



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 37, NUMBER 2

COMMUNICATIONS WORKERS OF AMERICA

LOCAL 1023, CRANFORD, NJ

JULY 2008

IT'S OBAMA!

OBAMA ENDORSED BY ACCLAMATION AT CWA NATIONAL CONVENTION



Barack Obama was endorsed as the Presidential nominee of choice by acclamation at the June 2008 CWA National Convention held in Las Vegas Nevada from June 23rd to June 25th, 2008.

The endorsement, which was the centerpiece of the National Convention's agenda, was so wildly popular that no vote needed to be taken. Instead, the enthusiastic throngs of delegates representing locals from all over the United States clapped, cheered and shouted their approval of the union's nominee as the National Executive Board's resolution was read into the record.

The official transcript of the endorsement reads in part, "The difference between Senator Obama and the presumptive Republican nominee, Senator McCain could not be more clear cut. It is the choice between fundamental change for the better for working Americans or four more years of policies that favor the rich, that ship jobs overseas, that thwart the rights of workers to

organize and bargain contracts, that leave health care decisions to the whims of insurance companies, that attempt, again, to privatize Social Security. And the list goes on."

Obama has repeatedly pledged to support and sign the Employee Free Choice Act, telling the AFL-CIO convention in April that, "It's time we had a president who didn't choke saying the word 'union.' A president who knows it's the Department of Labor, not the Department of Management. And a president who strengthens our unions by letting them do what they do best – organize our workers!"

In contrast, according to the transcript, John McCain opposes the Employee Free Choice Act. He has a record of supporting anti-union 'right to work' laws, voted to let employers hire permanent replacements during a strike and voted to deny collective bargaining rights for police, firefighters and TSA airport screeners.

Congratulations Senator Obama!

IN SOLIDARITY



If labor in general and CWA in particular are to successfully engage and eliminate the barriers that prevent American's working families from raising their standard of living by earning more than they spend, we need to act now. If we are to ensure the continued health and well being of our families, we need a comprehensive program of health care for all Americans now. If we are to guarantee the right of every worker in the United States to enjoy a secure and dignified retirement we need to act now.

The pump that primes better wages, medical benefits and retirement security is the union. Workers whose wages and benefits and pensions are negotiated through collective bargaining contracts do better, plain and simple. Here are the facts: the average salary of a union worker is \$833 per week. For non-union workers weekly wages average \$642. That difference (over \$9,000 per year) has a major impact on family life. The quality of housing, nutrition, medical care, education, and recreation of working families are all affected by what they can afford to pay. Looking forward to retirement, non-union workers rarely if ever have a pension, and even social security is under assault by ultra-conservative politicians who believe that the well-being of America's citizens is not the responsibility of government.

Ask any employer whether he would prefer to deal with a union workforce or a non-union workforce and he will tell you in no uncertain terms that he is opposed to the unionization of his employees. His goal is to maximize corporate profits and CEO pay by destroying unions.

However, in the years following World War II, union membership rose dramatically, as did wages and benefits. In order to compete for workers, non-union employers had to raise wages and benefits, too. As they say, "a rising tide lifts all boats."

At a certain point, unhappy with the rising cost of labor, American's major corporate leaders began a counteroffensive. While CEO's didn't mind raising the

prices of their goods and services in order to finance their inflated salaries, bonuses, lucrative stock options and retirement plans, they resented having to share those profits with their employees. The political climate in Washington changed in their favor and anti-union, anti-worker legislation has been driving union membership down ever since. As union membership goes down, the fortunes of non-union workers also decline.

Today, two out of five workers have no health insurance through their job. Only one out of five workers has a real pension plan. Inflation is outpacing earnings.

One of the main reasons for the deterioration in the quality of wages and benefits is the decline in union membership. We now represent only 12% of American workers. Thirty years ago we represented 41% of American workers. In other words, "a receding tide lowers all boats."

A comparison of our situation with the situation of workers in other countries makes the case for strong unions better than any other. For example, in France 95% of workers are unionized and 99.9% of the population enjoys health benefits. In Australia, Canada, Japan and the United Kingdom virtually 100% of workers have the security of health benefits. All of these nations have strong union representation through collective bargaining. In the US only 25.3% of the population is covered by government health benefits.

In the US, the rate at which health insurance premiums outpace workers' earnings is astronomical. Since 1988, health care premiums have risen about ten times faster than wages. As a result, employers have responded with all kinds of cost-saving measures including trading wages for benefits, cutting off benefits to retirees, capping the amount of total benefits they will pay each employee per year, and driving their employees into state plans by setting salary levels that are below the poverty line.

In order to reverse these trends we need to do three things:

Build a strong Stewards Army and CWA-COPE to support political, legislative and union action.

Enact the Employee Free Choice Act within the first 100 days of the new presidential administration.

Enact comprehensive health care reform in 2010, which would control costs and cover all Americans by 2012.

Under the direction of Robert Regan, Staff Representative and Legislative Chair for CWA Local 1037, we will be inviting over one hundred of you to hear more about our action plan and learn how you can be a part of it in the near future.

Rey Massa

President
CWA Local 1023

MOTHER OF THE MONTH



Sayings of Chairman Mouth

Nearing the end of a long life, Mao Zedong, the former leader of Communist China, decided to share all the things he'd learned with the Chinese people. So he wrote them down in a book titled "Sayings of Chairman Mao."

One of his sayings was, "If you really want to understand a peach then you must first EAT a peach." A little strange perhaps, but still, for a person who is responsible for the deaths of millions, you have to give him credit for taking time out from all that genocide to share some of his inner thoughts.

We have our own version of Chairman Mao right here at Verizon, New Jersey, except we call her Chairman Mouth. Yep. That's what we call Ricky Lewis, a Team Leader in VPS-Newark. Of course, Ms Lewis doesn't write her stuff down. She just spews it out. Here are some of her most famous spews, all of which she is credited with spewing in a single day. We've categorized them for you so that you can enjoy them all the more, and we call them "Sayings of Chairman Mouth."

On Using Common Sense:

"If I tell you to SHUT UP, why should anyone else be offended? I'm talking to YOU! Those other people should mind their own business!"

On Healing Hurt Feelings:

"DEAL WITH IT AND GET OVER IT!"

On Being Reasonable:

"Why can't you come talk to me if you have a problem with me?"

On Forgiveness:

"I don't hold grudges, BUT I WILL REMEMBER!"

Ricky's Definition of the World:

"This is MY world."

"THIS IS RICKY'S WORLD!!"

On Finding Simple Solutions to Simple Problems:

"If you have a problem with what I say, then YOU NEED TO GO WORK SOMEWHERE ELSE!"

On Caring:

"I don't care what anyone thinks."

On Supervisory Responsibility:

"I have ALWAYS been THE BOSS! Ask my CHILDREN! Ask my GRANDDAUGHTER!!"

On Her Special Relationship with the Union:

"You guys have the union, and I have a LAWYER!"

On Being Consistent:

"I KNOW I'M LOUD, BUT I'M FIFTY-SOMETHING YEARS OLD AND I CAN'T CHANGE NOW!"

If Ms Lewis can spread all that bad will around in one day, then think of what she can do to undermine the morale of her team in a week or a month or a year? Of course, here at MOTM, we'd rather not think about it at all, except we have no choice because Verizon insists on keeping people like this on the payroll. But as the late Chairman Mao once said, "Nothing lasts forever."

Ms Mouth! You are this issue of LOCALLY SPEAKING'S MOTHER OF THE MONTH. CONGRATULATIONS!

Officers Election

Petitions available: August 1, 2008

Petitions & Resume: 5 p.m. on September 5, 2008

Ballots mailed: October 2, 2008

Good standing by: October 20, 2008

Returned by: October 23, 2008

Counting on: October 24, 2008

Chief Steward

Post Nominations:

November 17, 2008 - December 8, 2008

Ballots completed by: January 5, 2009

Stewards

Post Nominations:

January 12, 2009 - January 23, 2009

Elections: January 28, 2009

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IN SOLIDARITY

QUARTERLY GRIEVANCE REPORT

THE CRANKY CONSULTANT - HOT!

JO ANN DIANA MEMORIAL

SCHOLARSHIP APPLICATION

ELECTION NOTICE

. . . AND MORE

JO ANN DIANA MEMORIAL SCHOLARSHIP

2008 APPLICATION

Instructions:

1. Submit one application only by September 1 to be eligible for the drawing to be held at a 2008 membership meeting. Please print or type.
2. Eligibility limited to children and/or spouse of CWA Local 1023 members who have been accepted at or currently attending an accredited college or university. Members themselves are not eligible.
3. Completed applications must be mailed to: CWA Local 1023 Scholarship, 118 South Avenue East, Cranford NJ 07016

NAME OF APPLICANT _____
(Last) (First) (Middle)

HOME ADDRESS _____
(Street) (City) (State) (Zip)

DATE OF BIRTH _____ SEX M ___ F ___
(Month) (Day) (Year)

I AM THE CHILD ___ SPOUSE ___ OF A CWA LOCAL 1023 MEMBER.

MEMBER'S NAME _____

MEMBER'S WORK LOCATION _____
(Company) (Department)

(Address)

I AM CURRENTLY ATTENDING _____
(Name of College or University)

(City) (State)

I HAVE BEEN ACCEPTED AT 1. _____
(Name of College or University)
2. _____
3. _____

I AM PLANNING TO ATTEND _____
(Name of College or University)

(City) (State)

NAME OF APPLICANT _____

SIGNATURE OF APPLICANT _____

FOR LOCAL SECRETARY ONLY

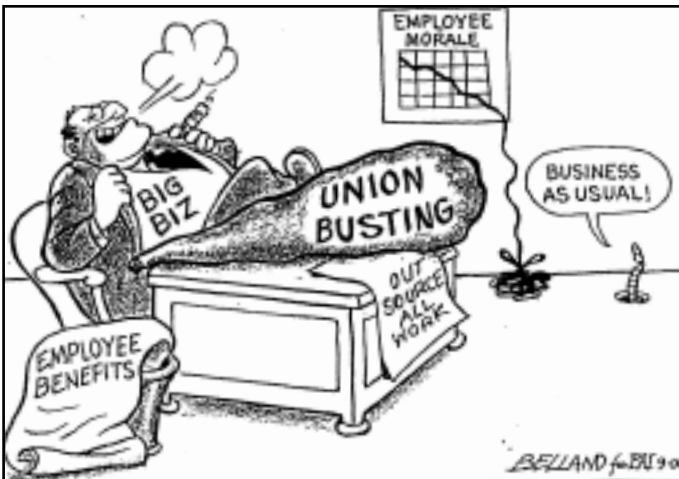
MEMBERSHIP VERIFIED _____ DATE RECEIVED _____

NEW JERSEY CWA AND IBEW WORKERS RALLY IN NEWARK

Members of CWA Local 1023 and Local 1022 rallied in Newark along with IBEW Local 827 members on Sunday, June 1st to demonstrate our commitment to negotiating a fair contract for the 7,500 workers these two unions represent in New Jersey. The current contract expires on August 2, 2008, and in order to renew it, Verizon is pressuring the unions to accept healthcare concessions for active members and retirees. Speakers who appeared at the event included CWA Vice-President Chris Shelton who made it clear that there is no way either union is going to give back benefits to a greedy corporation that can well afford to keep the current system in place.



More rally pictures on pages 8 and 9.



CWA 1023 GRIEVANCE REPORT FIRST QUARTER 2008

In any given quarter, one Area may report a final decision on more or fewer grievances than other Areas. This disparity is caused by the grievance process itself, since grievances are often pended for additional records, or are in the appeals process, or are still awaiting a disposition from management.

AREA ONE – Sharon Adamo, Chief Steward

- Absence & Tardies Settled
- Training
- Won
- Harassment and Mutual Respect Won
- Total Grievances for Area One: 15**

AREA TWO—Ward Riley, Chief Steward

- Dismissal Settled
- Harassment and Mutual Respect Won
- Unfair and Unequal Treatment Won
- Unfair and Unequal Treatment Won
- Total Grievances for Area Two: 36**

AREA THREE—Ann Gilliard, Chief Steward

- All grievances filed currently reported as open.
- Total Grievances for Area Two: 53**

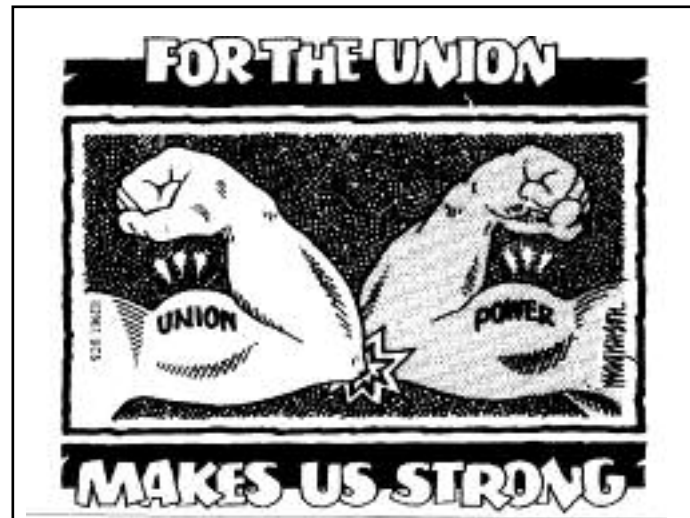
AREA FOUR – Charlene Johnson, Chief Steward

- Appraisal Won
- Training Settled
- Harassment and Mutual Respect Won
- Unfair and Unequal Treatment Won
- Total Grievances for Area Four: 30**

AREA FIVE – George Santiago, Chief Steward

- Absence and Tardies Won
- Harassment and Mutual Respect Won
- Seniority Won
- Total Grievances for Area Five: 19**

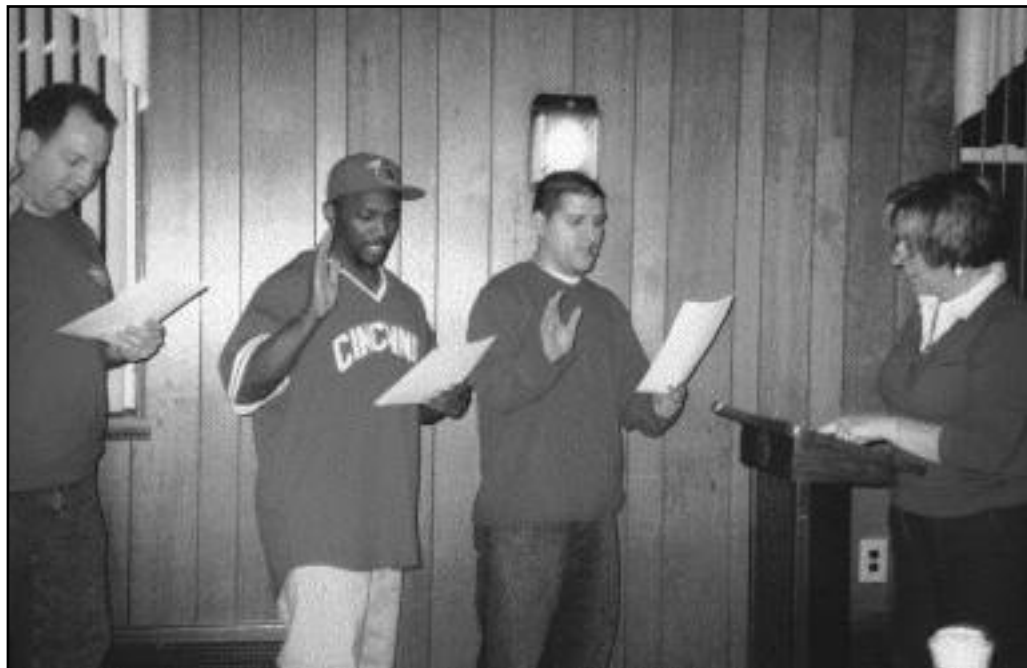
Total Grievances filed for all Areas between 01/01/08 and 3/31/08: 153



JUNE MEMBERSHIP MEETING



Coleen Silvera and Mary Foley always greet the membership with a smile.



(Left to Right) New stewards Richard Hogan, Richard Trott and Glenn Fernandez take their oaths of office while local Secretary Kathy Forté looks on.

**Andrea Custis, –
Your Resignation Has Been Accepted**

Consultants in the CSSC may have noticed a recent flurry of activity related to customer service issues. The NPS (net promoter score) is a process where we take customers who are upset with Verizon and try to convince them that we're not as bad as they think we are before they go and tell all their friends. We were given a handout with a list of important contacts, in the name of "first call resolution." The powers that be are finally giving time for "huddles" where management can remind us again how important it is that we do a good job for our customers. As if we aren't aware that providing good service is part of what we're supposed to be doing.

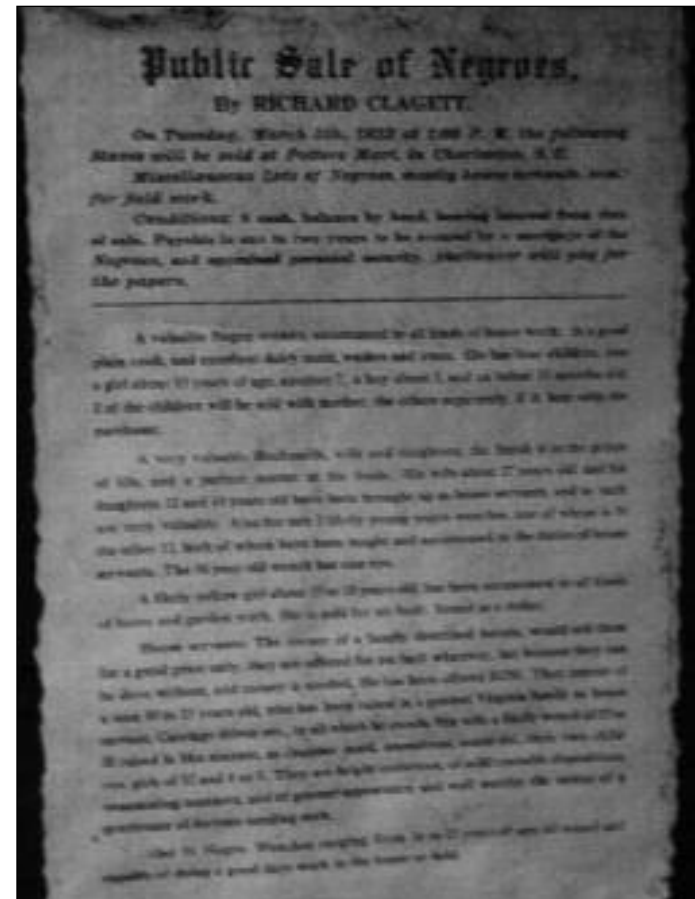
For several years we have been telling management about issues that prevent us from giving quality service and the answer almost uniformly has been "worry about what's in your control." Computer system failures, accounting foul ups, promotional offers being sent to the wrong customers, a confusing VRU, division of the offices into confusing queues, squabbles over what department handles what, and a lack of training are not in our direct control. We were told to stop complaining. The end result has been constant embarrassment in the news media when customers go to the newspapers and the TV stations to resolve problems after calling into the business office yields no results. Several NY news stations have done stories about how we aren't getting our promotional gift TV's shipped out properly. There are websites where customer complaints about failure to get good service are laid out in full detail. A June article in the NEWARK STAR LEDGER revealed the following:

Verizon phone customers, who still rely on the company's existing and aging copper network, are waiting days, even weeks in some cases, for repairs, according to federal reports. Those reports, filed by Verizon, show the average response time for a service visit has nearly doubled over the past five years. The number of customers experiencing trouble has been steadily climbing as well.

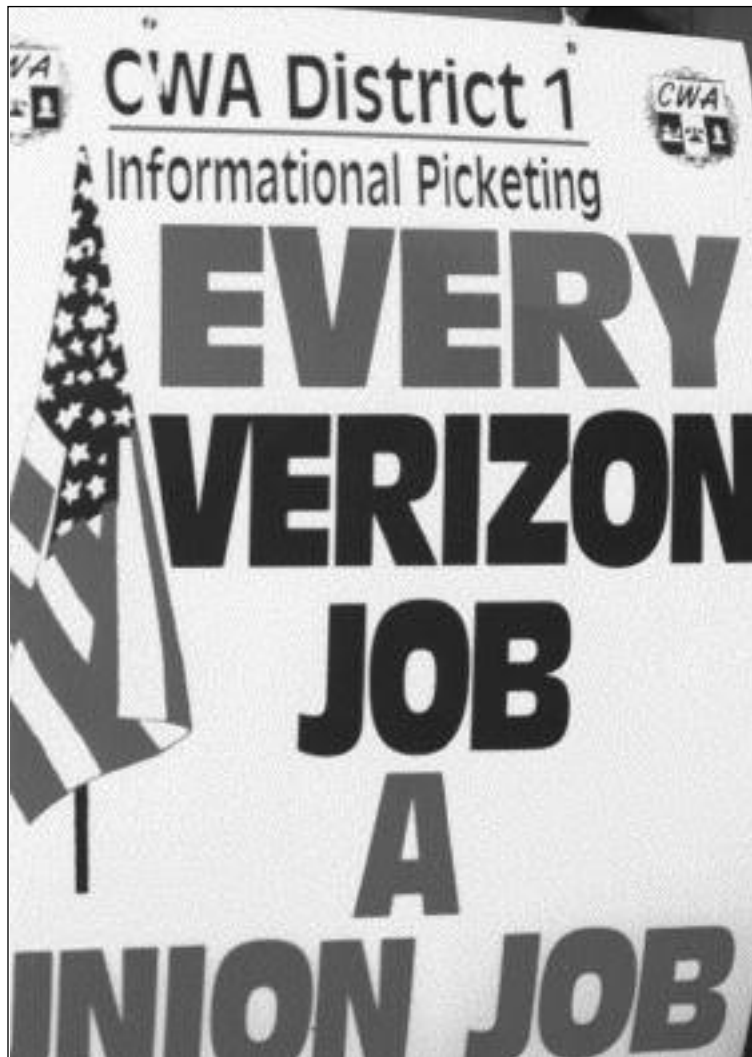
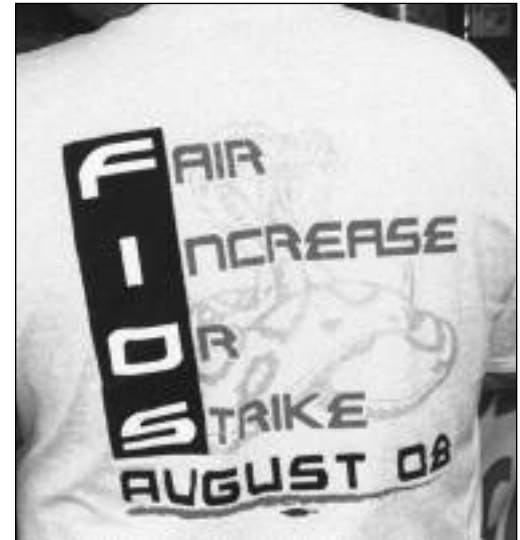
Upper management loves to talk about accountability, and they don't hesitate to threaten local management when their teams don't make the required sales goals. Can we find real accountability in upper management at Verizon? Every manager from team leader up to and including you, Andrea Custis, needs to look in the mirror and ask yourself "What have I done to solve problems here at Verizon in the last 3-5 years? Did I have the backbone to address problems head on? Or did I duck and cover? Did I accept responsibility for my mistakes

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**Madison Black History Month Exhibit –
A Stunning Portrayal of the
AFRICAN AMERICAN JOURNEY**



MORE JUNE RALLY PICTURES



CHILDREN CAN LEARN



EASY MONEY



“The check for \$100 being held by Charlene Johnson(left) and Sharon Davis (right) could have your name on it. All you have to do is show up at a Membership Meeting and win the raffle!”

CWA Convention Cheers for OBama



Andrea Custis, – *Your Resignation Has Been Accepted*

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and the mistakes of the people I am responsible for? Or did I shift that blame to others?”

The problem is that Verizon has the management they deserve. For years Verizon has put such an emphasis on sales that only top sellers become management. It doesn't matter if you know the job, if you have actual management skills (like knowing how to lead and inspire, take command of a situation, delegate duties, improve efficiency, etc.). It only matters that you know how to sell. As a result of these people being put in charge, customer satisfaction is down, credits given to customers are up, and we continue to see a brain drain as the most talented, skilled, and knowledgeable reps either retire, transfer out, or simply quit. Verizon's chickens have come to home roost. But now (surprise, surprise) Verizon wants to talk about accountability?

Andrea! – You said in your email, “We need to have zero tolerance in anyone who is not helping us.” One of our reps did not get it yesterday and you told Erica: “We now have a new person that replaced the person who was not knowledgeable and helpful.” The threat was blatant: take care of the customer or else. If someone/something is preventing that, then that person needs to go. I believe that you should be held to your own standards, and for that reason I am now calling upon you to lead by example and resign. You, Erica Kelly and Mark Adams all are obstacles to consultants being able to resolve calls on first resolution. Erica Kelly has not seen to it that we get proper training so we are knowledgeable about promotions, and job processes. She has not taken action to stop the needless confusion from that ridiculous VRU and the multiple departments that you hacked us up into three years ago. Mark Adams is the head of promotions and every month it seems there's a new problem with a Verizon promotion, whether it's promos being sent to the wrong people, or promotions that don't work properly when it comes to billing.

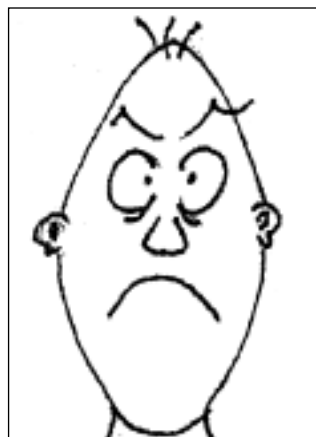
They report to you, Andrea Custis, and you have not held them accountable for their failures. This means that you have not done your job properly in managing the people that report to you. What you have done is create a culture of fear where management lives and dies by whether the people under them have sold enough of our services. You have not instilled in local management a desire for excellent service, but rather a “look the other way” attitude when it comes to any problem that isn't sales related.

Bill Foshay sent an email response to the STAR LEDGER about the article I referenced earlier. Part of his counter argument is that we spent 750M on our network last year and the same amount this year. It

makes me wonder: how can we spend 1.5 billion dollars and still suck? The answer is that money doesn't fix things. People do. Put money in inept hands and you might as well have thrown it out the window. You, Erica and Mark are the people in charge. It is on your watch that things have fallen apart. Yet now you come to us all huffy about a lack of quality service? You should be ashamed of yourself and the way you've let this company down. If you truly believe that people who aren't getting the job done need to go, then follow your own advice and resign now. Anything else is proof that all your recent talk about quality and service is just that: talk.

Yours truly,

The Cranky Consultant

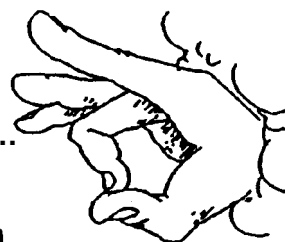


“Eeh . . . don't let the door hit you in the wazoo on your way out.”

If It's Thursday...

THEN YOU MUST BE WEARING **RED**

IF NOT...



IT'S TIME FOR
A WAKEUP
CALL!



2009 CWA Local 1023 Election of Officers

Notice of Nominations and Elections

The election of Officers: President, Vice President, Secretary, and Treasurer will be for three years with the term of office beginning January 1, 2009.

1. Nominations and elections will be held in accordance with CWA Constitution Article XV Elections; and CWA Local 1023 By-Laws Article XIV.
2. All Local members in good standing are eligible for nomination to Local offices.
3. Nominations for Local Officers - President, Vice President, Secretary, and Treasurer shall be accepted during the month of September of each election year.
4. The nomination and election for the office of President, Vice President, Secretary, and Treasurer shall also constitute a nomination and election for the same person to serve as a delegate to any General or Special Convention held during the term of office for which the election is held.
5. Election of Local Officers shall be by secret ballot of the membership in the months of September, October, November, or December every three years.

VOTEVOTEVOTEVOTEVOTEVOTEVOTEVOTEVOTEVOTE

NOMINATION RULES

- A. There will be no exceptions to these rules or dates.
- B. Each candidate must submit a nomination petition for the respective office they are running for with a minimum of twenty five signatures of members in good standing. A member may only sign one petition per office. If a member signs more than one petition for the same office, this will disallow all signatures by that member on all petitions for that office.
- C. Petitions may be obtained in person at the Local Office, or can be requested by telephone to be mailed to the candidates. Petitions will be available as of August 1, 2008.
- D. Each candidate may submit a combination resume-platform **not to exceed a total of 500 words**. All words count. Dates count as one word (see addendum 1). A picture of the candidate may also be submitted. Be sure the resume-platform **does not exceed 500 words or nothing submitted will be printed**. There will be **no** opportunity for editing once received. Resume-platforms must be legible. Typed resume-platforms are preferred. Candidates must provide daytime telephone numbers if any questions arise. Accepted resume-platforms and pictures will be printed in a special election edition of **Locally Speaking**.
- E. All petitions and resume-platforms must be received by the election committee for review no later than 5:00 p.m. on September 5, 2008. There will be no exceptions. The platform statements should not contain any profanity, or derogatory comments pertaining to other candidates.

CAMPAIGNING

- A. Each candidate will be afforded a reasonable opportunity to have campaign materials distributed by the Local to the membership. The expense of such distribution shall be borne by the candidate. Such requests will take a maximum of two weeks to be filled.
- B. Each candidate will be treated equally with respect to the conditions and expenses of the distribution of campaign literature.

- C. No local or national union funds nor employer funds shall be used to promote the candidacy of any individual. The use of employer stationery, facilities, equipment or personnel in connection with any campaign is prohibited. Use of plain local stationery, facilities, equipment or personnel in connection with any campaign unless the Local is compensated. All pertinent costs and availability of facilities can be obtained by contacting the Election Committee through the Local office. Use of union stationery with the Local's name, insignia or other mark identifying the Local is prohibited.
- D. No member may campaign during the time that is paid for by any Local, the national union, or any employer. Campaigning incidental to regular union business would not be a violation of this section or federal law.

ELIGIBILITY TO VOTE

The Local Secretary shall furnish the Election Committee with the latest membership list available. All members in good standing are eligible to vote.

Any question of eligibility will be resolved by the Election Committee in conjunction with the Local Secretary.

CHALLENGING A VOTER

Observers may challenge the right of a person to vote. Some reasons for such challenges are:

1. The person is not a member in good standing.
2. The person attempting to vote is not the member on the list.
3. The member has already voted.

The Election Committee shall, by vote, decide each challenge.

OBSERVERS

Each candidate may have observers at each meeting of the Election Committee. Such observers must be members of

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2009 CWA Local 1023 Election of Officers

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the Local. Observers may speak at Election Committee meetings, may challenge a voter or the counting of a ballot.

Any questions should be referred to the Election Committee at 908-709-1023. All questions will be addressed on a call-back basis.

VOTING

Ballots will be mailed on or about October 2, 2008. Only members in good standing as of October 20, 2008, will be eligible to vote.

All ballots must be received in the Election Committee's Post Office Box 750 at the Cranford Post Office by midnight, October 23, 2008.

Ballots will be counted on October 24, 2008.

ADDENDUM 1

Clarification pertaining to the resume-platform statement of 500 words or less that will be printed in **Locally Speaking**. What counts as a word in the following situations:

1. Dates appearing as 8/16/08, August 16, 2008, or August 2008 will count as one (1) word.
2. Hyphenated words count as two (2) words, excluding numbers.
3. Numbers appearing such as 25 or twenty-five will count as one (1) word.
4. Acronyms, such as AT&T, NJB, CWA, NJ or DC will count as one (1) word.
5. Yearly statements such as 2005 and 2006 will count as three (3) words; 2005-2006 will count as two (2) words.



2003 CWA LOCAL 1023 ELECTION OF CHIEF STEWARDS NOTICE OF NOMINATIONS AND ELECTIONS

The Election Committee of Local 1023 will be conducting the election of Chief Stewards for three years with the term of office beginning January, 2009.

1. Nominations and elections will be held in accordance with CWA Constitution Article XV Elections, and CWA Local 1023 By-Laws Article XIV.
2. All Local members in good standing are eligible for nomination.
3. Nominations for Chief Steward shall be accepted during the month of November and December, 2008.
4. Election of Chief Stewards shall be by secret ballot of the membership in the month of January every three years.
5. Nomination forms will be posted on union bulletin boards from November 17, 2008 through December 8, 2008.
6. If necessary, secret ballot elections will be run to be completed by January 5, 2009.

2003 CWA LOCAL 1023 ELECTION OF STEWARDS NOTICE OF NOMINATIONS AND ELECTIONS

The Election Committee of Local 1023 will be conducting the election of Stewards for three years with the term of office beginning January, 2009.

1. Nominations and elections will be held in accordance with CWA Constitution Article XV Elections, and CWA Local 1023 By-Laws Article XIV.
2. All Local members in good standing are eligible for nomination.
3. Nominations for Steward shall be accepted during the month of January, 2009.
4. Election of Stewards shall be by secret ballot of the membership in the month of January every three years.
5. Nomination forms will be posted on union bulletin boards for January 12, 2009 through January 23, 2009.
6. If necessary, elections will be run in the office beginning January 28, 2009.



Welcome New Members

Atof Abdelhamid – Madison FiOS, **Lilian Adesheila** – Madison FiOS, **Benjamin Albucker** – AT&T Mobility, **Tristin Alston** – Teaneck CSSC, **Jose Alvarenga-Sanchez** – Newark MSSC, **Danielle Austin** – Madison FiOS, **Justine Aviles** – Teaneck CSSC, **Shaquilta Beason** – Teaneck CSSC, **Michael Benbow** – NJ Retention, **Tyrone Billings** – Madison FiOS, **Stacye Boles** – Teaneck CSSC, **Carain Bonner** – Madison FiOS, **Tiffany Booker** – NJ Retention, **David Boxley** – Teaneck CSSC, **Toritsesan Boyo** – OCUC, **Alissa Branker** – Madison FiOS, **Jason Brooks** – Madison FiOS, **Aisha Brown** – Madison FiOS, **Sahmara Brown** – Madison FiOS, **Nakia Brydie** – Madison CSSC, **Karie Buckmire** – Teaneck CSSC, **Mark Burness** – Madison FiOS, **Jonathan Butler** – Madison FiOS, **Sharifa Butler** – Teaneck CSSC, **Felix Byber** – Madison CSSC, **Magdalena Cabrera** – Newark MSSC, **Aprile Castronovo** – Teaneck CSSC, **Mina Chamberlin-Tsaousis** – Teaneck CSSC, **Elexia Chambers** – Madison FiOS, **Angela Cinolauro** – Scotch Plains BSBC, **Malebha Colon** – Newark MSSC, **James Cook** – Madison FiOS, **Johathan Crawford** – Madison FiOS, **William Cruz** – Teaneck BSBC, **Justin DaRonco** – AT&T Mobility, **Melody Davis** – NJ Retention, **Franklin Deemer** – Madison CSSC, **Joeleen DeJesus** – Madison FiOS, **Miguel Diaz** – Madison FiOS, **Saidah DiBugno** – Madison CSSC, **Robin Dickerson** – Madison FiOS, **Shondel Douglas** – Teaneck CSSC, **Pamela Draughn** – Madison FiOS, **Quiana Drummond** – Madison FiOS, **Jimmy Ellis** – Madison FiOS, **Edwina Farmer** – Scotch Plains BSBC, **Clarice Featherson** – Teaneck CSSC, **Glenn Fernandez** – Newark MSSC, **Joel Fernandez** – Madison FiOS, **Maria Fernandez Da Silva** – OCUC, **Jennifer Fitzgerald** – Teaneck CSSC, **Jorge Fleites** – Newark MSSC, **Thomas Forget** – Madison CSSC, **Craig Foskey** – Madison FiOS, **Mishanda Frazier** – Teaneck CSSC, **Jamecqua Gaines** – Teaneck CSSC, **Mark Gallego** – AT&T Mobility, **Mark Gambuzza** – Scotch Plains BSBC, **Bharpur Ganda** – Madison CSSC, **Norma Ghersi** – Madison CSSC, **Alicia Gibbs** – Teaneck BSBC, **Keith Gilchrist** – Madison Encore, **Devin Gilliard** – AT&T Mobility, **Denise Ginyard-Potts** – Teaneck CSSC, **Ashley Graves** – Madison FiOS, **Al Greene** – Teaneck CSSC, **Antonio Guillen** – NJ

Retention, **Jovanny Guzman** – Newark MSSC, **Jermisha Hair** – Madison FiOS, **Adrian Harris** – AT&T Mobility, **John Harris** – Madison FiOS, **Shakira Harris** – Madison FiOS, **Jacqueline Hawkins** – Scotch Plains BSBC, **Tamika Henry** – NJ Retention, **Judisam Hernandez** – Newark MSSC, **Antonique Hodge** – Teaneck CSSC, **Chris Horner** – AT&T Mobility, **Ibn Jackson** – Madison CSSC, **Nzinga Jackson** – Madison CSSC, **Jovan Jagroop** – Madison FiOS, **Aorfan Jatker** – Teaneck CSSC, **Monica Johnson** – Madison CSSC, **Nicole Johnson** – Scotch Plains BSBC, **Tonia Johnson** – Teaneck CSSC, **Kaity Jones** – Madison FiOS, **Jovan Jordan** – Madison FiOS, **Ayisha Karriem** – Madison FiOS, **Nancy Keenan** – Teaneck CSSC, **Mindil Kennedy** – Madison CSSC, **Imran Khansia** – Teaneck CSSC, **Lori Kiempisty** – Teaneck CSSC, **Francella LaGarde** – Teaneck CSSC, **Crystal Lapeyrolerie** – Teaneck CSSC, **Kimberly Latortue** – Madison FiOS, **Alexis LaTour** – Madison Demand, **Arnaldo Leal** – Madison FiOS, **LaToya Lee** – Teaneck CSSC, **Joseph Leone** – Teaneck CSSC, **Kelvin Lofton** – Teaneck CSSC, **Juana Lopez** – Newark MSSC, **Teodulo Lopez** – Newark MSSC, **Luis Lorenzo** – Madison FiOS, **Jean Louis** – Teaneck CSSC, **Renee Lucas** – Madison CSSC, **Jesus Maciado** – Teaneck CSSC, **Angela Mack** – AT&T Mobility, **Elaine Madsen** – Madison FiOS, **Alaa Mahmoud** – AT&T Mobility, **Hina Malik** – NJ Retention, **Jennisel Marte** – Teaneck CSSC, **Emily McCann** – AT&T Mobility, **Faatimah McCleave** – Teaneck CSSC, **Sondra McDuffy** – Teaneck CSSC, **Marcus McKenzie** – Teaneck BSBC, **Monifa McMillan** – Teaneck BSBC, **Cenell Mettle** – Scotch Plains BSBC, **Paulette Mickens** – Teaneck CSSC, **Patricia Mims** – Teaneck CSSC, **Michael Molina** – Teaneck BSBC, **Ronald Morris** – Scotch Plains BSBC, **Aurora Mota** – Teaneck CSSC, **Jeetendra Nandlall** – Teaneck CSSC, **Virginia Navarro** – Teaneck CSSC, **Alicia Neal** – Madison CSSC, **Mohamad Negm** – AT&T Mobility, **Shaniqua Nesmith** – Madison CSSC, **Christina Newsome** – Madison FiOS, **Michelle Nina** – Teaneck CSSC, **Tawana Noel** – Scotch Plains BSBC, **Tony Olacio** – Newark MSSC, **Olan Olude** – Madison FiOS, **Michael Paton** – Madison FiOS, **Ebonie Patterson** – Teaneck CSSC, **Natasha Petersen** – Madison FiOS, **Mary Porter** – Madison FiOS, **Dela Pratt** – NJ Retention, **Anthony Pucci** – Madison FiOS,

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CWA-COPE

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“Politics is what we create by what we do,
what we hope for and what we care to imagine.”

Paul Wellstone
1944-2002

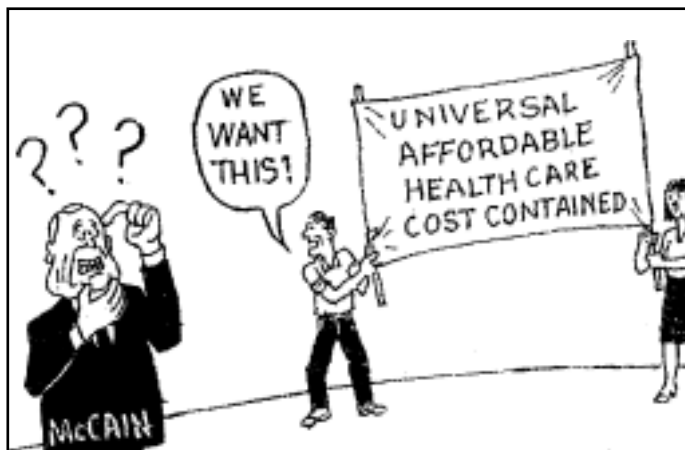


Congratulations Retirees

Nancy Brown – Madison LBS, **Dorothy Claro** – Newark SRC, **JoAnn Devore** – Newark SRC, **Richard Eckman** – South Plainfield LBS, **Leslie Feggan** – Newark VPS, **Alyce Gold** – Montclair Database Management, **Maureen Keelan** – Newark VPS, **Leitha Mangum** – South Plainfield LBS, **Phyllis Palange** – Teaneck BSBC, **Esme Prescott** – Newark SRC, **Silvia Prieto** – Monclair Database Management, **Diana Schmidt** – Madison LBS, **Jane Turton** – Newark VPS, **Ilene Walkoviak** – South Plainfield LBS, **Sheila Witrock** – Teaneck CSSC, **Thomas Wyskowski** – South Plainfield LBS



Sheila Witrock and Paul Kearns toast their retirement.



REALLY USEFUL UNION RESOURCES

We suggest that you cut this list out and keep it in your wallet or purse.

ACFC CARES www.ACFCCares.com	877 223-2435
ADOPTION ASSISTANCE	800 791-6679
CONSERN EDUCATION LOANS	800 767-5626
DEPARTMENT OF LABOR	201 645-2279
EAP (VALUE OPTIONS)	800 845-0632
EEOC (DISCRIMINATION COMPLAINTS)	609 777-0919
FIDELITY INVESTMENTS (401K)	888 457-9333
FUTURELINK www.vz-futurelink.net	800 497-5465
HEALTHFIT FITNESS NETWORK	800 811-5454
HOME MORTGAGE PROGRAM	800 382-3384
HR HELPLINE (BENEFITS DIRECT)	877 275-8947
KIDS IN THE WORKPLACE	888 767-7862
LEGAL ASSISTANCE (UNION PLUS)	888 993-8886
OSHA	201 288-1700
PENSION (VZ BENEFITS CENTER)	877 275-8947
PRESCRIPTION DRUG PROGRAM (CWA-MEDCO HEALTH)	877 877-1878
RETIREE HEALTH CARE BENEFITS	888 324-4969
SAFETY HOTLINE	800 386-9639
SOCIAL SECURITY INFORMATION	800 772-1213
STAR JOBS HOTLINE	800 541-5627
VZ LIFE www.verizon.com/life	800 845-0632
VZ TAP http://tamsonline/vztap	866 994-3470

Welcome New Members

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Paul Puleo – Madison FiOS, **Stephanie Quick** – Madison FiOS, **Jennifer Ramponeau** – Teaneck CSSC, **Cherika Ray** – Madison FiOS, **Kiana Reed** – Madison FiOS, **Patricia Riley** – Madison FiOS, **Moises Rivera** – Madison FiOS, **Edward Rodriguez** – Teaneck CSSC, **Giancarlo Rojas** – Teaneck CSSC, **Steven Rojers** – AT&T Mobility, **Kevin Rosenhan** – Madison FiOS, **Kashif Salahuddin** – AT&T Mobility, **Anne Salzano** – Teaneck CSSC, **Jackelyn Santana** – Teaneck CSSC, **Winston Santos** – Fair Lawn CFS, **Steve Savare** – Data-Tele Contractors, **Adam Sawyer** – Madison CSSC, **Michelle Scully** – Madison FiOS, **Denise Serrano** – Madison FiOS, **Brian Shaw** – Scotch Plains BSBC, **Raushan Simmons** – Madison FiOS, **Angela Singletary** – Teaneck CSSC, **Chante Slater** – Madison FiOS, **Ava Thomas** – Scotch Plains BSBC, **Dianne Thomas** – Madison FiOS, **Monique Thomas** – Madison FiOS, **Rodney Thomas** – Madison CSSC, **Shidee Thompson** – Teaneck CSSC, **Kimberly Tromans** – Madison FiOS, **Lisa Turner** – Madison FiOS, **Chricsensia Valdez** – Teaneck CSSC, **Santos Vega** – Teaneck CSSC, **Kenneth White** – Teaneck CSSC, **Shanelle White** – Scotch Plains BSBC, **Nicuole Whitfield** – Scotch Plains BSBC, **Natalia Whitter** – Teaneck CSSC, **Ayonna Williamson** – Madison FiOS, **Sharon Witcher** – NJ Retention, **Khaleedah Wright** – Madison FiOS, **Jennifer Wyzykowski** – AT&T Mobility, **Christian Yugue** – Teaneck CSSC, **Maria Zelencic** – Teaneck CSSC

Attention Members!

Check out the Local's Website at:

www.cwalocal1023.net

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

"The strike is the only weapon labor has."

— Harry Bridges, Founder of the ILUW

The Community Minded Union
Locally Speaking
 The People Minded Local

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