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## Bargaining Hotline

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Our respective bargaining teams are currently bargaining a contract with Verizon and benefits at at&t Mobility.

You can see the text of each update at the local website: [www.cwa-2107.org](http://www.cwa-2107.org), just use the link on the home page.

The updates are posted as soon as possible after we receive them and they will also be on the bargaining hotline although you may not get the entire text and hotline updates are a little behind the web updates.

Stewards and Stewards Army, listen for the code.

866 900-2107

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## Spotlight On The Contracts

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by Ray Pomeroy

All of our members, as well as their managers, should have a copy of their contract and you can view them at [www.cwa-2107.org](http://www.cwa-2107.org), just look for the contract button.

While in some crews schedules may seem like a trivial thing, a situation can quickly get out of hand when *WE* allow *OUR* contract to be violated.

We've recently had a spate of calls and concerns about schedules at Verizon and at&t Mobility. The following are excerpts from both contracts. These are not the complete articles and other articles may apply.

### Verizon

#### Article 25. - Work Schedules and Changes in Scheduled Work Time

**SECTION 1.** Work schedules shall be established by the Company for Category I, II, III, A and B employees. These schedules shall show the time the employee's normal tour starts and ends on each day of the normal work week, provided that such schedules may be changed by the Company at any time in order to meet work requirements and service conditions subject, however, to Sections 2 and 3 of this Article. Work schedules shall be posted by 6:00 P.M. of the Monday of the preceding week in advance of the first day of the employee's first normal work week shown on such schedules.

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## Verizon - Whine or Win

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by Ray Pomeroy

It's been 5 years since we've had to mobilize around contract negotiations and consequently 5 years since we've seen what sort of shenanigans the company is willing to pull to beat down the morale of the members. Not that beating down morale hasn't become just a regular part of doing business at Verizon, it's just usually worse during contract time.

A lot of you have never been through a contract negotiation and it can be a real eye opener. We're already hearing some managers are telling people they can be fired for participating in a strike, whether they've just done it on their own or were instructed to from on high we don't know. The fact remains, you will be lied to and you will hear rumor after rumor. You will hear the company will keep us out on strike for a certain length of time.

I'll attempt to address some of the issues shortly but I want to tell you what I think will happen right about the time you read this.

I think the company will be forcing overtime and busting the overtime caps starting on or about June 23. Why? Because in the past

two years, possibly more but I clearly remember the last two, when most of the CWA Local officers were at the National Convention the company suddenly decided the troubles that had been building for weeks needed clearing. I spent every break for two days taking and returning calls about forced overtime. Most of us will fly out for the Convention Saturday June 21st and Sunday June 22nd so be prepared.

I hope I'm wrong and nobody is forced to work overtime they don't want to but the odds aren't good.

If they do force overtime refer to the "Overtime Administration" Letter of Understanding on page 155 of your contract and hold them to it. File grievances where appropriate and please go through your stewards to notify us. To my knowledge we never satisfactorily settled the executive level grievances on the issue from the last two times but I will be checking on it.

What each of us needs to keep in mind is, the pressure is going to be applied in subtle and not so subtle ways. It's not fair and it certainly isn't right but the company we work

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## It's Up to You - at&t is Watching

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by Ray Pomeroy

When you are caught stealing at at&t you will be fired. If you unwittingly do something like leave yourself logged into a system and someone does something fraudulent under your code, there is a very good chance that you will be fired.

Besides the usual issues of SPR and attendance we are seeing a lot of people being investigated for feature flipping (Don't Do It!) and fraud.

Fraud is defined as: *deceit, trickery, sharp practice, or breach of confidence, perpetrated for profit or to gain some unfair or dishonest advantage.* In short, theft.

In the past year there have been investigations into people "selling" phones to non-existent businesses and putting them on Ebay, using stolen credit cards or stolen credit card numbers to buy equipment and

accessories, doing cash returns on equipment that is still in use by customers as well as a number of other scams or alleged scams.

Sometimes the cases are referred to local law enforcement for prosecution and security does a tremendous job of building those cases for the local states attorney.

In the course of these investigations they pull company records, they interview co-workers, witnesses and customers, they work with credit card companies and use video from the stores. The video quality is very good too.

If you are doing something fraudulent you will be caught! If management does their job properly, as far as documentation and investigating, the chance of the Union being able to turn things around is virtually nil. If you're referred to law enforcement you need a lawyer, we can't assist you in court.

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President's Point of View.....

Denise Burns

Right now we are in the middle of a Verizon SIF, a Healthcare SIF and an at&t SIF. There is a lot of activity going on. We are bargaining with Verizon on the contract and with at&t on benefits.

(SIF stands for Strategic Industry Fund and you can learn more about it by attending the next membership meeting. Ed.)

The SIF's are being done to educate our stewards' and stewards' army and to help them get more people involved in the process. Eddie Miller and Shannon Opfer are doing our Verizon training. We sent Regina Fletcher and William Joseph to the beginning training for at&t. They will be instructing others to assist with the training.

Please understand these are additional activities to the ones we must perform everyday. Now that Verizon has stepped up their bargaining year behavior we are being made aware of situations that need immediate attention. You must work through your steward to make them aware of the situations taking place. Let us know if any new policies are put into effect.

at&t members are becoming more familiar with issues and the grievance load has significantly increased. Both companies need to make sure members are advised that situations could lead to discipline.

Verizon and at&t Members, we would like to remind you once again not to participate in meetings with management where you think the meeting might result in discipline. If you are called into such a meeting request a union rep. www.cwa-2107.org/Rights.htm
Please remember, never sign anything, it is not required.

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One of the problems we are having is with members who are getting caught up in other peoples schemes. You can't leave yourself logged in to any system, you can't loan someone your password or allow them to do anything under your sign on. You never ever accept a credit card that you don't have IN YOUR HAND, presented with the proper ID and you don't sign for credit card purchases that are not your own.

We've seen all of this and we are spending an inordinate amount of time on it. We're seeing people terminated because they were unwittingly duped into doing seemingly innocent things that tied them into fraud.

Feature flipping is a form of fraud. Even if you aren't costing the customer anything if you flip features and it results in inflated commissions and better numbers for you it is

Members and stewards, don't ignore contract language! The companies undermine it on a daily basis. We all must step up to enforce what we have bargained for in the past. The more we become apathetic the more the companies take advantage. One example is the company's not following scheduling language, either posting or how they schedule. Suppose they decide not to follow the vacation language, will you overlook that as well? We need to hold them to the contract and make them understand it is not just a piece of paper. It is a legal document!

"The labor movement is people. Our unions have brought millions of men and women together, made them members one of another, and given them common tools for common goals. Their goals are goals for all America-and their enemies are the enemies for progress. The two cannot be separated." President John Fitzgerald Kennedy 1957 Pulitzer Prize for biography

"Many join unions for selfish reasons, and well they might. Whatever their faults, over the years unions have raised wages, shortened hours, secured vacations, pensions, and other benefits. And the good ones have given workers, above all, a sense of independence and self-worth-dignity-the ability to stand up to the boss." John Cort

fraud.

If you haven't talked to the customer you should not be changing their account, it doesn't make one bit of difference if your manager told you it was okay. A manager cannot authorize you to cheat the company or violate the code of conduct. Several have been terminated for exactly that.

We see cases all the time where members make a change to a customers account that doesn't cost them a dime and either the customer calls in about the change or it is caught in an audit.

We know the commission plan needs improved and it's hard to make a buck out there but padding your pocket by deceit is wrong and you will be caught if you give in to that temptation. We'll do what we can to help but your chances aren't very good.

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at&t

**ARTICLE 12 HOURS OF WORK**

c. Work schedules shall be officially posted or furnished by the Company to show the scheduled tours the employee is to work at least one (1) week prior to the start of the work period covered by the schedule. Such schedules shall include the starting and ending time of each of the tours making up the scheduled workweek. For tours longer than five (5) hours, such schedules will also include the length of the period to be allowed for meals.

If no change is so posted or furnished prior to the time specified above, the schedule in effect for the employee for the last calendar week assigned to work shall be considered as that employee's work schedule for the next calendar week.

It's up to ALL of us to police OUR contract.

**New Motor Club for Union Members Only Beats AAA**

The Union Plus Premier Motor Club offers union members peace of mind when you are on the road with a roadside assistance program that's a better deal than AAA.

Union Plus Premier Motor Club provides emergency roadside assistance, locksmith and tow services 24-hours-a-day nationwide through a network of more than 40,000 independent auto service and towing providers. You'll be covered for any vehicle you're driving or riding in, including cars, trucks, RVs and motor homes. And you won't have any out of pocket costs for any service call under \$100.

Get all the services you expect from an auto club, at prices that save you and your family 30% and more compared to AAA.

Union Plus Motor Club also offers emergency travel services, free custom trip routing, free maps and atlases, concierge services, and more. Plus, all calls are answered in the USA.

It's easy to enroll by visiting [UnionPlus.org/MotorClub](http://UnionPlus.org/MotorClub) or by calling 1-866-437-9274. Join today and get two months free.

**Retirees Corner**

The next regular meeting is July 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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for operates that way and we are going to have to deal with it.

While you should always work safely we realize that the more hours you pile on the more fatigue becomes a factor. We need everyone to realize this and act accordingly. Be very deliberate about setting up and using your gear, make sure you don't miss anything, refer to your package 6 when necessary and if you don't have one or know what it is check with your supervisor. Stay hydrated, make sure the ice machine is working. If you have to buy your own ice get a receipt and voucher it out. It's up to the company to make sure you have clean water and ice.

Rumors and what to do with them:

One is, the contract is a done deal and the company is going to keep us out on strike the requisite amount of time to pay for it. This one came out of management as most do. The others I have been hearing are all similar and all false.

First there is no done deal, we are at the bargaining table and if a deal were reached the members would have to vote to ratify it.

Second the Union decides on whether to use the ultimate tool, the strike, and you will all get a chance to vote on whether to authorize one or not. I will, when the time comes, vote to authorize the National to call a strike if it becomes necessary and I will encourage each and every one of you to do the same.

Whether we use it or not, if we don't vote to authorize a strike we've slit our own throats and set the tone for the duration of whatever

contract is forced down our collective throats. The tone is we don't have the guts to do what's needed to be treated with respect.

You will no doubt hear more rumors and it doesn't matter how good your source is. If you hear a rumor please pass it along to the Local Office via your steward rather than spread it. Rumors that sound good but don't pan out hurt morale as much as nasty rumors.

We can all look forward to the company finding ways to turn us against one another and the Union. They will do things they know we can't solve right away, they'll drag their feet on grievances and just be generally obstinate and ignorant. That's not necessarily a reflection on your direct supervisor, although a few will gleefully comply with whatever they are told to do but many of them are just stuck doing things they don't like.

The thing you need to remember is regardless of what's going on down the hall or in your own crew right now the goal is for all of us to stick together and bring in a good contract we can all live with.

Classic morale busting techniques include giving some people special treatment in full view of others who are operating with a boot on their neck. It's great when you're getting the goodies, but if you have the boot it can be a little tough to suck it up and deal with it.

That's what we're asking you to do, the best you can for the good of everyone. Work with your stewards and if you're going to be angry, if you aren't you're not paying attention, be angry with the company.

**NLRB: FRIEND OR FOE**

by Mike Parker

I recently attended a class put on by The National Labor Relations Board at Community College of Baltimore County with President Denise Burns, EVP Ray Pomeroy and Secretary/Treasurer Dutchin Webster.

The all day class was very informative. I learned that the NLRB is there to protect the unions against the corporations and also protect the members from unfair treatment from the unions.

Lately the NLRB seems to be siding with the corporations more than the unions, I guess that's the affect of having a Republican in office for the past eight years, with his appointees running the show.

The current board recently upheld a decision

know as The Register Guard decision, in a nut shell saying that employees could not broadcast pro union info via the company email. It's okay for the company to broadcast anti union emails because they own the network. Think about how many people use company email now. Now think about how many people actually take two seconds to look at the union bulletin board to see what's new. Can you see the importance of losing that decision?

There might be light at the end of the tunnel though, there are three empty seats on the NLRB. Hopefully, with a labor friendly President in office, labor friendly people will be appointed to the five member board, so the NLRB can do the job they were intended to do. Stay Strong and Stay United.

**Union Plus Legal Service**

1-888-993-8886 or [www.unionplus.org/legal](http://www.unionplus.org/legal).

**Sympathies to:**

Aaron Hedetnimi on the death of his grandmother  
 Debbie Murray on the death of her mother  
 Nick Watkins on the death of his grandfather

**Get Well to:**

Carlene Hannon recovering from surgery  
 Jimmy Padgett

**VERIZON MEMBERS**

- WEAR RED ON THURSDAY!
- Participate in work place activities.
- Watch out for your union brothers and sisters.

Make sure when you get mad get mad at the right ones!

Are you getting a ton of postcards from Verizon about what you need to do as an employee and advertising FiOS etc? If so, please collect them and bring them to your steward. We are collecting them at the Union Hall.

**Dates to Remember**

**Membership meetings**

07/07	Northern area	6:00 pm
07/09	Southern area	6:30 pm

**Other Meetings**

06/19	Metro Balt Council meetings	5p & 7p
07/07	Executive Board	tba
07/14	Retire Members Club	10:00 am
07/30	Stewards/Stewards Army	tba

**Other**

06/22-6/25	CWA National Convention
07/02	Verizon SIF training
07/09	Verizon SIF training
07/09	ACFC
07/10	Defense Fund training
07/15	Newsletter deadline
07/17	Metro Balt Council meetings 5 & 7

**Bargained for Holidays**

07/04	Independence Day
08/02/08	Verizon Contract Expires
02/07/09	at&t Orange Contract Expires

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