

2004 CWA/Cingular Bargaining Resolution

In today's competitive wireless environment, Cingular stands out as a leader. Cingular's acquisition of AT&T Wireless has made it the largest wireless provider in the country, and prospects for future growth and success are bright. Cingular's strategy of bundling products and technologies and its newly-merged size and scale all point to a future of growth and profitability.

Cingular's strategic partnership with CWA helps cement its place in the forefront of today's communications revolution. Cingular's success is built on the foundation of highly skilled, motivated, union employees. Cingular's products and technologies are sold, operated and serviced by dedicated CWA members who are committed to the success of their company, and at the same time determined to protect their careers and standard of living.

In our first contract negotiated four years ago we were able to win substantial wage increases and progression scales that brought fairness to the wage system at Cingular – replacing the favoritism and “merit pay”. The union contract has linked wage growth with service, acknowledging and rewarding the skills, seniority and experience of the workforce. Building on our first contract, Cingular employees are untied to improve our income, job security and careers.

But now we are in the era of \$2 gasoline and creeping inflation. This year we must negotiate higher wage scales, that include language differentials, that assure our members a standard of living proportionate to the success of our company and to the incomes earned by employees of the largest, most successful companies in the Industry. We must protect and improve the living standards of our members who create the wealth at Cingular.

The Retail Sales Commission plan needs to be overhauled and standardized. Management's practice is to change the plans without notice or

consultation, in effect changing the rules in the middle of the game. The plans do not fairly account for earned time off, including vacation time and other contractual time off. In order to retain and motivate a productive sales force, the commission plan must be understandable, targets and quotas must be achievable, and the payouts must be reasonable. Furthermore, the plan must take into account the realities of our particular stores and retail centers, and it must allow workers to participate fully in their union and their family lives.

We must address turnover. The rates of employee attrition are extraordinary – in some cases approaching 50% - in the Customer Service call centers and Retail Stores. Whether it is due to unreasonable quotas, low pay, stress, or lack of opportunity, this turnover rate is unacceptable and must be addressed in this contract. A major focus will be expanding opportunities for advancement – for example, opening up many more CSR2 positions to create a career ladder in customer service centers.

Job security is on the mind of every Cingular employee. We have very good commitments from management regarding our job security in the newly-merged company. But, we need to implement those commitments and extend them to the former AT&T Wireless properties. Contracting-out must be curtailed by this contract. Lon-term contracting as it exists at Cingular deprives Cingular employees of both opportunities for growth and job security. We need contractual limits on that practice.

We value our paid time off – vacations, holidays, and excused work days. We want to improve each of these programs, and also focus on flexible scheduling, to give employees additional time away from work for personal and family responsibilities. We work in stressful occupations and we need a better balance between work life and personal life.

Justice on the Job. A healthy and respectful work environment that recognizes the initiative, intelligence, and responsibility of each employee is necessary to deliver a quality product to customers. In this context, the use of performance management standards in all departments is a serious problem at Cingular. Mandatory overtime, pressure to sell, call times, monitoring, harsh attendance, adherence and conduct policies continue to be problems for our members and must be addressed in the contract.

Conclusion

CWA members acknowledge that we work in a dynamic industry. To assure jobs and good living standards, we have always been willing to develop creative ways to adapt to change. CWA is committed to its strategic partnership with Cingular based on a dedicated, professional, union workforce who deserve and receive employment security, good living standards, and a humane work environment. In these challenging times, we want to work together to turn change into opportunity for secure, meaningful, and well-compensated careers.

It is the knowledge, skills and experience of Cingular employees that make Cingular the company of choice for quality service. We have earned the right to a fair share of the economic rewards for our labor. We know that our careers and income depend on the success of the company as well as on the strength of our union, and we will do what is necessary to preserve and improve our income and careers.