

## *You've spoken – and we've heard you!* Summary of the WashTech / Cingular Wireless Online Survey

On March 31<sup>st</sup> we launched a survey via email to our Cingular Members. It was active until May 11<sup>th</sup> and had 199 respondents. Below is a summary of what we learned from those who participated.

- 52% have been with Cingular less than one year
- 71% make less than \$13/hour
- The top issues are: 1) Wages, 2) Benefits, 3) AHT, 4) New hire pay rate\*, 5) Lack of Res Desk\* (\*From "Other" responses)
- Top things they like about their union: 1) Health Care, 2) Job Security and Wages (tied), 3) Grievance Procedure.
- 84% prefer to be contacted via email (but keep in mind this survey was only accessible via email)
- 35% were open to training; 12/63 said HTML was the course they would like to take
- Political leanings: Democrat 42%, Independent 26%, Republican 10%, Apolitical 9%
- 53% vote in every election; 12% never vote
- Top political issues: 1) Overseas outsourcing, 2) Universal Health Care, 3) Minimum wage, 4) Gay rights\*, 5) Immigration\* (\*From "Other" responses)
- 30% have at least a two-year degree (12% have 4 year degree) and another 50% have "some college"
- From "anything else" question – attrition and availability of shop stewards are top concerns
- 63% are under 35 year old
- 54% are female
- 83% are white

There were also a few negative responses and that's normal – especially with all the changes that have happened (going from AT&T Wireless to Cingular as well as from non-union to union all within the last six months). However, we do want to make sure that legitimate complaints are addressed (see following article for more). One thing a few people noted is that they don't see any benefit from having a union. This is why over the past three issues of *Cingular Unity* we've highlighted gains we've enjoyed due to having a union contract: improved health care benefits (April), grievance wins (May) and comparing a few other differences between union to non-union workplaces in this month's issue. Please do not hesitate to contact your CATs, shop stewards or union staff if you'd like more information on the benefits of having a voice through your union at Cingular.

### *What would YOU like to hear about?*

Tell us what you want in us to cover in future issues of *Cingular Unity*

Each month, we try to put out a newsletter that is informative and interesting for employees at Cingular Wireless. If there is a particular issue you would like to see covered in future issues, please let us know! Contact any CAT, shop steward or union staff member on what you want us to feature in *Cingular Unity*! See the other side of this issue for contact information.

### *Pay Rate Issue Update...*

Where are we at with the pay rate issue?

By Craig Gamble, Union Representative

After reviewing the information we've been collecting recently on the pay disparity issue in the call center, we have come up with several approaches to try and resolve this issue. Recently, I spoke with the Labor manager for Cingular in Atlanta and directly encouraged her to do the right thing and make sure everyone in the call center is paid fairly. Of course, the manager could not make any monetary commitments on behalf of the company during that discussion, but we will be meeting on this informally with the local management team to see if this can be resolved without going through the grievance procedure. Keep in mind, if this can be resolved without going through the grievance procedure, then you will be able to see an improvement sooner rather than later. If the

company is adamant in its position, as we expect, then we will have to begin what's shaping up to be a lengthy grievance procedure around this issue. We will keep you posted!