

# NEWSLETTER

Communication Workers of America

108 West Main St.

Sun Prairie, WI 53590

Non-Profit Org  
US Postage Paid  
PERMIT NO. 95  
Wausau WI 54401

May June 2011



*This is an official Publication  
of Local 4671 and is intended for  
Union use only.*

## **EVRC NEWS....NOW CHANGING TO THE ASSIGNMENT CENTER...**

President Mike Oliver and myself, along with the Marion Ohio Local President, Vice President and the District 4 Staff Rep all met with Frontier Management in Valprasio Indiana in March 2011 to discuss changes in the Call Centers that the Company wanted to present to the Union. The Company had already presented changes to Frontier/IBEW employees in Fort Wayne and it was accepted there, Fort Wayne will be a Conversation Center.

We were told by Management that both Ohio and Wisconsin had to accept these changes or the below would not happen. Mike, myself and Union Stewards met with our Members in Sun Prairie and the Local Union Officials met with the Members in Ohio to present these changes to our Members and let the Members decide if they wanted us to advise Management if they would agree to these changes or not, the Members felt it was in their best interest to agree to the changes below. Listed below is just a short outline of the changes happening, I will be updating the newsletter as changes happen.

The "Sun Prairie Care Center" which has been taking repair calls for 15 plus years is in the process having major changes. The repair calls will now be routed to Marion Ohio. Marion will now be called a Conversation Center and their job title will be referred to as the Universal Rep, their responsibilities will be billing, orders, collections and repair calls. The Universal Rep position pay will start at \$10.50 an hour and after training is completed the pay scale will be \$11.50 an hour. These reps can reach a gold achievement level which is based on sales that could add an additional \$2.50 to their hourly wage. The employees that are in the Marion Center now will have their wages remain the same as they are now, this new wage scale is for new employees being hired or transferring into the Marion Center.

Now....What happens to us in Sun Prairie?

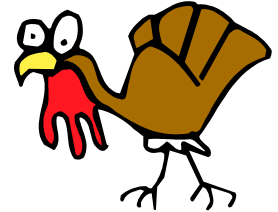
Sun Prairie is changing to the Assignment Center and will no longer be referred to as the Call Center. There will be two different positions with the Assignment Center, the Facility Assigner and the Facility Assigner/Cutter.

The Facility Assigners general duties are to perform facility assigner functions for service orders, assist outside plant techs, interact with other departments, change cable records, just to name a few.

The Facility Assigner/Cutter position will be the Facility Assigner duties with additional duties of Special Circuits, Centrex Orders, cut sheets for Engineering Work Orders.

The pay for our members in the Assignment Center at top pay will remain there through the life of the Contract, when the wage increase in the current contract comes around these members will be paid a lump sum of 2.75% in lieu of the General Wage increase. Other members that are not at top pay will follow formal for their wage increases. Sun Prairie will still have some members taking Complex Repair Calls, these are calls that Marion Ohio would need help with. Complex repair will still be a 24/7 schedule, the Company has still not given set hours for the Assignment Center.

Both Marion and Sun Prairie Centers will no longer be paid premium pay on Sundays, unless an existing member is forced to work on a Sunday. New hires will not be entitled to any Sunday premium. Another change for these Center members is in 2012 is the day after Thanksgiving will no longer be a consisted a holiday, they will be getting an additional personal day in lieu of the holiday.



Training for the above positions will be starting sometime in June. There are so many changes to the Center and I just wanted to give all of our Members an idea of what is happening in the Center.

#### **EDGERTON CITY WORKERS....**

Our Local represents these Public Employees, 2 Members from Edgerton are retiring and congratulations to them, Denny Haried and Roger Schielt. Unfortunately, the Mayor/Administrator has notified a City Management Employee that they won't be replacing either of the 2 employees, that leaves only 5 members in Edgerton in the DPW.

That's all for now, Have a great summer!

JANE VANDER KOOY

CWA LOCAL 4671 VICE PRESIDENT AND CALL CENTER AREA REP

## [Grievance Report – CWA Local 4671](#)

### **FRONTIER Rhinelander**

CWA. Security Clause Requires all Bargaining unit members must apply for member ship as a condition of employment. Appealed to arbitration.

Management employee transferring to craft wanting time bridged for seniority recognition. Arbitration Approved.

### **NEW FRONTIER**

Employee was discharged for misuse of company time. Call center. Appealed to first formal step.

Employee wants to be returned to restricted or to full unrestricted duty, when his physician releases him. Meeting scheduled at the first formal step.

### **VERIZON**

The company is eroding the bargaining unit membership by the use of contractors in the position of BTL Techs. Appealed to top step.

### **CENTURY LINK**

The company is using none union engineering employee to Continually and consistently perform bargaining unit work for the Rice Lake area exchanges. Top step meeting was held. Appealed to arbitration.

*Compiled/submitted by Timothy D.Gile, Secretary CWA Local 4671.*

## CenturyLink/Qwest Deal

CWA's discussions with CenturyLink, the company formed by the acquisition between CenturyLink and Qwest Communications, have resulted in management agreeing to provide greater job security for workers and to invest in broadband buildout, especially in rural and other underserved areas.



The agreement follows months of talks between CWA and the companies. CWA had filed objections with public service commissions in several states over the acquisition and its potentially adverse impact on quality service and jobs. With CenturyLink's agreement to secure jobs and investment, CWA dropped its opposition to the merger.

Job security is a major issue for the 14,000 CWA-represented workers at Qwest and 3,700 at CenturyLink. There are about 20,000 non-union workers at CenturyLink.

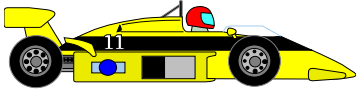
\*\*\*\*\*

May 5, 2011

CWA President Larry Cohen today was named as a member of the newly created national Innovation Advisory Board by U.S. Commerce Secretary Gary Locke.

Established by President Obama earlier this year as part of the America COMPETES Reauthorization Act, Cohen is the sole representative of labor on the 15-member board that will coordinate with the National Economic Council and other federal agencies in helping form national policies related to job creation and global competitiveness.

"CWA is pleased to participate in developing policy that creates good jobs and innovative infrastructure. Our five years of experience promoting Speed Matters as well as initiatives from our industrial division prepare us well," Cohen said. "Our ability as a nation to educate and innovate depends on broadband build out for rural and urban America, developing a platform for the next generation of economic development."



The Innovation Advisory Board is specifically charged with developing a study looking at the competitiveness of the national economy as compared to those of other nations, looking at areas that include education, research, business development and the ability to commercialize new technologies.

"American working families can get the job done. Our role is to take a step back and look at how government policies can better help them," Cohen said.

The President's order requires the board to complete the study and offer recommendations no later than January 4, 2012.

\*\*\*\*\*

**The Union needs to keep our records up-to date, please send any mail or email address changes to:**

Secretary Tim Gile

N2856 U.S. Hwy. 12

Humbird, WI. 54746

Email: [tg-gg@centurytel.net](mailto:tg-gg@centurytel.net)

## **Union Election begins for United-Continental Flight Attendants**

The voting process is underway in the critical union representation election for nearly 25,000 Flight Attendants at United, Continental and Continental Micronesia. The National Mediation Board mailed ballots to eligible workers Tuesday. Voting ends June 29, when the NMB will count the ballots and announce the results.

The Association of Flight Attendants-CWA represents 15,000 Flight Attendants at United, where AFA has 66 years of bargaining experience. The Machinists union represents 9,000 Flight Attendants at Continental.

“Our union’s first priority is to unite all Flight Attendants,” AFA International President Veda Shook said. “Our union is not just the largest Flight Attendant union, we are respected for our experience and expertise in all issues related to our work.”

The election is not a vote for a contract. Each airline’s current contract with its Flight Attendants will remain in force until renegotiated into a unified agreement after the election. The best provisions of each contract – United, Continental and Continental Micronesia – will provide the floor for negotiations.

“This is an historic moment in our careers,” said Greg Davidowitch, AFA president at United Airlines. “Flight Attendants are happy that we will soon be together in a single energized workforce.” CWA members traveling during the election period are encouraged to make a point of speaking to the advantages of AFA representation when encountering United and Continental Flight Attendants.

## **Missouri CWA’ers Coalition stop Legislatures Anti-Union Bills**

Phone Bank Volunteers Route 5,000 Calls to Capitol to Kill Paycheck Deception

A hugely successful phone bank helped Missouri CWAers send lawmakers home empty-handed last Friday, the end of a legislative session that began with the Republican majority pledging to pass a laundry list of anti-union, anti-worker bills.

“We feel like we stopped a speeding train that was headed right at us,” said Bradley Harmon, president of CWA Local 6355, which represents 7,000 state workers. “None of us thought we’d be able to end the session like this.”

In January, Harmon said, Republicans “were going after everything, not just the big issues of paycheck deception and right to work, but project labor agreements, prevailing wage laws, teacher tenure. It was an all-out attack and they got nothing, zero.” CWA, other unions and allies staged large protests at the capitol early in the session, making it clear that attacks on workers would face fierce opposition.

In April, CWA and the Missouri Progressive Vote Coalition turned up the heat again to kill the paycheck deception bill, designed to weaken unions and silence the voice of workers in politics by banning automatic payroll deduction of union dues. A phone bank, as well as the efforts of volunteers knocking on doors, sent 5,000 calls to lawmakers’ offices.

“We were patching through calls right up until 3 p.m. on the last day of the session,” Local 6355 Organizing Coordinator Richard von Glahn said. “The calls very clearly moved a lot of Republicans to vote against the bill, and ultimately created such a concern among the Republican caucus that it didn’t come up on the final day.”

Both the Senate and House had passed versions of the bill, but no final version was brought up for a vote. “We had members at the capitol doing lobbying on the last day and some of the lawmakers told them that every single phone call they were getting on the bill was telling them to oppose it,” von Glahn said.

The so-called “right to work” bill never came up for a vote at all and other anti-worker legislation either failed on the floor or simply vanished. As good as the victory feels, Harmon said he’s not letting down his guard. “We anticipate that we will have to fight every one of these fights again next year, and that the other side is going to be coming at us even harder than they did this year,” he said.

Between now and then, he said, the challenge will be to keep the coalition strong and active. “The relationships we’re building are fantastic,” he said. “The Sierra Club was in Jefferson City lobbying on our issues with us on Lobby Day, and we also had participation from the NAACP for the first time.” CWA also worked in tandem with other unions, even on issues that didn’t directly affect CWA members. “One of the things we’ve learned is that we have to view every assault that is going after workers as an assault on us,” Harmon said. “That was a really key to our being able to mount the kind of opposition that we did.”