

CWA VOICE



The Communications Workers of America, Local 2202

Virginia Beach, VA

January/February 2003

Local 2202 and District 2 VP Catucci Installs New Officers

Your newly elected officers were installed at the January 13th General Membership meeting. CWA District 2 Vice President Pete Catucci was in attendance to officially install the newly elected Executive Board members.

Vice President Catucci gave an informative talk on some of the issues that our union faces in regard to contract negotiations, corporate downsizing, and the like. The membership was afforded the opportunity to ask questions at the end of his talk.

Our Local has certainly made many accomplishments over the years. And accolades go out to our loyal Stewards who continue to work hard to ensure that workers within our Local are treated fairly with much dignity and respect. We also owe a great amount of gratitude to our members-at-large, who are the eyes and ears of the Local---keeping our Stewards and Officers very well informed as to the various happenings that effect our membership. And for this, we sincerely *thank you!*

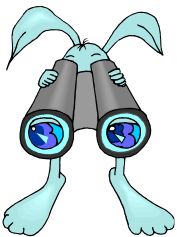
Several of our long-time Executive Board members have left a legacy for our newly elected Executive Board members to continue and build upon. Catherine Brown, Pat Bullock, Tom Castillo, and Pam Scoville, all who have served our Local as Vice President-Private Sector, will be missed. We take this opportunity to express our sincere thanks for all you have done on behalf of our Local and wish each one of you continued success in all that you will set forth to accomplish.

Going forward, we take this opportunity to welcome and to challenge the newly elected and current Executive Board to run with the charge set forth in the CWA Constitution and sworn by VP Catucci to each of them. President Louie Scinaldi, Executive Vice-President Paula Terveer, Secretary-Treasurer John Wills, and Vice Presidents-Private Sector, Richard Burnett, Carol Castillo, Audrey Collins, Alex Long, Jeanie Roberts, and Byron Taylor---take what our predecessors have left, build upon sound principles that strengthen our Local, and remember *Local Leadership-National Respect!*

Locate Your Name – Win \$10.00

Yes! Being a member of Local 2202 just keeps getting better and better!

If you locate your full name hidden in the **CWA VOICE** in *ALL CAPITAL* letters, just call the union office on (757) 456-2202 to claim your \$10.00. Future editions of our newsletter will announce who did or did not locate their name. As long as you find yours by the next publication---you could be a winner!



No Surplus In Verizon South

Thanks to District 2 Vice President Pete Catucci and staff who negotiated with Verizon to create an Early Retirement Eligibility (ERE) program which allowed certain employees to volunteer to leave the payroll helping to eliminate a declared surplus condition in the Potomac area (former C&P Telephone areas). Prior to this action, the company was threatening the layoff of employees in Maryland, Virginia, West Virginia, and Washington D.C.

Additionally; District 2 provided Verizon with a list of several hundred employees in non-surplus positions (surrogate employees) who expressed a desire in volunteering to leave the company. The company extended the Enhanced Income Security Plan offer to these employees, who, under the contract would not otherwise have received the original offer. Many accepted and were approved to leave under the offer eliminating the declared surplus condition which could have resulted in layoffs for our District. *Our hats are off to those in position working on our behalf. We thank you!*

Layoffs at Verizon Connected Solutions

Unfortunately, we regret to announce that we had another layoff at Verizon Connected Solutions, Inc. (VCSI). Notification came on November 7, 2002 that eighty-six (86) technicians in Maryland and Virginia would be involved in a layoff. This was the third layoff at VCSI within the past year and leaves Virginia Beach area with approximately eleven (11) VCSI technicians remaining on the payroll.

Although, VCSI employees cannot take advantage of tuition assistance through the company, as members of the CWA, we encourage VCSI employees to take advantage of educational programs offered through Local 2202 such as the CWA/NETT certification program offered in conjunction with Stanly Community College. There is a full service computer lab with proctors available right here in our Local. Call the Union office for details.

**CWA Joe Beirne Foundation
Scholarship
Deadline is March 31, 2003
Call the Union Office for details**

THE PRESIDENT'S CORNER



Dear Union Sisters and Brothers,

With this being a bargaining year in Verizon and VCSI, our focus will be in that direction. First and foremost, this is the time for all of us to come together. This is the time when a problem in any workgroup should be a concern



Pictured are: Morty Bahr, President; Barbara Easterling, Secretary-Treasurer; and Larry Cohen, Executive VP

Contribute to Your Favorite Charity to Win a Harley-Davidson Fat Boy®

For every \$10.00 you donate to a tax-exempt charity between January 1 and August 1, 2003, you get one entry in the CWA / Principal Financial Group® American Dream motorcycle give-away.

Your charitable contributions, no matter how large or how small, can make a difference in the lives of others—funding valuable programs and providing needed services.

Entering to win is easy. All you have to do is:

1. Contribute to your favorite 501(c)(3) charity.
2. Get written acknowledgment of the amount of your donation. (Preprinted acknowledgment request forms are available at the CWA Union Office.)
3. Send a copy of the Acknowledgment along with an official entry form to Principal Financial Group, P.O. Box 4968, Des Moines, IA 50306-4968

LET THE GOOD TIMES ROLL

Congratulations!

To Ollie Wilson-Kasey and Marvene Cassidy who won the \$5.00 door prizes at the January 13th Membership Meeting.

Wayne Hinton, Jr.'s name, Chesapeake NMC, was drawn for the Pot-of-Gold worth \$968.88.

He was present to claim it!

Congratulations, Wayne!

The Pot-of-Gold is replenished and is GROWING again.

JOIN US AT THE NEXT MEMBERSHIP MEETING ON

MONDAY, MARCH 10, 2003

7:30 P.M.

IRONWORKERS HALL

5307 E. VIRGINIA BEACH BLVD

NORFOLK, VA

Customer Service / Marketing Conference 2002 BY CAROL CASTILLO

The Customer Service / Marketing Conference 2002 was held September 25-28. Larry Mancino, District 1 Vice President, gave the opening remarks. He applauded the efforts of Customer Service (CS) workers everywhere. He stated that marketing helps to create and maintain outside jobs. He reminded us that as CWA members we are competing with non-union companies and should constantly keep trying to organize the unorganized.

Larry Cohen, CWA Executive Vice President, asked what will we do about the tough times we all face? He said being a CWA worker, we have to show we are the best worker. He reminded us how last year we were able to get back work that went to contractors. We need to keep up the pressure to retain DSL and get into long distance. Speaking on how well Customer Professional Day 2001 went he touched on quality and how important it is to all industries. From U.S. Airways to Wireless the focus must be on quality, especially with those workers who deal with the customer. Everyday the spotlight is on the CS worker and how they interface with the customer. He restated how important the high road of quality, professionalism and customer service is compared to the low road of corporate greed, profit, and inhumanity. The high road is solving customers problems, not reading a script! The high road is giving a voice to those who do the work everyday. If we allow the companies to take the low road, our work will be contracted out overseas to non-union workers whose companies deceive our customers by pretending to be unionized American CS workers! We have been fighting to get new jobs and retain old ones by taking the high road. Consumers want and demand quality service. Allowed the choice they would prefer and pay to have that option, that not only makes good sense but should make good public policy. Companies need to follow the key points of the Customer Service Professional day poster by: *“allowing professionals to solve problems, time to breath, ethical and reasonable approach to sales, joint-management meetings, compensating employees for skills, balancing work and family, OT notification, electronic monitoring, flexibility in scheduling and customer service distinction.”* Larry stated that we should not be depressed by surpluses, health-care and the like; but instead be resolved in our solidarity that we will get solutions to those and other issues. For in the end the high road will surely drive out the low.

At Verizon Wireless we bargained a neutrality agreement and still management there does not support unionization. It has been a two-year war in which they force employees to attend mandatory anti-union meetings. They keep threatening job cuts as a way to prevent those who want to join CWA. Currently, at VIS, 1,500 workers have joined CWA. It took two years to get union recognition. After almost six months of bargaining the company cannot even agree to a grievance procedure. Verizon is the worst offender in CWA. (see *“CS” on next page*)

Jann Buttiglieri CWA Health Care Benefits Coordinator Dies

Jann Lee Buttiglieri, a long time labor union official and CWA Health Care Benefits Coordinator died of cancer in December. Jann was born in Huntington, West Virginia.

Jann moved to Baltimore, MD in 1986 as an employee of C&P Telephone, where she was a Service Representative at the Inner Harbor office.

Jan is credited with helping to negotiate contracts for communications workers at area community colleges and at Verizon. Jann will be sorely missed by the CWA.

Funeral services were held on Saturday, December 21, 2002. Cards and condolences can be sent to the family at: 63 English Run Circle. Sparks, MD 21152-8853.

CWA Member's Son Missing

Joshua Guimond, is the missing son of CWA Local 7204 President Bob Guimond. Joshua disappeared on November 9th after stepping away from a card game in a campus apartment at St. John's University in St. Cloud, Minn.

For additional information and updates, please visit the website at www.FindJoshua.org or call (320) 255-1301.



No Good Deed BY TOM CASTILLO

We all have probably heard the old saying, *“No good deed goes unpunished”*. Recently, we had the opportunity to work with the YWCA and Verizon to perhaps show that may not always be the case. Last March, the Committee on Equity took to providing business-sized cards at the workplace that gave information designed to help those that suffered domestic violence. Verizon's storeroom Resource Supervisor, Scott Smith, was contacted to make the company aware of what the COE was attempting to do. While explaining the project to him, which he fully supported, he mentioned that Verizon had some old cell phones that they were going to have to throw out. Since the cell phones could still dial 911, he asked if the YWCA might find use for them. Cheryl Marks, the Director of Norfolk YWCA, advised us that they could indeed use the phones. We immediately saw this as an opportunity to show how the CWA and Verizon could work together for a common good. Arrangements were made for Louie Scinaldi, President Local 2202, Scott Smith, Verizon Supervisor, and Cheryl Marks, YWCA, to meet in order to deliver the cell phones/chargers, which were eventually used by the Norfolk Court Advocates Program.

So now, when we hear that old saying, we wonder does one good deed lead to many possibilities? For when we help each other, are we not really helping ourselves?

Working Together to Make A Difference

BY PAULA TERVEER

One definition of union is "a confederation of independent individuals for some common purpose." Some of our many goals are to have security and safety in our jobs, to earn decent living, to be able to afford good medical treatment, to be treated with respect and to be able to retire comfortably. Our union is made up of a very diverse group who contribute in many positive ways.

While our differences can make us stronger, they can also make us weaker and less effective. In order to make our differences work for us, we need to make sure we are open-minded and understanding of each other. We need to make a concerted effort to communicate effectively and be respectful to one another. When we ridicule, taunt, blame and ostracize each other, our union is rendered weaker and has less resources available to effectively accomplish its goals.

Bargaining is right around the corner and we need to make sure we are unified as a group. This means taking the initiative to read your contract and ask questions. EILEEN D YOUNG when in doubt Get involved in committees, attend union meetings and wear red on Thursdays. The company takes notice when work groups are added with one another or critical of their union leaders. This makes managing day to day problems as well as negotiating a good contract much more difficult.

With the varied dynamics of our group, we have the ability to see all sides of a problem. We have the wisdom that comes with time on the job. We have young, new members that bring fresh perspectives and new ideas. We have men and women who have common concerns and some very different concerns as well. The differences in cultures and beliefs can add to the cohesiveness and strength of our union. As we go forward, we need to channel our energy into finding ways to effectively work together to make our union family as strong and effective as possible.

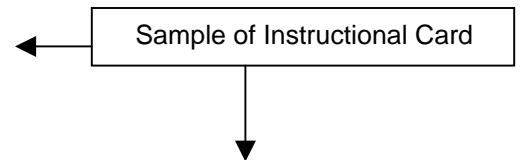
Equity Committee Joins with YWCA to End Domestic Violence

BY TOM CASTILLO

The Committee on Equity used last March, which was Women's History Month, to partner with the Norfolk YWCA to help end domestic violence. Instructional cards were provided that gave phone numbers and a brief "what to do if" list in hope that it would curtail this international problem.

Early in 2002, the YWCA Director, Cheryl Marks, was contacted about an idea to have Local 2202's COE provide business-sized cards that would give the Crisis Hotline phone number as well as a short list of actions to be taken by those affected by domestic violence. We determined that the cards should be placed in the women's restrooms at most of Verizon's larger buildings on the Southside, so our members could discreetly remove the cards for their use or to give to others in the community. COE members contacted Verizon management to make them aware of our plan, we received overwhelming support to our proposal. The next step was to design the cards. We had help from Cheryl Marks who provided information and cards they had used in the past. Taking all that was given, the COE was able to create and print a card that contained the most important information. After COE members prepared the cards, they had them placed in the restrooms on cardholders provided by the Local.

This effort is on-going and we ask our members to help in notifying the COE of card replenishment or if there is a need for providing the cards at a particular work site.



("CS" continued from previous page) As EVP Cohen concluded, he introduced Rocio Carbajal, a marketing representative at Tel Mex from Mexico City. She is a member of STRM, a Mexican labor union, and told the audience via an interpreter how we as union members can make a difference. Also, he brought forth Sandra Demarcq, represented by SUD, who works for France Telecom in Paris, France, where they have a five minute paid break every hour. They have fought hard to improve the working conditions for their members. Larry expressed a need to build worldwide relationships between labor organizations to improve the working conditions for all workers.

One of the conference highlights was a talk by ACW President Morton Bahr. He began by saying that he knew we were tired of hearing bad news. However, he said that our country could not have important economic development without an important telecommunications industry. He criticized the industry for not using their technology to

tap into the DSL and telemedicine markets. Things may not look good now, he explained, but through an expanding industry there will be more secure jobs with higher pay. He spoke of troubles many companies may be having, like SEC reducing capital expenditures. And how that the FCC is overdue to give Congress an antitrust review of the Telecommunications Act of 1996. Which should cause all members and employees to write to their legislators about voting to make competitors put money into switches and negotiate a fair rate, thereby resulting in more jobs. He said we need to remain upbeat for we know what to do. As usual he gave us his guidance and reassurance.

During the conference there were several panel discussions, workshops and a Verizon bargaining breakout session that focused on transfer of work.

The Executive Assistant to the President, Dina Beaumont, concluded the conference in a wrap up. She said this is a good opportunity to find out what is (See "CS" next page)