

# CWA @Cingular

CWA's online update for Cingular customer service, sales and network employees

## **CINGULAR ORANGE CONTRACT BARGAINING REPORT #5**

Saturday, January 29, 2005

With just about one week to go until our contract expires, the CWA bargaining team has been fighting for the issues that are important to our members. Here's a status report on some of the key issues we've put forward:

Commission compensation for retail stores workers. Cingular to date has not adequately responded in this area.

What we've said to Cingular: The income levels/standard of living for retail stores workers has diminished over the past four years. Retail workers are producing more, but are not being compensated for their hard work. We need to address the issue of compensation – base wages and commissions – at the bargaining table.

Job titles/classifications: Cingular so far won't acknowledge the fact that many of our members do higher grade work without proper compensation.

What we've said to Cingular: Currently many workers are required to work above and beyond their job title. For example, a Customer Care I rep may be required to answer technical questions and that's clearly work that belongs in the Customer Care II title. Or some of the work assigned to a clerical title should actually go to an administrative assistant title. We've made a formal proposal to review all job titles/classifications and make sure workers get the proper pay for what they do.

This will help create opportunity and career paths for our members, enabling them to gain promotions and move forward.

Job titles and classifications are an issue for techs too, and we've raised that with Cingular.

Evaluative observation, job stress and other call center issues. Right now, Cingular only wants to review these issues through a national committee.

What we've said to Cingular: Specifically, we're seeking guaranteed closed key time to ensure that workers have the time they need to fully complete their jobs. In addition, we want to establish a stress relief committee that will jointly work to resolve job stress issues, including quotas, targets, measurements, break time and more.

Tech issues. Cingular hasn't addressed our concerns in this area.

What we've said to Cingular: Techs want more training and the proper RF monitoring equipment. In addition, tech safety is a critical issue and it should be addressed by local committees, which can speak to local working conditions, not the national committee that Cingular wants.

Also, what we call the "rat line," [those 1-800-how's my driving signs on the back of trucks] is not acceptable at Cingular Wireless.

Ongoing: We're preparing our comprehensive economic proposal and will be presenting that to Cingular in the next few days. Also, job security remains one of our most critical issues, and the committee has spent many, many hours working through our proposals and will continue to do so.

The committee meets daily with company negotiators, then spends more hours sorting through financial and economic information, reviewing and developing proposals, and planning strategy.

As last reported, however, Cingular's responses to our proposals have been very slow in coming. Let's step up mobilization everywhere we can.

Your bargaining team,

Lamar Maddox, District 2; Ed Mooney, District 13; Holly Sorey, District 4; Jeremiah Greggains, District 9; Rachel Tetrault-Bailey, District 1; Pat Telesco, CWA District 1 staff; and Teri Pluta, CWA District 4 staff, chair.

Just so you know who's on the Cingular side: Frank Garon, Paul Boris, Russ Jensen, Neil Keith, Tracy Gates, Pam Cleary, and Loren McAnally.

**WEAR BLACK ON  
THURSDAYS!**