



## Big Changes Coming in 2010

By Gayle Wilson  
Informer Editor

There are big measurement changes coming for the I&M group via MSOC. The department has held crew meetings to cover these changes. The Local is advising techs to keep a journal/log of their day. MSOC is based on metrics - numbers on a spreadsheet - so make sure you are prepared to explain each and every deviation. Keep track of how long it takes to log into the IFD. Keep track of each instance when you are not able to close a ticket at the customers property. Keep track of everything because we cannot know yet for certain how the Company is going to progress with the new expectations.

The CSSC has now become the Winback/U-verse/CSSC. The Service Reps are handling Winback, U-verse, Sales and Billing calls. During the continued transition the Local recommends Reps keep logs and keep track of any and all situations that require them to deviate from the Call Flow or any circumstance that creates obstacles to meeting

the Company's expectations.

In 2010 we should expect the Company to continue trying to do more with less. Our Local saw a lot of retirements in 2009 — a lot of highly skilled and well-respected co-workers have left payroll and we have seen little to nothing from the Company regarding filling these positions. The Local recommends the membership keep track of their overtime, especially those that may be forced in on days off. If the Company is regularly forcing workers in on their day off then they don't have much of a case when they tell the Union they don't 'need' to fill positions.

On December 22, CWA District 6 and AT&T Advertising Solutions reached a Tentative Agreement. Details were not published as of press time — but members can call the Local for more information as it becomes available.

The Informer continues to encourage members to submit articles/art/letters for publication. This newsletter is for the membership and is an excellent resource for keeping everyone involved and informed.



## Your Right to Representation

By Gayle Wilson  
Informer Editor

Weingarten Rights, or your right to representation, are one of the most important protections you have when being questioned by management. Michael Mauer, a former lawyer with the National Labor Relations Board and author of *The Union Member's Complete Guide*, gives an overview of the conditions that must be met in order for workers to invoke their rights under the law.

1. The meeting is an investigatory interview. This means that the employee is expected to answer questions in connection with an inquiry into possible wrongdoing or unacceptable behavior. Weingarten rights do not cover meetings where the communication is only one way; that is, when the purpose is merely to convey information to an employee or to notify an employee of a decision already made regarding discipline. Keep in mind also that discussions of job performance do not automatically include the right to representation. That right exists only if the meeting also involves giving answers to questions that may then lead to a disciplinary action.
2. Disciplinary action may result from the meeting. The legal standard here is that a disciplinary action — of any severity — is one possible result of the meeting. Since what matters is whether disciplinary action may result, it legally makes no difference that the supervisor who calls the employee in may not be intending to take disciplinary action.
3. The employee reasonably believes that disciplinary action may result. The law generally requires only that the employee has a reasonable belief that he or she may be disciplined. Whether that belief is reasonable or not is a judgment call, and will be determined based on all the circumstances surrounding the meeting: has the supervisor previously raised the possibility of discipline? Have other employees been disciplined for what this individual is accused of? Is this employee working under the threat of a performance warning letter?
4. A request is made for representation. Weingarten rights differ in one crucial way from Miranda rights ("You have the right to remain silent...") you see on television; unlike the police, employers have no legal obligation to advise workers of their rights before questioning begins. It is up to the individual employee to know her rights, and to state that she doesn't wish to answer any questions until her representative arrives.

**"If this discussion could in any way lead to my being disciplined or terminated, or affect my personal working conditions, I respectfully request that my union representative, officer, or steward be present at the meeting. Without representation, I choose not to answer any questions."**

(This is your right under a Supreme Court decision called Weingarten.)

# We Need Solidarity

By Jon Cook  
Local 6402 Secretary/Treasurer

By now, unless you have been in a hole underground, you know that after six long, hard months of bargaining we finally took the shaft. Who is to blame? Personally, I don't think its the bargaining committee nor is it at any level the Locals fault. Certainly Larry Cohen didn't help but he is not even the one to blame. The person(s) to blame is sitting next to you. The person who refuses to sign a membership card. The member who couldn't even give 30 seconds of their day to mark an X and sign their name.

Being a Union member is more than having a chance to be fairly treated. Being Union means taking pride in your work. Being Union means taking a stand for what is right and against what is wrong. Union means everyone taking a stand to-

gether and being heard as one voice.

Recently I have noticed a fight amongst ourselves. Who knows what for! Is it power? Control? Being known? For whatever reason it is, it is stupid and childish. It needs to stop. We, now more than ever, need to stand shoulder to shoulder together and go toe to toe with the man to let him know that if you mess with one of us, you mess with all of us, and not just in CWA but in all Unions!

I take pride and feel privileged to represent each and every working man and woman and I know I speak for every Union official when I say we will work each and every day as hard as we can to best represent every person and we will always have your back no matter what. We will always be honest with you even when it is not easy. After all, we are Union and to me Union means family and family always has your back.

## CWA LOCAL 6402 JANUARY 2010 AGENDA

**Tuesday, January 4 @ 6:30pm —  
Special Membership**

**Tuesday, January 12 @ 5:30pm —  
Executive Board**

**Tuesday, January 12 @ 7:00pm —  
Stewards' Meeting**

**Tuesday, January 19 @ 6:30pm —  
Regular Membership**

All meeting held @ the Local Union Hall 530 E. Harry

## The Definition of a **SCAB**

- 1. A worker who refuses membership in a Labor Union.*
- 2. An employee who works while on strike; strikebreaker.*
- 3. A person hired to replace a striking worker.*
- 4. A low or contemptible person.*

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***The Informer* encourages and accepts letters to the Editor and submissions from the membership at large**

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**Get Involved!**