



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, Cingular Wireless and American Labor Museum Botto House.

SPECIAL ELECTION ISSUE

COMMUNICATIONS WORKERS OF AMERICA

LOCAL 1023, CRANFORD, NJ

OCTOBER 2008

OFFICER ELECTIONS

The Election Committee of Local 1023 is currently holding the election of Local officers and convention delegates. The nominating petitions were submitted on September 5, 2008 to the union office.

The committee has verified the petitions and the qualified candidates for offices have been determined.

This issue of LOCALLY SPEAKING contains a statement from each candidate. Due to space limitations, the list of duties for each office as contained in the By Laws of Local 1023 is not included. Any member who wishes to receive a copy of the by-laws should call the Local office at 908 709-1023. The candidate statements appear in the order in which the candidates will be listed on the ballots.

Remember to carefully follow the rules enclosed with your ballot.

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.

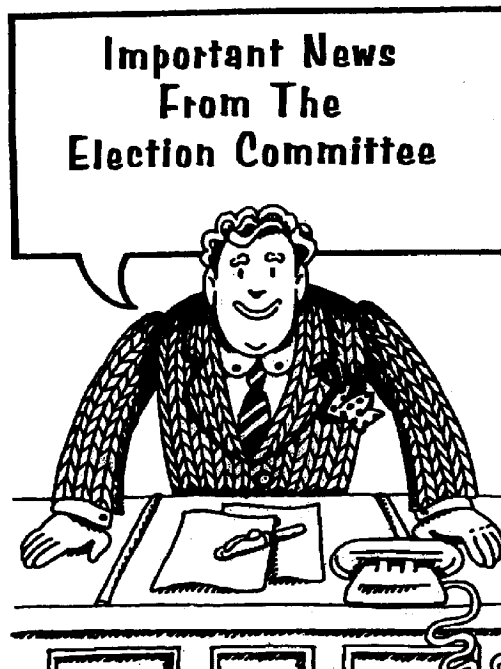
Ballots will be counted on October 24, 2008.

Your prompt attention to the ballot with a timely response will insure a democratic election.

Remember that every vote counts. Your vote is important.

VOTE!!!

**V
O
T
E**



**V
O
T
E**



Kathy Forté
Office of President and Delegate

Work Experience:

1982 - 1987	Service Representative – Raritan Bay (Scotch Plains)/Bergen Mall (Paramus)/Clifton SDCs
1987 - 1990	Service Representative – C.O.G. (Scotch Plains)
1990 - 1993	Training (South Plainfield)
1993	SSB/China Voless (1 Washington Park, Newark)
1993 - 1994	Freehold RSSC
1994 - 2003	Consultant – New Brunswick CSSC
2003 - 2004	Consultant – Madison West CSSC
2004 – Present	Consultant – Newark NSOCC (SRC) (540 Broad Street, Newark)

CWA Experience:

Steward Local 1023: 1987-90, 1994-6
 Chief Steward Area IV: 2000 – 2003
 Office of Secretary: 2003 – Present
 Assistant Editor/Officer Liaison - *Locally Speaking*: 2001 – Present
 Officer Liaison – Community Service, Membership, Legislative Committees
 FutureLink Advocate
 COPE Contributor
 CWA District One Leadership Training, Cornell University, Ithaca, NY: 2002, 2004
 CWA Officer's Training, Rutgers University: 2003
 CWA District One Leadership Conference: 2001-2;

Delegate 2003-8

CWA National Convention Delegate: 2004-8
 Member – CWA District One Legislative/Political Action Committee 2003-2005

Chair – 2005 CWA National Customer Service Conference, Meadowlands, NJ

Awards:

CWA National Convention 2002
Newsletter Contest
Locally Speaking

Second Place – General Excellence contributing Assistant Editor

Honorable Mention – Best Front Page “9/11 Tragedy”

Statement:

Dear Sisters and Brothers:

I am running for the Office of President. Now is the time to elect the person who is dedicated to restoring faith in our Local through my deep sense of commitment to you, the Membership.

My work experience demonstrates that I have held titles in Residential, Business and Large Business work groups for over 26 years. I know the stresses you face daily when attempting to balance work and family obligations.

As a two (2) term Secretary of Local 1023, I have honed skills necessary to ensure your Local will be run efficiently. Beginning as Chief Area IV in 2000, I have held a seat on the Executive Board for nine (9) years. Throughout my tenure, I have advocated your concerns to the company and the Executive Board. It's an honor and privilege to serve you. I am requesting your vote for President because there is more to running our Local than processing grievances. I will ensure that all members are treated fairly and equally in the workplace.

No matter what company name is on the pay check, we all work for the same reason.

Your Union provides a ladder for employees to climb into the middle class. The companies we work for are bent on throwing our work up for grabs to the lowest bidder. November's election is critical to working families, who are continuously under attack by politicians looking to change Social Security and FMLA. I pledge to continue the fight for these hard won gains at the bargaining table, political arena or picket line. Whatever it takes, together we will get it done.

I will fight to bring the respect and dignity you deserve to your workplace. I face a challenge head on. I don't back down.

But I need your vote. Vote “*Leadership you can count on!*”

In solidarity and fortitude,
 Kathy

Trish Kessell

Office of President and Delegate

CWA Experience

2004-Present

Vice President CWA Local 1023

- Elected local bargaining representative
- Delegate to CWA National Convention
- Officer Liaison
- Education, Grievance, Health & Safety Committees
- New Jersey Citizens Action Member
- Association of Union Democracy Member

2000-2004

Chief Steward Area III

- Chairperson-Mobilization, Community Services Committees
- Joint Union/Verizon Appreciative Inquiry Team
- CWA District I Conference
- Strike Coordinator Area III

1996-2000

Steward Local 1023

- Future Link Advocate

Educational, Extracurricular and Training:

- 2002, 2004 CWA District I Leadership Training, Cornell Labor School
- 2000 Attended Tri-District Conference (personally funded)
- 1974-1976 Brookdale Community College

Work Experience

2004-Present

Consultant Newark SRC

1978-2004

Service Representative NY Business/NJ Business
/NJ Residence

STATEMENT

I have had the honor of serving you as Vice President for four years now and I ask for your continued support in electing me to the office of President of CWA Local 1023.

I know the stress of having to follow the Sales Process in Consumer and GBS, as well as how difficult it is to get work done in VPS without the overtime that is needed. I will continue to fight those battles beside you. I am accessible to all members day and night. I also know the stress of sales quotas in our ATT Wireless Centers.

During my term as Vice President I have presided over all 2nd level grievances and assisted the President with all 3rd level grievances. I have been successful in returning many members to the bargaining unit.

In 2007 I bargained a successful contract for OCUC. Currently, I am bargaining for the North Haledon Police Dispatchers.

With outsourcing, the future of call center workers in America may seem daunting. However I believe with solidarity we will persevere. I will demand that all our work stay in New Jersey.

Communication is the key. It is important for all members to be informed and involved in order for us to unite behind the labor movement and stand strong. Recent Department of Labor rulings have not been favorable to us. To combat this trend, I have sent letters to State and Federal legislators regarding upcoming bills that will affect us. The most important issue right now is the Employee Free Choice Act (EFCA). I am pleased to inform you that I have received responses from Governor Corzine, Senator Lautenberg, Senator Menendez and members of Congress.

Demand and vote for the candidate that will fight the tough issues. Once elected, I promise to be that kind of President.

I ask you now to support me in my endeavor to become President. I am proud to be part of the CWA Local 1023 family. Together we will build a stronger Local.

Finally, I encourage all of you to take an active role in our Union Family.

VOTE!

Remember, every vote counts!

Fraternally,
Trish

Ward Riley

Office of Vice President and Delegate

Work Experience

Employed as a Consultant in the Residential
1996.

Union Experience

Steward

Chief Steward

Union Activities Past and Present

Member, Local 1023 Executive Board
Editor-In-Chief, LOCALLY SPEAKING
Chairperson, Grievance Committee
Chairperson, Newspaper Committee
Delegate, CWA National Convention
Member, Finance Committee
Member, Steward's Army
Member, Local 1023 Bargaining Teams
Certified Union Counselor
COPE Supporter
Futurelink Advocate

Education

Graduate, Union Leadership Training, Cornell
University,

School of Industrial Labor Relations
 Additional Labor Courses, Cornell University ILR,
 New York City Campus
 Graduate – Certified Union Counselor Program –
 Bergen Country
 Central Trades and Labor Council, AFL-CIO

Statement

The campaign for Vice President is about who is best qualified to present and process the members' grievances. That person needs to have been deeply involved in the grievance process throughout their union career.

The job calls for dedication, hard work, strong organizational skills, and the ability to successfully defend your case.

I've served as Chief Steward in my area since 1999. That makes me the most senior Chief on our Executive Board. Because the jurisdiction of an area changes over time, and because I've been at this job for quite a while, I've had the opportunity to present hundreds of grievances on behalf of our local's members. Those grievances were presented in many different work locations ranging from South Plainfield and Scotch Plains to the various specialized departments in Newark and the large call centers in Teaneck and Madison.

As a working class American, I understand what it means when the company threatens to surplus you, or to suspend you without pay, or to take your job away without just cause. If any of those things happen to you, I will defend you with every means we have at our disposal to see that you are made whole again.

The new contract gives us temporary expedited mediation and arbitration rights. That means you won't have to wait years to have your case heard outside the company. For example, the new time limit on mediations is only 90 days. I will fight to make this provision permanent.

The company's managers and directors need a push to make them more cooperative in scheduling grievances promptly, and in keeping those appointments as promised. I will give them that push.

New technologies can help us speed up the grievance process as well. If elected, I intend to pursue them for your benefit.

Stewards need ongoing training to keep their skills sharp and up-to-date. I will see that they get that training.

As Vice President, I will visit your work location to hear about your issues on a regular basis.

There is much more to be done. We need to expand our membership and to promote favorable legislation for union members and their families at the state and national level.

But none of this can happen unless you vote Ward Riley for Vice President. I need your support.

In solidarity,
 Ward



Lois Eelen (Many)

Office of Vice President and Delegate

Work Experience

Installation Technician
 Plant Assignment Clerk
 Consultant PV and Teaneck CSSC's
 Service Representative NMC
 Service Representative Verizon Partner Solutions
 Customer Service Representative Verizon Partner Solutions

Union Experience

Steward 9 years
 Chief Steward 5 years
 Treasurer 7 years

Union Activities

Delegate CWA National Conventions
 Delegate District One Conferences
 National Marketing Conferences
 Leadership Training I + II
 Mobilization Coordinator
 Picket Duty Coordinator
 Futerlink Advocate
 TABEC
 Planning Committee for Advocate Conferences

Education Committee
 Grievance Committee
 Organizing NDT and VZW
Statement

My sense of pride in the union comes from experiencing the many contributions and sacrifices made by the membership and executive board of this local. I had a front row seat as treasurer for 7 years and observed the many accomplishments of this local. I believe I possess the qualifications necessary to be elected Vice President of the local. Because of my years of experience as steward, chief steward, and local officer I am sensitive to needs of the membership. While I was an officer, I was in touch with our members on a daily basis and handled many issues. For these reasons, I am asking for your support in electing me to the office of Vice President.

In 2002 I was appointed by the national union to be the representative in District 1 to TABEC which is committee that has oversight of the FutreLink Program. This has enabled me to help create new online education classes, homestudy courses, and encourage members to continue their education. I believe education provides job security and choices for our members and FutureLink is a key pathway to the future.

Over these past three years I have been on the job as a CSR in Verizon Partner Solutions and have witnessed first hand the lack of the local leadership experienced by the members. I have enjoyed working in this office with fine members who are frustrated with the daily obstacles on the job. They are also burdened with the lack of direction and support that is needed from the local leadership.

I believe a Vice President should be engaged with the membership and be out in the offices where the union is. Members need to be informed to become involved and leaders should not only lead by example, but also be involved and always accessible. This has not been the case over these past three years.

There is much work to be done and I am committed to achieving that goal by leading, working hard, and involving those who want to make a difference in our local.

I am proud to be a member of this local and it has been an honor to serve our membership for 21 years. I would like to have the opportunity to continue using my years of experience to serve and represent the members of CWA Local 1023 as your Vice President.

In solidarity
 Lois Eelen



Rafael Cedano

Office of Vice President and Delegate

Rafael Cedano, MBA Union Steward Bio

Rafael Cedano has been a NJ Verizon MSSC Sales Consultant for the past 5 years and a NY Verizon MSSC Sales Consultant for 3 years.

Rafael was born and raised in New York City, New York in 1974. His family has been his pillar of strength, and driven his inspiration his whole life. His mother the eldest of 14 brothers and sisters, worked at a sewing factory for Ralph Lauren Polo during the daytime and would clean an elderly mans house during the night. His father was Mayor of Banica, in the Dominican Republic; he would collect clothes and money in the United States and always

Continued on Page 6

EDITOR'S NOTE

Each candidate had the opportunity to submit a picture and a statement of their position.

The statements are unedited and are presented in the order that the candidates appear on the ballot..

donate all of it to his people.

Rafael began his business career at Murray Bertraum High School for business careers, in Manhattan, New York, and graduated with a diploma in business law. While in High School, he received awards for most valuable player on his tennis team, for sportsmanship on his basketball team, and overall attendance. In college his academic career flourished garnishing Honor Society awards for academic achievement (4.0 GPA) and a computer scholarship for advance computer programming studies during the summer of 1991 at City College. He acquired as A.S. in Computer Programming, B.S. in Information Systems Management, and M.B.A. in Information Systems from accredited colleges like Columbia University, Ellis College, BMCC, and York College.

Rafael started working for Verizon Telecommunications in June, 2000 and was assigned to work in such locations as Brooklyn, White Plains, and the Bronx Multilingual customer service departments. In addition to his academic accomplishments, Rafael Cedano has gone on to serve as a leader/example for all his peers in all areas of Verizon and has served as attendance leader for CWA 1023 Local. Where he currently makes sure management follows the contract when it comes to anything that has to do with attendance. He has filed over 100 grievances on our member's behalf's.

Rafael Cedano's career awards and accomplishments include: Mid-Year Sales 154% 2001, (2002, 2003, 2004, 2005, and 2006) Diamond Club 2001, 2002, and 2004, and 2006 (over 125% sales quota attained), Field of Dreams II 2004, and most recently Mid-Year Sales 139% 2005.

In his spare time, Rafael Cedano enjoys watching movies, reading political articles online, and staying in shape (taking care of his mind, body and soul). He currently resides in New York City.

Glenn Fernandez

Office of Treasurer and Delegate

Hello, to all my fellow CWA Union members, I hope that you are all well. My name is Glenn Fernandez, I am currently a Union Steward, at Newark MSSC. I come before you as a candidate

Wear Red on Thursday!

for the position of Treasurer of our CWA Local 1023.

Since this is a new contract and a new beginning it time for change. Let us all be involved and make some necessary changes. I want to be part of a new wave of change. So I will start out by saying that Unity and Strength is the only way to make our Union voice heard throughout the company. Rather than complain and not do anything about it, here I am before you all as your candidate for Treasurer. I did not want to just sit back, and wish things could be different; I want to MAKE things different. I know that I am qualified to be the Treasurer. I have been with the company for over 9 years, with labor relation experience in both CWA and IBEW. During my time here are Verizon I have taken the opportunity to finish my Bachelor's Degree in Accounting. I started out as a Multi-Lingual Sales & Service Consultant in Jersey City, NJ. As soon as I could, I became a Union Steward. After 5 years as a Consultant, I used the RAMP system to successfully transfer to IBEW in the Accounting office in Cranford, NJ. While in Accounting I had 2 different positions one in the Special Billing Unit, and then another in the Error Processing Unit. Unfortunately Cranford Accounting positions were being eliminated and eventually my position became surplus. So I then successfully transferred back using the RAMP system to the Multi-Lingual Sales & Service which is now in Newark, NJ.

Since I had left, I can definitely notice the changes that have affected our union members by the Verizon management. I do not like the changes I see, so I decided to do something about it and run for the Officer position that I am most qualified for.

I only ask of my fellow CWA Union members that they remember that voting for the Union officers is not a popularity contest. That voting for Glenn Fernandez, who is the more educated, more qualified and more experienced candidate is the ONLY correct choice.

I can lead all of us for the years to come...

Thank You
GLENN FERNANDEZ

Carlos Sterling

Office of Treasurer and Delegate

September 2008

To my brothers and sisters,

First and foremost I want to express my gratitude for making me a candidate for the Treasury of our local.

Continued on Page 7

I'd like to make this bio short and to the point, as many of you that know me know I like to be straight forward.

I was appointed as a union steward in 2006 and I served for over a year in that position, in which, I assisted many of my colleagues with important issues that needed to be addressed and which we addressed and took care of successfully. In that time, I gained the trust and support of many of you. At this point, I am requesting that support once again, by requesting your vote for the officer of Treasury in our local.

I have what it takes to do the job, I started at Verizon in 2003 and immediately starting taking advantage of the tuition assistance program, I went back to school and got my associates degree in International Business, right now I'm one semester away from my bachelor's degree in that same major.

I would like to be part of the executive board of our local, to be able to take care of the issues that are important to all of us at a higher level. We all know that sometimes our issues do not get resolved at the first level. I believe it is important to make every single one of our voices heard and our issues taken care of. It is important to me as well as you for us to keep our jobs here "job security". I know how important it is for us to keep our quality of life, and I will make every effort to make it better.

I'm requesting your support in these upcoming elections. Let's make sure that Verizon knows that **we mean business. You can count on me take care of that business "your business."**

United we stand
Carlos Sterling.



Sharon Adamo

Office of Secretary and Delegate

Work Experience

Employed with Verizon since 1990
411 operator in Rochelle Park
Service Representative
Consultant

CWA Experience

Steward
Chief Steward Area I
Membership Committee
Attended Organizing Institute
Organizing Committee (worked on VZ Wireless & EZ Pass Campaign)
Verizon Wireless & Comcast Organizing Retreat
2004 5th Delegate to the 66th Annual National CWA Convention
Attended 2004, 2005 and 2008 District I Conference
CWA 2005 Customer Service & Marketing Conference
As a concerned member I also attended the 2005 67th and 2006 69th annual CWA Convention
Attended District One Leadership School held at Cornell University's School of Industrial and Labor Relations
Future-Link Advocate
Trained in the Steward Army
My past service also includes membership on the Trial and Ad-Hoc Committee

Statement

I have been a union member since I walked



Continued on Page 8

through the door of New Jersey Bell in 1990 as a 411 operator in Rochelle Park. I applied and was accepted to a consultant's position in the RSC Department of the Totowa Office in 1992. Then in 1996 I moved to Riverside Teaneck office where I served as a consultant and steward in the RSSC department. In 2000 I arrived in the Newark office and worked in the NMC/TISOC department as a service representative.

Presently, I am a Consultant in the National Service Order Completion Center NSOCC/SRC department in Newark where I serve my fellow union members as Chief Steward.

Thanks to our union I have been able to advance and mature within Verizon.

But we must do better. We must take a hard look at our union, we must acknowledge that too often we continue as if we're still the same union that we were three even six years ago. We're not. We need to look inside and **change** the way we have done business in the past. Should I be elected to serve the next three years as Secretary of Local 1023, I will work every day to make our union better, stronger and smarter.

I believe we must focus our committee to organizing; it is up to us as union members to add to our membership not the corporations. We need to start taking a new direction, we need a **change**. With your support we can do this together. I believe I have the skills and experience to represent the members as Secretary of Local 1023, for the next three years. Please give me the confidence of your vote.

**In Solidarity
Sharon**



Linda Pagan

Office of Secretary and Delegate

I LINDA PAGAN AM A PROUD CWA UNION STEWARD SERVING OUR MEMBERS & FAMILIES. I WORK OUT OF 540 BROAD STREET, NEWARK AS A MULTILINGUAL CONSULTANT. I'VE BEEN ON THE FRONT LINES SINCE AUG-1999. I HAVE WALKED PICKET LINES & DEALT WITH OUR COMPANY ISSUES JUST AS YOU HAVE.

MY BELIEF AND DRIVE HAS ALWAYS BEEN...

"ONE PASSION, ONE GOAL"

I'VE REMAINED DEDICATED, COMMITTED & CONSISTENT IN MY ROLE AS A UNION REPRESENTATIVE FOR THE BENEFIT OF OUR MEMBERSHIP ALWAYS.

A FEW OF MY LEADERSHIP QUALITIES ARE:

MY ATTENTION TO DETAIL WHICH IS SO VITAL IN DEALING WITH VERIZON.

MY RECORD KEEPING SKILLS ARE EXCEPTIONAL.

BEING EXTREMELY PUNCTUAL & ORGANIZED, ANALYTICAL & ACCOUNTABLE.

ALWAYS SPEAKING UP & FIGHTING FOR THE MEMBERS WHEN MEETING WITH MANAGEMENT.

I'VE KEPT UNION MEMBERS CONSISTENTLY INFORMED & UP TO DATE & KEPT OUR UNION BOARDS CURRENT.

I'VE MAINTAINED ALL INFORMATION SO THAT RESOURCES WERE AVAILABLE TO US WHEN NEEDED.

Continued on Page 9



**WANTS
YOUR
VOTE!!!**

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 Members!
Check out the Local's Website at:
www.cwalocal1023.net

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

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.

EDITOR Ward Riley
VICE PRESIDENT Trish Kessell
SECRETARY Kathleen Forté
TREASURER Sharon Davis
Union Office (908) 709-1023 Fax (908) 276-8921
Announcement - (908) 276-7771 • Office Hours: Monday - Friday, 9-5

LOCALLY SPEAKING
COMMUNICATIONS WORKERS
OF AMERICA - LOCAL 1023
118 SOUTH AVENUE, EAST
CRANFORD, N.J. 07016

DO NOT FORWARD
ADDRESS SERVICE REQUESTED

FIRST CLASS
U.S. POSTAGE
PAID
PERMIT NO. 514
CRANFORD, NJ

TIME VALUE

