete our jobs. They have a mission and they will accomplish it if each individual that works for the "CORE" company doesn't realize that you are nothing to them. If they get rid of you, that gives them more money to line their pockets and protect their retirement.

Go ahead, work for free, don't put in for overtime worked, take on the work of three people, and jump through hoops because they are shrinking our workforce. Watch as they push management, directors and below, out the door. As bad as some of these departments are today imagine where we are heading.

Get mad when we knock down agreements because the company abuses them in all ways possible. Certainly be mad at the Union. Let the company slide when you know they are wrong because it certainly won't make a difference to do anything about it. Be indifferent and we'll all be on the unemployment line or working at a minimum wage job.

2008 is knocking at our door and I believe that Verizon expects to have so few of us left

(see President on page 3)

What Should I Do If I Am Injured On The Job?

by Clifford Sobin

The actions you take within the first twenty-four hours after your injury often make the difference between your claim being accepted or denied! You must immediately do the following:

- 1) Report your injury to your supervisor and let any co-workers that you are working with know that you were injured;
- 2) Seek medical care as soon as possible and give an accurate description of how you were injured to the doctor;
- 3) Do Not Speak To The Insurance Company!
- 4) File a Workers' Compensation claim form with the Maryland Workers' Compensation Commission.

Report Your Injury!

The reason you need to report your injury immediately is so that your employer and their insurance company will believe you. Many claims are denied simply because the employee took too long to report their injury! If you wait until the next day, or worse, until a weekend has passed, you will often be accused of being injured at home.

Many people are tempted to delay reporting their injuries out of fear of punishment or a mistaken belief that the problem will go away. However, the reality is, that you risk far more by delay. Your reputation is only enhanced by rapid reporting and recovery from an injury as opposed to a delay which could result in questions concerning your honesty and reliability as well as a denial of

(see Comp on page 5)

August Raise Will Be 3.65%

by Ray Pomeroy

Verizon members will be receiving a 3.65% raise in August which includes the 2% contractual raise as well as a 1.65% COLA (cost of living allowance).

To calculate the COLA take the CPI-W (Consumer Price Index for Urban Wage Earners and Clerical Workers) for May 2004 (184.7) and subtract it from the CPI-W for May 2006 (198.2) = 13.5, divide 13.5 by the 2004 number. $184.7 = .073$ or 7.3%, subtract $4 = 3.3\%$ divided by 2 = 1.65%. The raise is then rounded to the nearest 50 cents.

The CPI-W is used to annually adjust benefits to Social Security beneficiaries.

We are already hearing complaints about how the raise is calculated and why it's not pegged to this or that and why we divide by two etc. The COLA is in the contract as a hedge in really bad years. We already get a raise every year because prices are always climbing. Admittedly the 2% a year we get in this contract isn't as much as we've gotten in the past but by the same token we've gotten 3% to 5% in years when inflation was negligible. I'm not saying our wages are keeping up with inflation they're not, but we did get some COLA, it could've been nothing.

A Small Sample of Our Recent Bargaining History

1989 Wage increases continue along with progression increases, annual team award payments, and upgrades for service representatives.

1992 Wage increases continue. Improved profit sharing. Cost-of-living provisions protect against excess inflation. Successfully fought Company plans to impose commission pay systems on Service Representatives.

1995 Wage gains continue. Team-based incentive pay plan added. Corporate profit sharing continues.

1998 Wage increases continue. Corporate profit sharing continues and lowest locality wage group eliminated.

2000 Wage gains continue; corporate profit-sharing plan with \$1,800 minimum payment over three-year contract; grant of 100 stock options. Team-based incentive increased to 10% of annual wage. Forced overtime restricted to 8 hours/week for plant and 7.5 hours/week for commercial marketing and traffic.

1989 Effective 1/1/90, a leave of absence to

(President from page 2)

at that point that bargaining will be a breeze. What scares me even more is that we might let it happen.

There are so many factors involved in fighting this war. One is electing the proper politicians, people that support collective bargaining, pensions, and healthcare in the 2006 elections. We need to be a unified force.

Those of you that have been through years of negotiations need to share the importance of unity at times like this. Let the newer folks know that Verizon doesn't give us the good wages, benefits, etc. because they care about us. We need everyone to be educated on what to do when the time comes. Understand how serious this is and how adamant the company is about destroying our lives and the lives of our families. Participate in any and all mobilization activities. Join the team of mobilizers. Don't take the small things lightly. Although, some of you think wearing red is just plain silly and maybe the cost of a shirt is unnecessary. I, for one, will wear red and buy the shirt if it means that I will have an income, pension, benefits and a UNION job after August of 2008. Join the team of mobilizers. Don't take the small things lightly. Each thing we do as a solid unit has meaning.

Another thing we can do is organize the unorganized within Verizon. If you have a contact let us know. The more we have on our side of the house the stronger we become. Once we get contacts there, don't stop let's go on to our competition. We need to organize T-Mobile, Sprint-Nextel, Comcast, and Covad. Help us get a contract at Cavalier. Each thing we do as a solid unit has meaning. Let Verizon know that we won't go down without a fight.

While these tasks seem large they are necessary for a decent life in this country today. Let's turn the times around. Let the working people control our futures. Let's take back our workplace and our country. We, the union together and throughout the years, have made Verizon profitable. We deserve to be here and we deserve our share.

"If you mean by capitalism the God-given right of a few big corporations to make all the decisions that will affect millions of workers and consumers and to exclude everyone else from discussing and examining those decisions, then the unions are threatening capitalism." Max Lerner-A Look at the Books and a Share of the Pie, Actions and Passions (1949)

Killed for Standing Up

from the National

In 2005, 115 union leaders around the world were killed for defending workers' rights, more than 1,600 were subjected to violent assaults, 9,000 were arrested and another 10,000 were fired, the International Confederation of Free Trade Unions reported this week.

"This year's report reveals deeply disturbing trends, especially for women, migrant workers and those who work in the public sector," ICFTU General Secretary Guy Ryder said.

"The death toll was slightly lower in 2005 than the previous year, but we are nevertheless witnessing increasingly severe violence and hostility against working people who stand up for their rights."

Latin America continues to be the most perilous region for trade union activity, with Colombia again topping the list for killings, intimidation and death threats. Of the 115 union activists killed globally, 70 were Colombian. Other countries noted for violence and repression against unions include Iraq, Iran, El Salvador, Djibouti, China, Cambodia, Guatemala, Zimbabwe and Myanmar. Even in Australia, the government has pushed a new wave of anti-union laws through Parliament.

The ICFTU also took aim at the Bush administration, saying it "continued its efforts to undermine freedom of association and collective bargaining in the United States, helping to ensure that union-busting remained rife."

care for a newborn child for up to 6 months was established, and leave to care for a seriously ill dependent relative may be taken for up to one year. Medical benefits will be paid by the company for up to 6 months of the leave period.

1998 Minimum vacation scheduling increased to 17% of workforce. Reintroduced

short notice Excused Work Days (EWDs).

2000 Minimum vacation scheduling increased to 18% of workforce.

1989 A new medical expense plan was established, called a "managed care network." The plan's deductible can be met with more procedures, and physician office visit charges

(History on page 4)

Impacted Teeth: Proposal for change to the Mid Atlantic medical plans

Verizon Communications (the Company) jointly with the Advisory Committee on Health Care (ACHC) propose to amend the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Associates, and the Verizon Managed Care Network and Medical Expense Plan for Mid-Atlantic Post-i 989 Associate Retirees (the Plans) as it relates to the removal of impacted teeth.

Currently the removal of impacted teeth is covered 100% in both the Managed Care Network (MCN) and the Medical Expense Plan (MEP) plans if the procedure is performed in a hospital, the out-patient department of a hospital or ambulatory surgical facility. With the advancement in modern medicine, these procedures in most cases can now be performed in a dentist or oral sur-

geon's office eliminating the need for a hospital visit.

The committee proposed to amend the MCN and MEP medical plans to authorize 100% coverage for removal of impacted teeth in a dentist's or oral surgeon's office, as well as if performed in a hospital, outpatient department of a hospital or ambulatory surgical facility when medically necessary, as determined by the claims administrator.

The MetLife PDP Dental Plan will be amended to add reference that removal of impacted teeth is covered only if not covered under a participant's medical plan(s).

These amendments will be implemented as soon as administratively possible, and will be effective retroactive to January 1, 2005.

CEOs' Compensation Website

from President Cohen

We have entered the season of corporate annual meetings and their annual disclosure of executive pay. Take a look at a new area on CWA's website focusing on executive compensation: www.cwa-union.org/exec-compensation. The site also includes information about some of our major state and public university employers.

You will be as shocked as I am at the level of greed in corporate America. At the same time that CEOs are racking up millions -- sometimes tens of millions -- in cash, stock, and perks, they're demanding ever-larger sacrifices from workers and attacking our health care, our pensions, and our job security.

Chief executives of the 500 biggest U.S. companies averaged \$10.9 million in com-

pensation for 2005. They also look forward to luxurious retirements with pensions of 2, 3, even 5 million dollars a year.

America is tragically off course. The vast gulf between the super-rich and ordinary families is widening. U.S. CEOs make 475 times what ordinary workers make. In Canada and Britain, that ratio is about 20 times. We can and we must help steer a course away from corporate greed and toward good jobs; away from corporate greed and toward universal health care; away from corporate greed and toward retirement security. As Martin Luther King said, "the arc of history is long but it bends towards justice." As trade unionists, we live our vision of mutual support and shared gains, and together we can help restore that vision to America.

and mail order drugs. New dental and vision plans with increased benefits negotiated.

Company's attempt to force retirees to pay for health care thwarted.

1998 Zero premiums for retiree health care continued. Hearing aid benefits added. A review process for denial of benefits established. Advisory Committee on Health Care continued.

2000 Continuation of fully paid benefits for all current and retired. Continuation of benefits for surviving spouses increased. Elimination of retiree lifetime maximum for medical benefits. Prescription drug card program established.

Get Involved

by Jimmy Padgett

Take your hourly wage and add it to your benefit package. The number is between \$46 and \$56. Not too bad huh? Considering most of us only finished high school.

Now if wisely spent, saved and invested this will afford you a pretty good life. So, if you haven't lived out of the country for the last ten years you should know this is exactly what Verizon wants to relieve you of.

So Wake Up. The only thing between Verizon and you is the Union. Guess what? You are the Union! If you are weak the Union is weak and if the Union is weak then we lose. Get it?

The refusal rate is horrible. The Union asks you to wear RED on Thursday and many of you refuse. The Union asks you to attend meetings and you refuse. The Union asks you to vote and you refuse. It goes on and on, the Union asks you to get involved, call or email your Congressman and Senator on issues concerning working families and you refuse. Get the picture?

Verizon does and they love it. Being a Union member is more than paying dues. You have to be active, you have to be heard.

Some of you remember the years of low pay and few benefits. Most of you don't. I doubt that we'll ever fall to minimum wage but we can lose our benefits. Think about it. If you had to pay for your health care, how would that affect you? It would be ugly wouldn't it. It's not too late, you have to get involved. You have to be active to protect your future and the future of the Union. We are one, we are the Union. Get involved.

1989 Pension band increase of 13% effective 1/1/90 for employees retiring on or after 8/6/89. A new schedule was established for 60-year olds with 15 years experience. Retiree pensions increased by 6%.

1992 13% pension band increase. Retiree pensions increased by 4%.

1995 Pension bands increased 12%. Pensions for retirees increased 4%. New spousal joint and survivor annuity options added.

1998 Pension bands increased 11%. Pension cash-out option continued.

2000 5% increase effective July 1, 2001; 5% increase effective July 1, 2002; 4% increase effective July 1, 2003.

1998 Company match increased to 80%; one-year service requirement eliminated; other plan terms made more flexible.

(History from page 3)

will be \$10, with 100% coverage over that amount. Dental and orthodontia annual maximums increased to \$1,000 and \$1,500 respectively. Vision care fee schedules also increased.

1992 Managed care health plan continued. No increase in deductibles or premium contributions from employees. Retirees pay nothing for health coverage. Company pays for union selected Health Care Benefits Coordinator.

1995 Preventative and wellness benefits added. Prescription drug program changed from reimbursement to co-pay for in-network

Advisory Council on Family Care

by Dutchin Webster

I am the District 2 representative on the Advisory Council on Family Care. We are a joint Union/Company (Verizon) committee that uses bargained for money to come up with programs to meet daily and family needs of our CWA Members in the mid-Atlantic region. Some of our current programs include Kids in the Workplace and Work Options-which is back-up care for infants through the elderly. We have Family Care Fairs at Verizon work locations, which are health oriented fairs for you and your family. Please visit our website, ACFCcares.com, or call 877-ACFC-HELPS/877-223-2435.

The website has a feature called Careville that is filled with resources that can help with just about every aspect of your life. Starting July 1st 2006 we will be offering a Family Fitness Folder free on the web along with a Raising Healthy Eaters book geared to getting kids and adults on a better track to healthy eating. Coming this fall will be a service called Tutor.com that will be available for children in grades 4-12 to help with their homework and a Winter Toolkit is set to be available on the web in October. I hope you can take some time to go on-line and check us out!

TIP: Experts recommend you have enough savings to cover 3 to 6 months of living expenses. The key is getting started... and don't be afraid to start small. The money you put back in your pocket by cutting back on premium cable services or skipping that expensive morning coffee can be the basis for a growing savings account.

**Cavalier Bargaining line
866 900-2107**

Retirees Corner

The Retiree Chapter is having a Crab Feast on July 7 at 2PM at Hillsmere Shores at the beach. If you are interested in attending or for more information please contact Ronnie Lyons on 410 268-8880. The regular meeting for July will not be held. The next regular meeting is August 14.

RMC meetings are held on the second Monday of every month. Unless otherwise noted all meetings are held at the Local 2107 office at 2441 Holly Ave, Annapolis and begin at 10AM.

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benefits. The law does not allow your employer to penalize you for reporting an injury or filing a claim. Do not permit fear to jeopardize your rights to future protection!

Seek Medical Care

It is vitally important that you seek medical assistance if you are injured. The temptation for many is to wait several days or weeks to see if the problem will go away. However, the longer you wait to seek medical advice:

- 1) The more likely your claim will be questioned for the same reasons as a failure to report the injury;
- 2) You risk your health because many injuries become more difficult to treat the longer you wait;
- 3) Frequently injuries improve and then flare up when you perform strenuous activity. If you have not seen a doctor right after you are hurt, your doctor and/or your employer will not link the flare up to your injury on the job and your claim may be denied;
- 4) By trying to perform full duty instead of light duty or taking time off you risk the safety of yourself and others as well as the anger of an employer that may not understand your unexplained inability to perform all aspects of your job!

This does not mean you should obtain medical treatment that is not necessary. We are only stressing how important it is to have an initial medical consultation and the treatment you need to recover. This will insure the best possible medical and legal result for your injury!

Do Not Speak To The Insurance Company!

After you report your injury, your employer, such as Verizon, will pass on the report to their insurer or investigating arm. Verizon's investigating arm, at present, is a Company called Sedgwick CMS. They will frequently call you to request information and to record your responses. **DO NOT SPEAK TO THEM AT ALL!** They have been hired by your employer and do not work for you.

(How Long from page 1)

final written level, start when you are first put on SPR. Let's try to save these jobs.

If you are told you are going to be put on final and/or you are being told to report to Greenbelt and you know you have a final in your file call for a Union rep. If management says they will give you the opportunity to resign or quit instead of being fired for

Their job is to administer the payment of Workers' Compensation benefits, and where they can, to lower the costs for your employer. This means any information you give them can and will be used against you to:

- 1) Deny your claim;
- 2) Fight the relationship of some of your injuries to your claim;
- 3) Control the type of treatment you receive and who provides it; and
- 4) Lower the amount of overall benefits paid to you.

Remember, Sedgwick CMS's client is your employer, not you!. Only your attorney should speak to them because frequently the decision of whether or not to honor your Workers' Compensation claim is based on the initial information they receive (future articles will address this issue in detail or look at our web site now at WWW.BSG-LLP.COM).

File A Workers' Compensation Claim!

Notifying your employer is never enough to protect your rights even if your supervisor provides you with documents to fill out or sign! When you are injured, the employer has an obligation in most cases to file a first report of injury with their insurer and the Maryland Workers' Compensation Commission. **You have an additional obligation!** You must file a separate form with the Commission. If you do not do so you may lose all your future rights to benefits even if the employer or their insurer has paid your medical bills or time out of work voluntarily.

There is no legal requirement for your employer to give you that form and we can recall few instances out of several thousand claimants that we have represented in which an employer has done so. If you have not received a copy of your claim form back in the mail from the Commission with a claim number starting with the letter "B" then you do not have a claim filed.

Berman, Sobin & Gross, LLP
800-827-2667 WWW.BSG-LLP.COM

missing sales, DON'T. This is a new trick we are hearing. You will probably be entitled to unemployment if you are terminated since missing your quota is NOT JUST CAUSE for termination.

SPR: def: A short spike or spiked wheel that Cingular wears on it's heel and uses to urge our members to sell more despite the obstacles they themselves have placed in the path.

Get Well to:

Debra Boblett
Lynn Jenkins
Melissa Lester recovering from an accident
Gary Waters recovering from surgery

Congratulations to:

Steven "Wes" Duffy on the birth of his daughter.
Holly Mullen on the birth of her son.
Ray Pomeroy on his marriage.

Sympathies to:

Lori McKnight on the death of her father.
Gail Taylor on the death of her mother.

Attention

New Membership cards have been issued for 2006-2009. Some were mailed and some were given to stewards to hand out. If you have not received your card please tell an officer, a steward or call the local office.

Scholarship

Winners of the Roberta B Mervine scholarship for the 2006-2007 school year are:
1st winner Susan Keen
2nd winner Laura O'Donnell
1st alternate Matthew Kelly
2nd alternate Patrice Anderson
Congratulations to all!

Dates to Remember

Membership meetings

No Meetings in July
08-08 Northern Area 6:30 pm
08-09 Southern Area 6:30 pm

Other Meetings

06-27 AFL-CIO Board & COPE
06-27 Presidents' with Pete Cattucci
07-25 MD St DC & AFL-CIO Cope meeting
07-26 Executive Board 2:00 pm
08-07 CWA MD St CO 10:30 pm
08-14 Executive Board 9:00 pm
08-14 Stewards 6:30 pm
08-14 Retiree Meeting 10:00 am

Other

06-28/29 Cingular Stewards training
07-05 thru 19 Candidate Interviews/Endorsements
Baltimore Metropolitan Council
07-07 Retiree Crab Feast 2:00 pm
07-10/11 CWA Convention
07-18 Newsletter Deadline
08-14 Safety Conference Call
08-14 Newsletter deadline

Now Available

We have a new discount available to Morey's Piers & Beachfront Water Parks in Wildwood NJ.
Call the Local Office for your discount and see other discounts on the Members page at www.cwa-2107.org

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ISSN 0890-8532