



Cingular Unity



July 2006

2006 WashTech Annual Picnic

The time has come once again for the WashTech/CWA Local 37083 annual picnic! Last year's picnic was loads of fun and we look forward to having another great picnic this year. Here are the details for this year's picnic:

Date: Sunday, August 6, 2006

Location: Juanita Beach Park
9703 NE Juanita Drive
Kirkland, WA

Time: 12 noon – 6:00 pm

Note: The picnic is open to all union members in good standing. If you would like to attend, please RSVP with Craig Gamble, Todd Tollefson or Marcus Courtney.

Please RSVP with us the number of guests you expect to attend the picnic with you by no later than July 14, 2006.

Contact Info: WT Union Hall: 206-726-8580
Craig Gamble: craigg@washtech.org
Todd Tollefson: toddt@washtech.org
Marcus Courtney: courtney@washtech.org

Cingular Executive Visit

On June 15, 2006, WashTech President, Marcus Courtney and WashTech Staff Representative, Craig Gamble held a meeting with Cingular VP-Operations Matt Hickey, NBS Director Eric Dives, Cingular HR Director, Lisa Davidson, ANS/BEUC Director-Paramus, Maria Phillips, BEUC Director-Bothell, Jim Lovvorn and HR Manager-Bothell, Suzanne Meyers-Hubner.

In the meeting, we discussed the issues of attrition facing the Cingular call centers nationwide. In the meeting, Mr. Hickey alleged that Bothell of all Cingular call centers has the highest attrition rate and is the most expensive call center in the nation with a \$4.00 cost differential per employee, with regards to retention.

He also stated that in management's view, the attrition issues are divided into "controllable" and "non-controllable costs".

The "controllable" costs would mean improving retention by means that would not cause great expense to the company. (i.e. more incentive programs, gift cards, other forms of recognition, etc.)

He also stated that the "non-controllable" costs, which are the pay for performance policy and rep leveling/slotting are "off the table". He communicated that the company will not be giving pay increases.

Our position was that in Bothell, the company started hiring new reps at higher rates than tenured reps and that does not show the company values longer-term employees when they hire new employees at higher pay rates than existing employees. We also pointed out that this really IS giving pay increases, since new hires are making more than current employees, so they should give pay increases to longer serving employees.

Cingular Shop Stewards (BOLDED) And CATs (non-bolded)

Bothell 1

Tony Patterson (EVHD)
Jim Burdick (ETEAM)
Donna DePuy (ETEAM)
Kale Nostrand (ETEAM)

Bothell 2

Rich Atherton (Care)
Tina Davis (RSD)
Les French (Care)
Kevin King (TSD)
Paul Taylor (Care)
Brian Tillotson (OST)
Doug Mount (Care)
Jake Larsen (Care)
Jeanette Elizabeth (Care)
Jim McHale (Care)

Bothell 5

Ben Schlechty (ANS)
Bill Montgomery (ANS)
Jolene Thomas (NBS)
Nancy Wright (ANS)
Steve Mulligan (ANS)
Gary McGahey (ANS)
James Ho (ANS)
Scott Ellestad (ANS)

(See these folks on your front line at Cingular as the first step to getting any questions answered in regards to your union or if you need representation.)

Your WashTech Staff Contacts

Craig Gamble, Staff Representative
Ph.: 206-726-8580 e-mail: craigg@washtech.org

Dan Gillespie, Chair Membership Committee
E-mail: dang@washtech.org

Pay Grievances

Given the outcome of our meeting with the Cingular executives on June 15, it has been determined that we will need to file grievances in order to shed more light on the pay disparities in the Bothell Call Center. We've found that employees in BEUC are most likely to be affected.

We plan to file a grievance on behalf of EVERY rep who is affected by this. If you feel that you are affected by the pay disparity in the call center and your hire date is **BEFORE January 1, 2006**, please seek out a shop steward and complete a WashTech Grievance Fact Sheet and return it to them.

Get Active!!!!

By Nancy Wright, ANS Shop Steward

It is extremely important as Cingular union members that you GET ACTIVE! It is vital that you attend meetings so that YOU can have an impact on YOUR union! It is also extremely important that members become active CAT's and Shop Stewards. We need your help to make sure YOU are adequately represented! Remember, a union is only as good as it's members. At the Cingular Bargaining Unit Meeting that was held after the WashTech General Membership Meeting last month, there were only 5 members from the call center who attended.

Please come in force to the September 27th Cingular Bargaining Unit Meeting and nominate your choices to run for the 3 Local Vice President positions that will be available to Cingular members in the Bothell call center. The 3 new Vice Presidents will be OUR voice in the WashTech leadership. Please take advantage of this wonderful opportunity to get involved so we can all work together to make the Cingular-Bothell call center a better place to work!