

AT&T Mobility Orange Contract 2017 Bargaining: # 58
October 20, 2017

This week the CWA bargainers met to review our proposals and outstanding data requests, and to prepare responses to AT&T's recent proposals, which did not address the issues that we have been talking to them about for months. CWA passed several proposals that address working conditions in the call centers and retail stores. We have heard you about the daily stress on the job from constant monitoring and observing and ridiculous expectations placed on you. This week several reports came in from call center workers who want to be the best they can be, but find the managers telling them that if they don't do better the center will close. Shame on AT&T for blaming you for their mismanagement!

It is more important than ever to push for job security in the face of increased outsourcing of our work. While the amount of Call Center outsourcing and Network contracting is not immediately visible to the customers, the authorized retailers that now make up the majority of the Retail stores are a constant reminder of why we need to protect our jobs.

Thank you for the great participation on last night's CWA Mobility Town Hall call. We had record numbers of members join this call and stay with us for a lively Q&A session. Well over 2300 of you dialed in and stayed with us to hear CWA District 1 Vice President Dennis Trainor, the bargaining committee, and mobilizers answer questions. So many of you got in queue to ask a question or make a statement that even though the call ran long, we unfortunately could not get to everyone. We look forward to doing another call with you soon. In the meantime, keep in contact with your Stewards and Local leaders for the most up to date information on bargaining and mobilization.

On another note, today was supposed to be the deadline for the 2018 Benefits Open Enrollment, but the higher than average call volumes to AT&T Benefits have made it difficult for you to get the information you need to make your 2018 choices. Because of this, AT&T is extending your opportunity to enroll and correct any error by two weeks.

Thanks to all of you who reported problems with the open enrollment. If something doesn't seem correct it probably isn't, so don't assume we know about it and continue to keep the information coming in. We are in this together and when we FIGHT, we WIN!

Your CWA Bargaining Committee