



The Community Minded Union

Locally Speaking

The People Minded Local

Representing: Verizon-NJ Commercial & Marketing, Occupational Center of Union County, North Haledon Police Dispatchers, Data-Tele, AT&T Mobility and American Labor Museum Botto House.

VOLUME 39, NUMBER 2

COMMUNICATIONS WORKERS OF AMERICA

LOCAL 1023, CRANFORD, NJ

OCTOBER 2010

THOUSANDS MARCH ON WASHINGTON AT ONE NATION RALLY

Over 300 different groups and organizations rallied in Washington DC on October 2nd to demand our leaders support policies that will strengthen the economy, protect workers rights, and provide meaningful immigration reform. The One Nation movement is comprised of labor groups such as CWA and UAW as well as nationally known civil rights groups like NAACP, but also has the support of seniors, anti-war activists, environmentalists, veterans and religious leaders as well. What united all the different causes and groups was the fact that the elections in November will shape whether progress can be made. Ben Jealous, head of the NAACP, reminded those in attendance that a minority of Republicans wants to stop any and all legislation that helps provide good paying jobs, strengthens civil rights, ends wall street abuses and ensures companies treat workers fairly and safely. Jealous said that the "One Nation" movement would rather see jobs for 99 percent of Americans instead of tax cuts for one percent of Americans. Reverend Al Sharpton reminded everyone that "We've got to get ready for the midterm exam. We can't stop in '08!"

Held at the Lincoln Memorial, the rally began with an interfaith service at 11am. Over the next several hours speaker after speaker spoke about the issues that face our nation. Those in attendance expressed the same concerns through signs that supported the variety of causes represented. Some of the signs included "Stop Racism Now" "We March For Hope Not Hate" "We Should Not Fear Muslims" "Arizona The Show Me Your Papers State" "We Need Jobs Not Rhetoric" and "The Republicans Want To Party Like It's 1929". Seen by some as a response to the Tea Party group and the Glenn Beck Rally held a month earlier, the rally was planned before Beck's rally was announced. One Nation organizers hope that this rally will encourage people to



33 members of CWA Local 1023 rode to Washington and participated in the One Nation Rally on October 2, 2010.

help spread the word and get out the vote. Said Michael Travali of CWA Local 1022, the people "have to show Washington that the middle class and the workers count. People have to stand up for themselves."

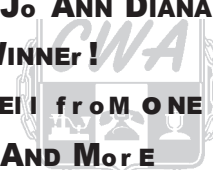
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WINNERS of Jo ANN DIANA ScholAr SHIP

MoTM WINNER!

fAr WEll fRom ONe rETIrING MEMbEr

. . . AND More



The President's Corner



It is hard to believe that we are looking at the fourth quarter of 2010. There have been so many changes this year it is enough to make our heads spin.

While Verizon claims their customer base continues to shrink, the effect of all the changes imposed by the company have not made doing business with the company very "customer friendly." To the contrary, these changes have actually caused more customer irritation. Not to mention the amount of undue stress that it has caused the employees.

Our local lost a total of 297 members when Verizon offered the most recent EISP. The most shocking fact about it is that only 71 folks were pension eligible. The other 226 walked away from lucrative jobs with a 100% company funded benefit package. Most were hired in 2007 or after. This is a disgrace and Verizon management should be ashamed of themselves for creating an environment that would drive folks out of their offices.

Our members at the Occupational Center of Union County continue their protracted struggle for a fair contract against an employer who wants to reduce healthcare, wages, pensions and hours.

On a more positive side, the FutureLink conference held in Baltimore this September was a huge success. The most important message to all members is: **use these valuable career counseling services.** Go to the website or catch Mitch Baskin when he is in your building and ask him to assist you in helping you find some courses that are beneficial for you.

The fourth quarter Membership Meeting will be held on Wednesday, December 8th, 2010 and we will be voting to merge with CWA Local 1020. Local 1020 consists of 12 Traffic employees located at 95 Williams Street, Newark and 900 Clinton Avenue, Irvington. These folks prepare reports mandated by the New Jersey Board of Public Utilities and monitor traffic on Verizon trunking equipment. As the Verizon employee base continues to shrink these types of local mergers are critical to the survival of smaller locals. It's good for Local 1020 and good for us!

The "One Nation" rally in Washington DC on 10-2-10 drew an unofficial count of 175,000 activists from over 400 organizations that signed up to attend. I would like to take this opportunity to thank all our members and their families and friends who participated.

October 2nd was not the end of "One Nation". It is the beginning. We need to get all Americans out to the polls this November to help elect politicians who are working family and union friendly. We must vote out those obstructionist politicians who have imposed a strangle hold on legislation that will move this country forward to preserve the middle class. Currently, any bill leaving the House of Representatives that is working family/union friendly is being strangled by the minority bloc in the Senate. We must make sure that our message is loud and clear this November. The local will be looking for folks to volunteer to go door-to-door, call our members and just get out the vote.

If you cannot give of your time, please ask your Chief for a COPE card. Sign up to give to COPE or increase your current weekly contribution.

To those of you who stayed, despite Verizon's best effort to bribe you out of your job, remember you stayed, as I did, for a reason. The struggle will always be there, no matter what company you work for. As Verizon bargaining approaches, repeat after me: "we will last one day longer than the company!"

MANDATORY TRAINING

Verizon, responding to an ongoing misuse of email, will be conducting mandatory training on proper use of email. The class will focus specifically on how to send email to the correct recipient. This is to insure the accuracy of emails and that private and confidential information is not disclosed to unauthorized parties. The course is available in Netlearn and is entitled "How to send an email for Dummies". The course code is DERP101. Please see your local management for time to take this course and remember that training is never to be done on closed time. If time permits there will be instructor led training, where management will demonstrate the proper way to send email to the intended party.

CWA CREATES NEW CUSTOMER SERVICE ACTIVIST NETWORK

CWA National has created a new committee called the Customer Service Activist Network to specifically address the problems faced by members of CWA who work in customer service jobs across the country. The CWA has 700K total members, but over 150K of them work in customer service jobs at numerous different companies such as Verizon and AT&T, as well as the airline and newspaper industry. These workers are subject to daily harassment, unreasonable sales quotas, unacceptable levels of stress (and the inevitable health problems created by such stress), and a lack of respect for the hard work they do. The committee goal is to improve the quality of work by focusing on issues specific to this job type thru bargaining, legislative efforts and appealing directly to the companies involved. This is an effort we should all support, even the corporations themselves, because customer service employees are the first and often only employees the customer deals with. It would serve the corporation well to have a better work environment so that the employee can give the best service possible. The network will meet in October to develop a more detailed strategy.

Winners of the Jo Ann Diana Scholarship

Congratulations to the following members whose children will receive a \$500 scholarship courtesy of the Jo Ann Diana Scholarship.

Maxine Mount from the MASST office. Her son John Mount will be attending the College of NJ.

Giovanna Jacobs from the Livingston Retention office. Her son Lamont Jacobs will be attending Bloomfield College.

Maria Nunes from the MASST office. Her son Sam and her daughter Samantha both won. Sam will be attending Merimack College. Samantha will be attending Marywood University.

NLRB Upholds Union Election for EZ-Pass Workers

By a 2-1 vote, the NLRB rejected a request by Xerox Corp to throw out a decision that certified the EZ-Pass workers union election. In August 2009, EZ-Pass workers at the Staten Island call center voted for CWA representation with Local 1102. Xerox appealed the election results and has refused to bargain for over a year. With this decision it expected that Local 1022 can begin contract negotiations on behalf of the workers.

FutureLink

A conference for FutureLink Advocates was held in Baltimore on September 14 – 17, 2010.

In attendance were 128 Advocates from the old “Bell Atlantic” footprint representing New Jersey, Virginia, Delaware and Pennsylvania. The theme was “Inspire, Acknowledge and Train”.

The four day conference offered classes that are available to our Members in the form of face-to-face, on-line or home study. The Advocates met the folks that are responsible for the administration of the FutureLink program as well as the FutureLink Advisor’s from various states.

Our Advisor is Mitch Baskin. Mitch is a career counselor who works for FutureLink to provide face-to-face training, to assist you in writing your résumé or help you choose the services available that would be right for you.

Prior to the formation of the Training Advisory Board Executive Council (TABEC), the company’s idea of career counseling consisted of your supervisor asking you what you aspired to be after they reviewed your yearly appraisal.

Whether you are looking for a job internally or externally, you need a résumé. Mitch can teach you the techniques that help your résumé stand out.

Bargaining is just around the corner. FutureLink services need to be used or there is a chance that these valuable services will be lost. Professional career counseling costs big bucks. FutureLink provides these services at no cost to you.

Check out the FutureLink website at vz-futurelink.net. Take advantage and help preserve these beneficial services. Instead of spending hours on Facebook, see what FutureLink has to offer. If you know anyone who left the payroll this September with the EISP, remind them that they are entitled to FutureLink services for up to 3 months after leaving.



**Check out
Local 1023 on
Facebook
to stay on top of
current events!!!!**



MOTHER OF THE MONTH



MOTM: CHRISTINE DILULLO

The MOTM award has not been given out recently, but recent events demanded it return. The mother of the month award is reserved for a special breed of manager. Being bell-shaped and having no heart aren't enough to be nominated for this special recognition. It takes a combination of audacity, ineptitude and a penchant for pushing the boundaries of credibility. The person most reflecting the values of the MOTM is drum roll please.... NJ Force Team Specialist Christine Dilullo!!!

What makes her so deserving? Well to start, she's the most visible face of a group who makes consultants feel like criminals for trying to do their job, for trying to provide customer service. Her job is to enforce adherence with the subtlety of a police baton. You've closed your light and she doesn't know why? She will follow you to the bathroom to make sure that's where you're headed. A co-worker asks for your help with a problem because there's no management available to ask? Don't help them otherwise she'll criticize you for being closed without a valid reason!

Christine loves to talk out of both sides of her mouth. One consultant was disconnected from a customer and didn't call them back. **BAD CONSULTANT!** Shortly afterwards this same consultant was disconnected and called their customer back. Failure to get permission? **BAD CONSULTANT!** Christine, like so many other managers, feels rules apply to other people and not to her. In Christmas 2009 members were told that no children were permitted to attend the office "christmas party" (which is where our family gets to come in and watch us work). Did she forget this when she brought her son to work that day? Or was she just flaunting the fact that she can do what she wants? And ethics? HA! If the office AHT is approaching critical levels, she'll manipulate the data by telling you to terminate the call and call the customer back (thus giving the appearance of reducing AHT). Now if you did that of course, you'd get stern discipline because you're falsifying records. Funny how when she does it, she's not wrong.

What really sets her apart from the other nominees

and makes her a unanimous 1st place winner is the fact that she disciplined a member when she wasn't even management! That's right! While Christine Dilullo was a card carrying union member she tried to suspend one of her co-workers! The member was actually suspended but won their grievance because Christine had no authority to discipline anyone. It didn't matter though, because Christine had made her bones and demonstrated to management that she had the ability to run things like a true prison warden. Unfortunately for Christine, it's a hollow victory because she, like all management, still has to answer to someone above her. Unfortunately for Christine, she doesn't have a union to fight for her when management decides to treat her like... well, like the way she treats us.

RUNNER UPS: These individuals were strongly considered for winner of the MOTM but ultimately were out-shined by Christine Dilullo. We have not run a MOTM in several issues so we decided to give them a brief mention.

Edelweiss Neil, Team Leader, Livingston CSSC

This manager observed on one consultant and told that member the following: "You should have done more for the customer." "Such as?" "I don't know, but you should've done something." It's worth noting that the member informed her of Verizon policy in such situations, and she reiterated that the member "should've done something more" but could not provide any examples.

Dania Stephenson, Team Leader, Retention
She knows what she did. :)

Eileen Barker, Director

Ms Barker is a runner up because she wants you to work without paying you, and needed it explained to her that she can't do that. Barker wants CSSC workers to be ready to take calls in the CSSC at precisely 8AM. The problem is that you can't take calls till the computer boots up and you have logged into the system (which can take several minutes.) Barker wanted members to begin booting the computer before 8AM so the system would be ready at 8AM. This would mean members would be working at 755... but they wouldn't be paid for it. Local 1023 VP Ward Riley had to explain that the members could not be asked to work for free and that if we can't take calls precisely at 8AM then that's Verizon's problem and Verizon's fault. They changed the phone system to be part of the computer. Deal with it

This serves as a reminder to all members: DO NOT engage in any sort of work prior to the start of your shift. Do not boot your computer, read company email, read training materials, look at snail mail, or ask a manager a question about some issue you had the day before. If you are working before your tour you are giving away your labor for free. If Barker asked you to rake leaves at her house without pay, would you? No? Well then why would you want to do any sort of work for her or Verizon without being paid? Bottom line: don't do it.

THE CRANKY CONSULTANT IS TIRED OF BEING AFRAID

As we bade farewell to hundreds of co-workers who took the recent EISP package, I thought about the many co-workers who seemed so eager to leave the company. I wondered why. Our salary is reasonable, our benefit package is good by comparison to other industries, and we are facing what we have been repeatedly told is the "worst recession since the Depression". In the end the answer is job satisfaction. A lot of people were simply fed up with the lack of accountability by management, the poor decision making and the culture of fear and harassment that smothers us on a continual basis.

Workplace fear was the subject of an article on MSNBC. The article lists 10 signs that you live in a workplace dominated by fear. <http://www.msnbc.msn.com/id/38206989>. See if any of these things sound familiar....

Appearances are everything.

Everyone is talking about who's rising and who's falling.

Distrust reigns.

Numbers rule.

The rules number in the thousands.

Management considers lateral communication suspect.

Information is hoarded.

Brown-nosers rule.

'The Office' evokes sad chuckles, rather than laughs.

Management leads by fear.

Everything you do is measured in multiple ways. Statistics and results are relayed to you every day (often from several sources). It seems as if there's always a crisis because some particular metric isn't meeting required minimums/maximums. There's always some area of job performance that you aren't meeting and YOU MUST IMPROVE. If things don't improve then your job is in jeopardy. Or maybe your office's future is in jeopardy. Oh there will be consequences. Negative consequences.

Every aspect of the job is written out, scripted and there are rules for every situation ****which must be followed****, then they have the nerve to say that we are "empowered". What pushes things into insanity is when rules/processes change on a daily basis, they aren't explained properly (or are explained incorrectly), and yet our job may hinge on remembering 1 of an 87 step process. This company is run by people who either can't understand (or are afraid to acknowledge) that doing the job sometimes requires one to go outside of the preferred way of doing things for any number of reasons. All those in charge care about is the numbers and following the process, no exceptions, no matter how illogical it is. See our MOTM as a prime example.

The stress and fear doesn't just affect members either. Intimidate and threaten management and they'll get fed up too. What else can explain the recent rash of managers quitting suddenly or seeking transfers to other depts? Within hours of each other one office CCM quit, and a team leader announced he was leaving for another department. Several weeks before that a team leader quit on the spot after he publicly had it out with several other team leaders. According to witnesses he accused the other team leaders of failing to carry their fair burden of the management work load. Could it have anything to do with the insane requirements imposed by upper management and the fact that they threatened every team leaders job if they don't improve their sales numbers? Let's not forget that Andrea Custis is back for a second tour as VP. During her first reign of terror, the Director had to go on medical leave for heart problems that he (allegedly) said were caused by the stress created by Ms Custis's high stress style of management.

To management, the response to the EISP means it was a success. I say it shows how much of a failure upper management is at doing their job. When people (be they management or non management) are treated well and have a stable work environment, they won't want to walk away, even if the job is difficult. Upper management has created a workplace dominated by fear, and created a crisis environment where no real change can ever occur because everyone is too busy running around to resolve the latest hot button problem. As a result they have demoralized people, stifled true creativity and problem solving and forced smart and knowledgeable people to walk away. Those who remain are left to figure out how to solve the mess created by bad policy and bad leadership.

Eternally Cranky, the CC

FAREWELL FROM ONE MEMBER

Over the years here I have accumulated a lot of knowledge. As I leave I want to share some words of wisdom with you.

1. If at first you don't succeed - redefine success
2. No one is listening until you make a mistake
3. Treat each day as your last one - one day you'll be right
4. Always give 100% - Monday 10%, Tuesday 20%, Wednesday 40%, Thursday 25%, and Friday 5%
5. Do not underestimate your abilities - that's your boss's job

So goodbye Teaneck. I wish everyone luck in whatever they do. I'll miss you.

Love, Dot

(reprinted with permission)



More Pictures from the One Nation Working Together Rally



2010 1st and 2nd Quarter Greivence Report

AREA ONE –

Absences & Tardies –	1 won
Vacation, EWD, etc –	1 open, 1 won, 1 withdrawn
Pay Treatment –	1 open
Harssment & Mutual Respect –	1 won, 1 settled
Tech Change –	1 open
Suspension –	1 settled
Unfair & Equal Treatment –	1 won, 2 open
Contracting Work –	1 open
Total: 13	

AREA TWO -

Absences & Tardies –	1 open
Observation –	2 settled
Management doing production –	1 settled
Pay Treatment –	1 open
Weather Conditions –	3 open, 1 withdrawn
Harrassment & Mutual Respect –	2 lost, 4 withdrawn, 5 settled, 6 open
Health and Safety –	1 open
Mandatory OT –	1 open, 1 withdrawn
Suspension –	3 withdrawn, 5 lost, 4 settled, 8 open
Unfair & Unequal Treatment –	1 won, 1 open
Total: 51	

AREA THREE -

Absences & Tardies –	5 lost, 1 won, 1 withdrawn, 5 open
Dismissal –	4 open
Appraisal –	3 open
Observaton –	1 open
Vacation, EWD –	1 open, 1 withdrawn
Tour Selection –	1 Withdrawn, 1 Won
Pay Treatment –	1 open
Weather Conditions –	2 open
Harrassment & Mutual Respect –	12 won, 3 open, 2 lost, 1 withdrawn, 6 settled
Suspension –	15 open, 6 withdrawn, 10 settled, 2 won
Unfair & Unequal Treatment –	2 open, 1 withdrawn
Total: 87	

AREA FOUR -

Absences & Tardies –	1 settled, 1 won
Dismissal –	3 open, 3 lost, 3 withdrawn
Observation –	1 settled
Vacation, EWD –	1 open
Tour Selection –	1 open
Weather Conditions –	2 open, 2 won
Harassment & Mutual Respect –	2 won, 2 open
Suspension –	6 withdrawn, 2 settled, 2 lost, 1 open
Sales Treatment –	1 open
Total: 34	

AREA FIVE -

Absences & Tardies –	4 open
Dismissal –	5 open
Observation –	3 withdrawn
Weather Conditions –	12 open
Harassment & Mutual Respect –	6 open, 4 settled, 1 withdrawn
Working Conditions –	1 open
Suspension –	14 open, 1 withdrawn
Unfair & Unequal Treatment –	2 open
Denial of Union Representation –	4 open
Total: 57	

Congratulations Retirees

Grace Alaman - VPS, Concetta Anselmo - VPS, Joanne Ashe – Livingston Retention, Mary Barbour – Livingston CSSC, Lauren Bermudez - VPS, Theresa Borkes - MASST, Lois Brown – Livingston CSSC, Elaine Campbell – Teaneck CSSC, Sandra Cardascia - SRC, Arlene Carter-West – Livingston CSSC, Margaret Connahan - MSSC, George Coogan - MASST, Diane Cox-Stilwell – Montclair DBM, Kjadijah Cunningham – Teaneck CSSC, Barbara Desena - VPS, Grace Drury – VPS, Damaris Duran – Teaneck CSSC, Jeanann Dyki – MASST, Mary Falbo – Teaneck CSSC, Lynne Faust – Fair Lawn CFS, Jean Foley - MASST, Karen Gaines – VPS, Beverly Good – Livingston CSSC, Maureen Grogan – MASST, Kathleen Hansen – VPS, Suzanne Hatatah – MASST, Deborah Hemmerle – Livingston Retention, Debra Hull – Livingston CSSC, Cecelia Hurd – Livingston CSSC, Fran Imbriaco – Teaneck CSSC, Robert Innocenti - MASST, Sheila Jackson – Fair Lawn CFS, Kathleen Javens – Fair Lawn CFS, Lola Johnson – VPS, Patricia Jones – MASST, Gloria Jordan – Irvington Coin, Robert Juba - MASST, Barbara King – Livingston Retention, Brenda Lawrence - VPS, Beverly Mahoney – Teaneck CSSC, Lorraine Manella – Fair Lawn CFS, Carrell Martin - VPS, Cheyenne Martin - SRC, Suzanne Martin – Livingston Retention, Janice May - VPS, Reynaldo Montalvo – Newark MSSC, Lois Morehouse – Montclair DBM, Helen Nero - VPS, Carol Padden - VPS, Mary Payne – Livingston CSSC, Donna Phillips - MASST, Jane Pimentel - VPS, Elaine Racaniello – Livingston CSSC, Elizabeth Raguseo – Livingston CSSC, Brenda Rawls - MASST, Dorothy Rekuc – Teaneck CSSC, Linda Rodriguez - SRC, Beverly Rogers - VPS, Lillian Rolon – Fair Lawn CFS, Christine Scavone – Livingston Retention, Janice Sileo – Livingston CSSC, Rose Slaughter - VPS, Cindy Strienfeld - MASST, Gail Suggs – Fair Lawn CFS, Suzann Tedeschi - VPS, Jeanne Turkenkopf – Fair Lawn CFS, Nancy Walkovitsch – Fair Lawn CFS, Janet Weber – MASST, Evelyn Williams – Livingston CSSC

AT THE ALTAR OF THE BOTTOM LINE

Members should check out a new book by Tom Juravich called "At the Altar of the Bottom Line". The book analyzes the economic collapse that America has suffered since 2007. In the book, Juravich interviews workers in different industries, including CWA members of Local 1400 who work at the Verizon call center in Andover, MA. The book takes a critical look at how corporation decisions have created work place stress, made employees sick, and have negatively impacted workers in the name of Wall Street profits.

Read about the book, and specifically the Verizon employees at the official website [//altarofthebottomline.com/stressed.php](http://altarofthebottomline.com/stressed.php)

GENERAL MEMBERSHIP MEETING NOTICE

UNION ELKS

December 8, 2010 at 7 PM

A VOTE WILL BE HELD TO APPROVE A MERGER WITH LOCAL 1020

Local 1020 has 12 members that work in the
Traffic Bargaining Unit
(Yellow Pages in the Contract)

Welcome New Members

Dennis Batelli – AT&T Mobility, **Gabriel Contreras** – AT&T Mobility, **Kelley Peterkin** – AT&T Mobility, **Angelica Selem** – AT&T Mobility, **Rahmaan Swiney** – AT&T Mobility, **Anthony Zaino** – Data-Tele Contractors

MOVING?

Please remember to give your
new address and phone number
to the Local Office when you move.

- ✓ You can call: (908) 709-1023
- ✓ You can Fax: (908) 276-8921
- ✓ You can e-mail; cwa1023@verizon.net
- ✓ You can send by mail:

CWA Local 1023

118 South Avenue East, Cranford, NJ 07016

QUOTE OF THE MONTH

Customer service

“Great customer service is expensive and the payoff is 2-3 years down the road. If all we wanted to do was maximize out 2010 profits, we'd fire everyone and stop answering the phones.” - shoe retailer Zappos CEO Tony Hsieh on why customer service is so bad in the United States.

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The voice of local 1023 endeavors to provide factual, informative and relevant comment on matters of interest to the Membership. Reprint permission is granted to All Union Publications, with credit to the author. All inquiries concerning this publication should be referred to the Editor.

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