



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 38, NUMBER 1

COMMUNICATIONS WORKERS OF AMERICA

LOCAL 1023, CRANFORD, NJ

MAY 2009

Who's The Bigger Clown?



Look at the photo above and ask yourself which person is in adherence with the new Verizon dress code? Is it Ivan Seidenberg in his clown suit? Or is it Denny Strigl in his suit jacket and tie? If you answered Ivan Seidenberg you are correct. Although I'd never want to sit next to someone dressed like Ivan, he is wearing long pants, a long sleeve shirt and is not wearing

sneakers.

Denny Strigl came oh so close but the shorts put him in violation of the Verizon dress code. Bear this in mind when getting dressed in the morning. Maybe we should all wear clown suits on Thursday instead of red. It would accurately reflect how they treat us....

PS Denny... nice legs.

The President's Corner



Wow! You open the newspaper, listen to the radio or watch the evening news and the economy just seems to get worse and worse. You open the newspaper, listen to the radio or watch the evening news and the economy just seems **to be getting** worse and worse. The highest unemployment rate since who knows when, bailouts for big corporations, New Jersey State workers having to "give back" by way of furloughs, while more and more families are losing homes to foreclosure. It just keeps getting more absurd as the days go by.

Where is this all going to end? Who knows?

The most important thing to do right now is **KEEP YOUR JOB**. Verizon has gone completely "off the hook", pardon the pun. It seems that every day they come up with a new rule that "can lead to discipline up to and including dismissal."

What do you think is driving the Verizon insanity? Well, by implementing a dress code, the company can give you a day off without pay if they feel that you are not appropriately dressed. By obsessively observing ...BINGO, three to five days without pay. It looks like the company is taking the lead from Governor Corzine – furloughing our members and saving payroll dollars at our expense. Do not give them a reason.

The worst thing Verizon did was to put a portion of management pay at risk. The pay-at-risk tactic was the last of a long list of give backs the company

required of their management workforce. Back in the early '90s it started with a lump sum of money to purchase benefits that could be selected from a cafeteria style menu. Of course the lump sum would not cover the cost of full coverage that Union members enjoy. Shortly after that, Verizon took away their defined pension, substituting it with an inferior pension allocation. The attack on management did not stop there, now they have no pension benefit at all. If the company had their way, your pay would be based on attaining your sales quota, you would not have a defined pension and you would be making a contribution to your healthcare benefits. All of which would erode your salary and consequently impact the standard of living you and your family enjoy.

The difference between you and management is your Union affiliation. Your salary, benefits, pension and perks have not been bestowed by the company through their benevolence. Rather, they have been fought for by the members that came before us.

On January 27, 2009, former Secretary of Labor, Robert Reich had an article published from his blog in the Miami Herald. The title *Why We Need Stronger Unions, and How to Get Them* cited CWA's contract negotiations with Verizon back in August 2008. Our contracts are the benchmark for the rest of the country. What we win or lose at the Bargaining Table sets the pace for Unions across the United States. It would be easy if our job, our responsibility, ended back in August.

In order to preserve what has been gained in the past, we must look to the future and do whatever it takes to ensure that Unions survive. The only way that the economy is going to rebound is to preserve the middle class. Unions matter. They make the difference in wages by 30% and 59% of workers in a Union are more likely to have employer-provided health insurance.

(continued on Page 4)



**New FMLA Guidelines
see page 4**

The Cranky Consultant:

WHAT MAKES ME CRANKY

Folks sometimes ask me why I'm so cranky. I get cranky for lots of reasons, but one of the things that makes me the most agitated is when people try to blame me for their incompetence. This company has been awash in customers for complaints for two years because of constant billing errors, marketing problems, and computer malfunctions. There are so many customer complaints that Verizon is being sued by the Attorney General. What does management do when they finally wake from their Rip Van Winkle stupor? They point the finger of blame at the employees.

It appears that there is a company wide effort to hold employees accountable for every rule and every procedure and when they make the tiniest mistake they are disciplined for it. This began months ago and this insistence on perfection has only escalated since the AG announced they are suing Verizon. Techs are being written up for failure to wear steel toed boots or if they are caught not wearing their hard hat. Consultants who do not say the word recap are being disciplined for not having recapped even if they did review what was being done for the customer. It is every state and it is every department. Management is determined to find fault in the employees no matter how small and hold them accountable.

My question is who holds management accountable? What did they do when they were told about cramming by D2D salesmen? Where was management when it was reported that customers were receiving double blitzes or receiving the blitz when the account was suspended? What was management response to repeated complaints about billing errors? Silence. Stone silence. I shouldn't be surprised that when we make a mistake we get suspended and fired and when management can't do their job right they get sent to another department.

Unless and until management is willing to look themselves in the mirror and ask themselves the hard questions, this company will continue its downward spiral. The simple truth is that management is not accountable to anyone. They are incapable of recognizing their own shortcomings and failures and when the proverbial spit hit the fan, the first thing they do is to blame the people underneath them. Maybe I should go to the trophy store and get a plaque for management that says "*The buck stops somewhere, but not here*"

– the Cranky Consultant

Vote On Employee Free Choice Act Imminent

On February 4, 2009 over 4,000 union members and their families braved the bitter cold to rally in Washington DC in support of the Employee Free Choice Act. The Employee Free Choice Act (H.R. 1409, S. 560) is a bill introduced by Congressmen George Miller (D-CA) and Tom Harkin (D-IA), as well as Senator Ted Kennedy (D-MA) which will make it easier for workers to gain representation in the workplace. Under current labor law, workers can select union representation either through an election process or through majority sign-up.

There have been numerous campaigns against the EFCA sponsored by large corporations such as Walmart, desperate to deny workers the kind of choice that the EFCA will give them. When workers try to organize under current conditions, there is a 1 in 5 chance that a worker caught organizing will be fired. Employer abuse of the laws requiring them to remain neutral are frequent and pervasive. Paying back salaries to fired workers is a small cost to pay to keep the rest of the workers non-union. The EFCA will improve severe penalties for such anti union behavior.

Union membership has been waning for years and will likely dwindle as companies shed jobs in the current economy. Union jobs are vital to this nation and to the families of the members that depend on them. Union jobs provide members with solid wages, good health care and pension benefits. They support middle class families now and in their retirement. If employees want union representation, there should be no obstacle to their doing so.

The legislation faced a major obstacle under the Bush presidency, but President Obama has emerged as a solid supporter. Please support passage of this legislation by signing up at this website.

<http://www.freechoiceact.org/page/s/aflcio?source=aflcioweb>

We also urge you to contact your Congressman and Senator and insist that they support this vital piece of legislation

Save My Home Hotline

A "Save My Home" hotline has been established by Unions Plus, an AFL-CIO endorsed provider of financial benefits for union members. They provide advice to members who are behind in their mortgage payments, already in foreclosure, or simply looking for ways to restructure their debt. They can be reached at www.unionplus.org or by calling their 24 hour confidential hotline at 866 490-5361.

READ THIS! READ THIS! READ THIS! READ THIS! READ THIS! READ THIS!

The Dept of Labor implemented changes to the Family Medical Leave Act as of January 16, 2009. The changes are summarized below. Although the changes are not friendly to the employee, the original proposals would have been far worse. President Obama has shown himself to be union-friendly and supportive of issues that affect families and health care. We can only hope that there will be further changes that make FMLA adhere to the original spirit of the Act.

- Employers (with employee consent) may now contact medical care providers directly. Previously the employer had to have a health care provider make contact.

- Employees must follow workplace rules regarding use of vacation if they wish to use vacation time to cover an FMLA absence that would otherwise be unpaid. If you must provide advance notice or take vacation in blocks of time then you must follow these rules in order to utilize vacation time to get paid for an FMLA absence that would otherwise be unpaid. Clearly this will make it harder for employees to use vacation and be paid when taking FMLA.

- Foreseeable leave - Previously employees had to give 30 days notice when possible, or two days after they are made aware of the need for FMLA. In cases where it was unforeseeable employees had two days to notify their employer that it will be an FMLA absence. Under the new guidelines the employee is required to give 30 days advance notice when possible, but only has one day if it is short notice. Unforeseen leave now must follow the employers guidelines for notice.

- Employers now have five days to respond to workers requests for FMLA, up from the two days previously required.

- If a worker uses intermittent leave and can not rejoin their shift (bus or train has left) then they must use FMLA for the rest of their shift.

- If the employer raises safety concerns about an employees fitness for duty, and usually requires a certification of fitness as a part of the job requirement, the employer may request a certification from a doctor when an employee returns from an intermittent use of FMLA. Example: you have an FMLA case for a back injury. Your job involves physical labor. You take a day under FMLA for your back injury. The employer may require a doctors certification that you are fit to work before you may return to work. If getting to your doctor takes a few days, then that's your problem.

- Employers can not penalize a person for using FMLA. They can, however, take absences covered by FMLA into account for the purposes of

attendance recognition awards. In other words, you won't be getting a perfect attendance award if you took FMLA because you weren't at work every day. Other types of absence such as vacation, jury duty, paid bereavement and military leaves would not be counted against a person for such awards.

Positive Changes in the FMLA regulations

- Workers will now receive more information from their employer such as why FMLA was denied, amount of FMLA leave they still have available to them, etc.

- Prevents employers from forcing employees who use intermittent FMLA into transferring to another work title.

WHAT IS THE DIFFERENCE BETWEEN NJFLA & FMLA? – See Page 7

PRESIDENT'S CORNER *(continued from Page 2)*

The Employee Free Choice Act (EFCA) was introduced to the House of Representatives and the Senate on March 10, 2009. The EFCA will make it easier not only for workers to join a Union, but also to reap the benefits other Union workers enjoy. Union affiliation will boast the middle class. Providing higher wages will have a longer lasting effect on this miserable economy than tax rebates and bank bailouts.

So, if you are asked to write a letter to your Senator or Congressman encouraging him or her to support the EFCA, understand that your participation is essential in making our elected officials understand how important this legislation is to the preservation of the middle class. More Unions leverage the bargaining power for all workers – Union and non Union alike. The EFCA combined with the Obama Administration and his choice for Secretary of Labor, Hilda Solis, will hopefully start a renewal of dignity to working men and women of this country which was lost during the Bush years.

While we wait to see what happens to the National Labor Relations Board under the direction of Labor Secretary Solis, stay out of management's line of fire. Bridge, pitch, don't wear sweat clothes to work. Do whatever management wants you to do this week. But take a look at where all this static is coming from: a company that has been brought up on several charges by the Attorney General of the State of New Jersey for allegedly defrauding FIOS customers. Nice.

Fraternally,
Kathy

2008 CWA Local 1023 Election Results

PRESIDENT – Kathleen Forté
VICE PRESIDENT – Ward Riley
SECRETARY – Sharon Adamo
TREASURER – Glenn Fernandez

CHIEF STEWARDS:

AREA 1 – Joy Van Pelt
AREA 2 – Jerry Adamo
AREA 3 – Dana Hazzard
AREA 4 – Charlene Johnson
AREA 5 – Dinorah Santiago

STEWARDS:

AREA 1

NEWARK VPS – CUSTOMER CARE

Elizabeth Allen
Teresa Branch
Nichelle Nixon
Cheryl Outler
James Slaughter
Cathy Sokolowicz

NEWARK SRC

Mario DeSena
Selma Finney
Domingo Lopez
Terrence Marcelle
Kia Roseberry
Elizabeth Taylor
Pat Tierney

**NEWARK VPS –
ACCESS SERVICES OPERATIONS**

Cynthia Johnson

**MONTCLAIR –
DATA BASE MANAGEMENT**

Lois Morehouse

AREA 2

TEANECK CSSC

Charles Anderson
Ken Badillo
Iesha Boyd
Rasheed Chappell
Rick Greene
Candace Hill
Beverly Mahoney
Bernard Mills
Nathaniel Novick
William Rodriguez
Richard Trott

TEANECK BSBC

Alvita Denton
Richard Hogan
Jean-Charles Meyer
Steve Vitez
Darian Wilson

FAIR LAWN CFS

Mayda Garcia
LaSandra Henderson
Faith Kane
Laura Murray
Kimberly Robinson
Carla Williams

AREA 3

MADISON WEST

Eileen Alves
Carlos Araujo
Tara Brown
Angela Campbell
Benjamin Castellamare
Saidah Dibugno
Kimberly Earles
Alapha Flotard
Joe Graziano
Alana Guerrini
Ramon Martinez
Latisha McDougal
Mark McLafferty
Barbara Michael
Akbar Muhammad
Ulanda Phillips
Michael Porter
Lateefa Richardson
Naomi Rudd
Robert Schaefer
Janeen Sivills
Amoni Witcher
Salome Woolford

MADISON EAST RETENTION

Joanne Ashe
Renita Bogan
Danyella Coffey
Mary Foley
Giovanna Jacobs
Richard Kunz
Rahmiece Lawson-Jiggetts
Daron Redd
Shannon Stevens
Billie Whitfield

MADISON SELL ONE MORE

Ann Gilliard

(continued on Next Page)

ELECTION RESULTS (continued From Page 5)**AREA 4****SOUTH PLAINFIELD ENTERPRISE**

Bobbie Adams
Suzanne Forster
Steve Krynski
Tanya Smith

SCOTCH PLAINS BSBC

Jodi Colombrito
Lisa Martinez
Maureen Matts
Anthony Ruiz
Debbie Strani
Donna Terwilliger
Ifeoma Wiggan

SCOTCH PLAINS MASST

Jonathan Blake
Theresa Borkes
Kevin Hector
Vicki Hubbard
Laquanda Maynor
Janet Reynolds
Veronica Smalec
Valerie Toczynski

NEW BRUNSWICK CTS

Tammy Ferro

MADISON ENTERPRISE

Lois Eelen
Sebastian Liggeri
Helen Nero
Janice Palmeri

AT&T MOBILITY - PISCATAWAY

Robert Hatcher

AT&T MOBILITY - WOODBRIDGE CENTER MALL

Christopher Lynch

AREA 5**NEWARK MSSC – FLOOR 8**

Arabella Agurto
Mayra Deppner
Celeste Echeverria
Damaris Garcia
Maridsa Ortiz
Leslie Rosario
Chastity Santana
Carmen Santiago
Roberto Segura
Carlos Sterling

NEWARK MSSC – FLOOR 9

Jose Alvarenga-Sanchez
Christian Buttler
Rafael Cedano
Li-Min Cruz
Anthony David
John Kraus
Gerardo Laracuenta
William Nunez
Tony Olacio
Luis Rivera
Geraldine Rojas
Jeanette Rosaly
George Santiago

IRVINGTON COIN

Gloria Jordan

OCUC

Lynn Boyko
Nick Dankanyin
Wanda Robinson

*Send Your
Thoughts and
Comments to:*

editor1023@hotmail.com



***Can I still wear my union shirt?
Yes you can!***

Union members have worn red on Thursday for 25 years in a show of solidarity, as well as to commemorate the sacrifice given by one of its members. Jerry Horgan was struck and killed by a company driven vehicle while manning a picket line. Some of you may wonder how the new dress code policy affects this practice. The answer is IT DOESN'T. The wearing of red on Thursday is a union mobilization activity that is protected under the National Labor Relations Act. The company cannot prevent this activity by introducing a dress code. Remember to wear your union red t-shirt every Thursday.

DO YOU KNOW YOUR RIGHTS?

The contract gives members certain rights that they may not even be aware of. Recently some members have tried to exercise their rights and were discouraged from doing so. The following are three rights which we felt were worth pointing out. If management criticizes you or tries to discourage you from exercising your rights, inform a steward immediately.

Sales Figures - If you are in a sales position, management often distributes information on sales performance publically. You have the right to request that your information be withheld. If you are not making your sales objective, it is no one else's business. If you are making your objective, why should you be held out as the example to which all others must aspire to? Each year your manager is contractually obligated to give you a form which allows you to opt out. Once filled out, Verizon cannot disseminate your sales figures to anyone but you. If your manager hasn't given you this form, you may ask for one and they must give it to you.

Review of your file - You have the right to review your file (with a steward if you wish, which we highly recommend). There may be nothing in your file. Or maybe there is. Members have found inaccurate records, out of date records, and other information which could affect them negatively. Members can petition that these mistakes be corrected or in fact removed depending on the situation. If you don't know it's in there, you can't fight to have it corrected. There is a form to fill out which states your intent to review your file. Your manager must give you the opportunity to review your file within a reasonable amount of time.

Right to union representation - If you are having a discussion with any manager that can lead to discipline, you have the right to representation. It doesn't matter if they are not disciplining you at that time. If it can *lead* to discipline, you have the right to request representation. In some departments, the new policy is that *all conversations* are to be documented 100% of the time. If you want representation do not let them tell you "*this is a minor issue*". Anything that can lead to your dismissal is not a "*minor issue*".

If you don't understand why these last two items are so important, a recent incident in one office should make it clear. A union member was being spoken to by a manager and requested union representation. The manager ordered the union steward from the room because the incident was not disciplinary and would not be documented. When the union member later checked their file, they discovered that the incident was, in fact, documented.

To expand on the last item, it is suggested that you inform a union steward of any discussion you have with a manager (if one was not present at the time). There are documented examples where one manager told a union member to do the job one way, while another manager told another union member to do their job a different way. Members must be trained consistently. Members must be disciplined consistently. We cannot tolerate management not doing their job both correctly and uniformly. No one will know this is happening if members do not keep stewards informed as to what they are being told. We cannot address problems we don't know about.

NJ Family Leave Act vs FMLA

The introduction of the NJ Family Leave Act (NJFLA) provides employees in NJ with rights when they need to care for ill family members. There may be some confusion between FMLA and the NJFLA. The biggest thing one needs to understand is that FMLA provides you with rights both when you are ill as well as when you have an ill family member. The NJFLA only pertains to care of family members, not your own illness.

All employers with 50 employees or more in the state of NJ are required to provide up to 12 weeks of leave during any 24-month period for the care of an ill family member (spouse, parent, spouse's parent, or child) or for the birth or adoption of a child. To be eligible to take leave the employee must have worked for the employer a minimum of one year and have worked 1000 hours in the previous 12 months. Employees are required to give 30 days notice if the case of birth or adoption, 15 days to care for an ill family member. Exceptions should be made if it is not practical for an employee to meet these notification requirements.

There are specific interactions where time may be counted concurrently or consecutively, possibly extending the amount of leave one can take to as much as 24 weeks. Leave under the NJFLA is unpaid unless the employer chooses to pay the employee. Employees may take vacation time or sick days if the management allows for the use of vacation/sick time for otherwise unpaid leaves of absence.

Is it possible to get a live person on the phone at ARC?

See page 9 to find out!

CWA Local 1023 Annual Grievance Report

In any given time frame, one area may report a final decision on more or fewer grievances than another. 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 and Tardies – 2 Settled, 1 Lost, 3 Open
 Appraisal – 1 Lost
 Observation – 1 Settled
 Vacation, EWD, etc – 1 Withdrawn, 2 Won, 2 Open
 Tour Selection – 1 Lost
 Pay Treatment – 1 Open, 1 Lost
 Equalization of Overtime – 1 Settled
 Contracting work to agency, transfer of – 1 Withdrawn
 Training – 1 Won
 Bypass U&T, ATS – Freeze on Transfers – 2 Lost, 1 Won
 Harassment and Mutual Respect – 5 Open, 1 Won, 1 Settled, 1 Lost
 Code of Conduct – 1 Withdrawn, 1 Lost
 Suspension/Letters of Suspension – 3 Lost, 1 Settled, 1 Withdrawn, 1 Won, 7 Open
 Unfair and Unequal Treatment – 2 Lost, 2 Withdrawn, 1 Settled, 3 Open

Total Grievances for Area One – 63

AREA TWO – Ward Riley, Chief Steward

Absence and Tardies – 2 Lost, 1 Withdrawn, 3 Settled, 1 Open
 Discrimination – 1 Settled
 Dismissal – 18 Lost, 10 Settled, 1 Won, 5 Open
 Appraisal – 2 Won, 1 Lost
 Observation – 1 Won, 1 Settled
 Management Doing Production – 1 Settled
 Pay Treatment – 1 Lost, 1 Withdrawn
 Bypass U&T, ATS – Freeze on Transfers – 1 Won
 Weather Conditions, Inclement – 1 Lost
 Harassment and Mutual Respect – 14 Settled, 11 Won, 5 Lost, 9 Open, 5 Withdrawn

Working Conditions, i.e. Adherence – 2 Won
 Code of Conduct – 1 Won
 Suspension/Letters of Suspension – 6 Withdrawn, 18 Lost, 19 Open, 11 Settled

Unfair and Unequal Treatment – 3 Won, 2 Lost, 2 Withdrawn
 Sales Treatment – 1 Lost
 Contracting work to agency, transfer of – 1 Settled

Total Grievances for Area Two - 162

AREA THREE – Ann Gillard, Chief Steward

Absence and Tardies – 40 Open, 12 Lost, 1 Withdrawn, 1 Won, 2 Settled
 Disability, LOA & FMLA – 1 Settled
 Dismissal – 9 Lost, 14 Open, 5 Settled, 1 Withdrawn
 Appraisal – 2 Open, 1 Lost, 2 Won
 Observation – 5 Open, 2 Won
 Management doing Production – 1 Open
 Equalization of Overtime – 1 Open
 Seniority – Loan, Force Transfer, etc – 1 Open
 Denial of Union Representation – 1 Lost
 Sales Treatment – 1 Open
 Pay Treatment – 5 Open, 1 Lost
 Equalization of Overtime – 1 Open
 Training – 2 Open
 Bypass U&T, ATS – Freeze on Transfers – 1 Open
 Harassment and Mutual Respect – 26 Open, 5 Settled, 2 Withdrawn, 4 Won
 Health & Safety – 4 Open
 Code of Conduct – 3 Open
 Suspension/Letters of Suspension – 5 Settled, 6 Lost, 3 Withdrawn, 52 Open, 1 Won
 Unfair and Unequal Treatment – 4 Open, 1 Won

Total Grievances for Area Three - 230

(Reports continues on Page 9)

CWA Local 1023 Annual Grievance Report Continued . . .

AREA FOUR – Charlene Johnson, Chief Steward

Absence and Tardies –	1 Withdrawn, 2 Lost, 1 Settled, 1 Open
Appraisal –	1 Won, 1 Open
Dismissal –	6 Lost, 3 Open
Management Doing Production –	2 Won, 13 Open
Vacation, EWD, etc –	1 Open
Pay Treatment –	3 Open, 1 Won
Equalization of Overtime –	2 Won, 1 Settled
Denial of Union Representation –	1 Won
Training –	1 Settled, 1 Open
Bypass U&T, ATS – Freeze on Transfers –	2 Open
Weather Conditions, Inclement –	1 Won, 1 Lost
Harassment and Mutual Respect –	20 Won, 11 Open, 1 Lost, 1 Withdrawn
Working Conditions, i.e. Adherence –	3 Open, 1 Won
Mandatory Overtime –	1 Open
Suspension/Letters of Suspension –	3 Settled, 3 Withdrawn, 1 Won, 1 Lost, 7 Open
Unfair and Unequal Treatment –	9 Open, 6 Won
In-Charge -	1 Won

Total Grievances for Area Four- 116

AREA FIVE – George Santiago, Chief Steward

Absence and Tardies –	7 Lost, 11 Won, 4 Open, 1 Settled
Demotions –	1 Open
Discrimination –	1 Open
Appraisal –	1 Won
Dismissal –	3 Lost, 3 Open
Observation –	2 Won, 1 Open
Working Conditions, i.e. Adherence –	1 Open
Weather Conditions – Inclement –	2 Won
Pay Treatment –	1 Settled, 1 Lost
Contracting work to agency, transfer of –	1 Open
Death in Family –	1 Lost
Seniority – Loan, Force Transfer, etc –	1 Won
Denial of Union representation –	1 Open
Training –	1 Withdrawn, 1 Won

Harassment and Mutual Respect –	8 Won, 1 Lost, 2 Withdrawn, 15 Open, 8 Settled
Code of Conduct – Suspension/Letters of Suspension –	1 Settled, 1 Lost, 1 Won 11 Lost, 6 Withdrawn, 6 Open, 2 Settled
Unfair and Unequal Treatment –	4 Won, 6 Lost, 7 Open
Total Grievances for Area Five – 125	

Total Grievances for all areas - 696

Next membership meeting
Tuesday, June 16, 2009
7 pm at the Union Elks
281 Chestnut St., Union, NJ

Can you get a live person at ARC? *You can! Here's How:*

When calling ARC to discuss an FMLA case, some employees have had problems navigating the VRU. You can contact ARC by calling 877 ASK-VZHR. (877 275-8947). You will be presented with seven options. The first two choices: "Report an absence" or "Check open FMLA cases", will route you into Verizon's AMTS voice portal. You will be able to obtain information from the automated system, but you will be required to enter a VZID and a pin. If you've never set up a pin or have forgotten your pin, you will need to establish or reset your pin to proceed. There is no option to speak to a live representative if you follow these prompts.

The next three options are "administrative eligibility", "forms" and "request a copy of a letter". If you want to speak to a human and not use an automated system, use either of the next two options.

If you want to discuss the status of the FMLA process (including confirmation that they received your paperwork,) choose "FMLA process questions". If you want to discuss the leave of absence process (which includes FCL's and other LOA's, status of application, etc) then choose "Absence questions". Be aware that when selecting either of these options the recording will state that the representative you are being connected to can't answer benefit questions, and provides a phone number for benefits. Ignore this and remain on the line and an ARC representative will answer you shortly.

Note: screaming "GET ME A HUMAN!" or "REPRESENTATIVE!" will not speed you through to the right department. It will only make everyone think you need to switch to decaf.

JO ANN DIANA MEMORIAL SCHOLARSHIP

2009 APPLICATION

Instructions:

1. Submit one application only by September 1 to be eligible for the drawing to be held at a 2009 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 _____

Welcome New Members

Shavon Adams – Madison Retention, **Derick Adamson** – AT&T Mobility, **Katherine Aguilar** – AT&T Mobility, **Serge Ahombo** – Madison West, **Changa Aikens** – AT&T Mobility, **Olufemi Akinbode** – Madison West, **Maria Albino** – Teaneck CSSC, **Lavette Ali** – Madison Retention, **Keisha Alston** – Madison Retention, **Leonardo Alvarado** – AT&T Mobility, **Latoya Anderson** – OCUC, **Sahdonna Ayers** – Madison West, **Alicia Bailey** – Scotch Plains BSBC, **David Baker** – AT&T Mobility, **Eileen Baker** – AT&T Mobility, **Thomas Barreto** – Madison Retention, **Tiffany Battle** – Madison Retention, **Timothy Beighley** – Madison West, **Jorge Benitez** – Teaneck CSSC, **Ashanti Bernard** – Teaneck BSBC, **Maryann Bouco** – Madison Retention, **India Bowers** – Teaneck CSSC, **Jesse Cabezas** – Teaneck CSSC, **Allison Cammarota** – AT&T Mobility, **Gail Campbell** – Madison West, **Henry Carbajal** – AT&T Mobility, **Joshua Castillo** – AT&T Mobility, **Wendy Daniels** – Scotch Plains BSBC, **Cynthia Davis** – Teaneck BSBC, **Lakara Davis** – Madison West, **Kristi Dehart** – AT&T Mobility, **Jairy DeJesus** – Teaneck CSSC, **Gary DelCoy** – AT&T Mobility, **Brittany Douglas** – Teaneck CSSC, **Harold Eaddy** – AT&T Mobility, **Jeffrey Eelman** – North Haledon Police Dispatchers, **Fernando Faraldo** – Madison West, **Lance Felder** – Teaneck CSSC, **Asia Fletcher** – Madison Retention, **Ebony Foy** – Madison West, **Krasner Francois** – Madison West, **Maggie Freeman** – Madison West, **Audrey Gholston** – AT&T Mobility, **Chakeena Gibbons** – Madison West, **Kevin Glenn** – Madison Retention, **DeShane Granger** – Teaneck BSBC, **Rashon Greene** – Madison West, **Uneke Hall** – Madison West, **Erin Handcock** – Madison West, **Deron Harris** – AT&T Mobility, **Earl Harris** – Madison Retention, **Lamont Harris** – Madison Retention, **Lauren Hodge** – Teaneck BSBC, **Mark Hughes** – AT&T Mobility, **Kristen Hunter** – Madison West, **Stacie Johnson** – Madison West, **Steven Kaufman** – Madison West, **Thomas Kelaher** – Madison West, **Christopher Kruse** – AT&T Mobility, **Renise Lawrence** – Madison West, **Ebonie Lee** – Madison Retention, **Blain Lemma** – Madison Retention, **Giselle Manbodh** – AT&T Mobility, **Shanice Manderville** – Madison West, **Cissely Martin** – Madison Retention, **Cristian Martinez** – Teaneck CSSC, **Jacquelyn Matthews** – Madison Retention, **Elaine Mattocks** – Madison Retention, **Sheanel Mayers** – Madison West, **Cassandra McGhee** – Scotch Plains BSBC, **Germaine McRae** – Madison West, **Memuna Mehvash** – AT&T Mobility, **Juan Monegro** – Scotch Plains BSBC, **Rashon Moore** – Madison West, **Melisa Mottola** – Teaneck BSBC, **William Murtha** – Madison Retention, **James Nadler** – AT&T Mobility, **Sandy Narcisse** – OCUC, **David**

Olaechea – Madison West, **Milton Ordonez** – Newark MSSC, **Luis Patino** – Madison West, **Theodore Pendleton** – Madison Retention, **Vlad Perelmutter** – AT&T Mobility, **Toni Plastovski** – Madison West, **Sandye Pough** – Madison Retention, **James Reyes** – Scotch Plains BSBC, **Brittany Rhodie** – Madison Retention, **Anton Riddick** – Madison Retention, **Reginald Ridore** – Teaneck CSSC, **Cherish Riley** – Madison Retention, **Christina Rios** – Madison West, **Keith Roberts** – Madison West, **Juliet Robinson** – Madison West, **Robert Robinson** – AT&T Mobility, **Edward Rodriguez** – Teaneck BSBC, **Rashedia Rogers** – Madison West, **Helen Romeo** – AT&T Mobility, **Naomi Rudd** – Madison West, **Alexa Sanchez** – Teaneck BSBC, **Maria Sanchez** – Madison West, **Robert Schaefer** – Madison West, **Frances Serrano** – Teaneck CSSC, **Laura Serrano** – Newark MSSC, **Aqsa Siddiqui** – Madison Retention, **Christopher Smith** – Madison West, **Tiesha Snead** – Madison Retention, **Patrycja Sowa** – AT&T Mobility, **Ronald Streich** – AT&T Mobility, **Jennifer St-Vil** – Madison West, **Khareen Sudlow** – Teaneck BSBC, **Rodney Tavarez** – Teaneck BSBC, **Zachary Thorne** – Madison West, **Robert Thorsen** – AT&T Mobility, **Luis Torres** – AT&T Mobility, **Mona Usdin** – Madison Retention, **Khalifa Vandross** – Madison West, **Jeffrey Vincent** – Madison West, **Volodymyr Voznyuk** – AT&T Mobility, **Karriem Wardlow** – Madison West, **Jacqueline Watkins** – Teaneck CSSC, **Nicole Watson** – Madison Retention, **Dionte White** – AT&T Mobility, **Randesha Wilkins** – Madison West, **Rhonda Williams** – Madison Retention, **Salome Woolford** – Madison West, **David Zawicki** – Teaneck BSBC

Congratulations Retirees

Kathleen Irslinger – Scotch Plains BSBC, **Helen Majury** – Fair Lawn CFS, **Aretha Pugh-Robinson** – Scotch Plains MASST, **Carol Riebesell** – Newark VPS Billing, **Roselle Tyson** – Teaneck BSBC, **Jane Warga** – Scotch Plains BSBC

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



Attention : CWA Members

We are looking to go with an email edition. Give us your email and at some point in the future we will email you your edition of locally speaking rather than mailing you a paper copy. This saves on trees, postage and work for the editor, as well as reduces expenses for the paper so we can publish more issues.

Contact us at locallyspeaking@hotmail.com and we'll add you to the mailing list.

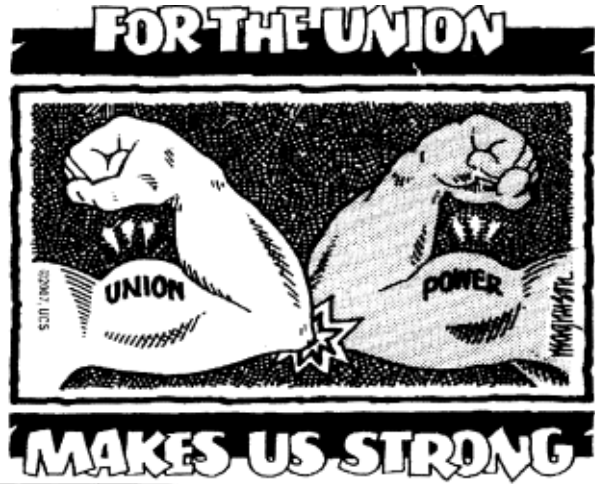
Only those who volunteer for the e-edition will get it !



Attention Members!

Check out the Local's Website at:

www.cwalocal1023.net



Inside this Issue:
How to Reach ARC!
The Cranky Consultant explains what makes him cranky!
Election results and more!

QUOTE OF THE MONTH	<p>“For any living being, when you feel the force of being cornered time and again, more and more, the time comes when you have nothing else left except to explode.”</p> <p style="text-align: right;">- <i>The 17th Karmapa Lama, of the Kagyu sect of Buddhism</i></p>
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The Community Minded Union

Locally Speaking

The People Minded Local

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.

PRESIDENT Kathleen Forté
VICE-PRESIDENT Ward Riley
SECRETARY Sharon Adamo
TREASURER Glenn Fernandez

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