

Volume 77, #1 • spring 2017

**CWA**  
news



**S**elf-Reliant  
**T**ough  
**R**elentless  
**O**rganizing  
**N**o Retreat  
**G**rowing



By CWA President Chris Shelton

Ever since I was elected president of our great union, I've talked about the importance of CWA members standing together. I'm proud that we're a union where every member has every other member's back. That solidarity and strength is about to be tested, but I have no doubt that we're up to this challenge.

2017 could be one of the most dangerous years in CWA's history. Safeguards for working people are being attacked, from safety and health regulations to overtime pay. The basic right of working people to organize and bargain a contract is being threatened by members of Congress doing the bidding of the U.S. Chamber of Commerce and other corporate groups. Wall Street and bank regulations put in place to prevent another economic collapse like we experienced during the Great Recession in the late 2000s are being dismantled.

Right to work (for less) has been discredited by economists, but that hasn't stopped Republicans in the

# WE ARE CWA STRONG

House of Representatives from introducing a national right to work law that would weaken our bargaining rights. Public workers have had the right to bargain for nearly half a century, but a legal challenge set to come before the U.S. Supreme Court later this year or next threatens the right of public workers to a union voice on the job.

Missouri and Kentucky passed right to work (for less) laws this year, instigated by corporate backers, and Iowa wants to drastically restrict bargaining for public workers. It's just the start of such attacks on workers' bargaining rights.

2017 could be a dangerous year. But it also could be a year of extraordinary accomplishment by CWA members. It could be the year that more of us than ever before engage in resisting rollbacks in our contracts and rights and fighting for the good jobs and good benefits we deserve.

In this issue of the *CWA News*, we're rolling out "CWA STRONG," a plan to build an even stronger union with members united to protect our jobs, wages, benefits and retirement.

CWA STRONG is a challenge to all of us, to create a shared understanding of the forces targeting our jobs, living standards and rights, and to reinforce the power and strength of our unity and solidarity so that we can

continue to protect our contracts and rights on the job.

Our opponents are powerful and wealthy. This is an "all hands on deck" moment with no room for bystanders.

We know how to do this. We are a tough bunch.

CWA members have stayed on the picket line one day longer and one day stronger than management ever expected at Verizon, at FairPoint, at Momentive. We've mobilized for tough contract fights. We have stopped contracting out and brought back jobs sent overseas. We led the fight to stop the Trans Pacific Partnership (TPP), a trade deal that would have given U.S. workers a raw deal and cost U.S. workers millions of jobs over time.

We've faced challenging times and powerful opponents before. Decades ago, we faced the upheaval of telecom divestiture. Today, we're up against mergers that combine communications companies and content companies, the consolidation of airlines, deregulation of our industries, the corporate demand for offshoring and more.

As members, we know the value of a STRONG CWA and each of us must make sure that every co-worker at every workplace knows that as well.

Our work is cut out for us, but we are up to it. Make no mistake about it. **We are CWA STRONG.**

**Official Publication of the Communications Workers of America (AFL-CIO, CLC)**

International Union Headquarters  
501 3rd Street, N.W.,  
Washington, D.C. 20001-2797  
Phone: (202) 434-1100  
[www.cwa-union.org](http://www.cwa-union.org)

**Address changes:**

Inquiries or corrections for CWA News subscriptions should be addressed to CWA Membership Dues Dept.

**E-Mail:** [subscribe@cwa-union.org](mailto:subscribe@cwa-union.org)

**Produced by**  
CWA Communications Department

**Director/Executive Editor**  
Candice M. Johnson

**Senior Writer/Editor**  
Amy Fetherolf

**Technical Specialist** Sarah Splitt

*CWA News (ISSN 0007-9227) is published quarterly Jan/Feb/March, April/May/June, July/Aug/Sept, and Oct/Nov/Dec by Communications Workers of America, 501 3rd Street, N.W., Washington, D.C. 20001-2797. Periodical Postage Paid at Washington, D.C. and additional mailing offices.*

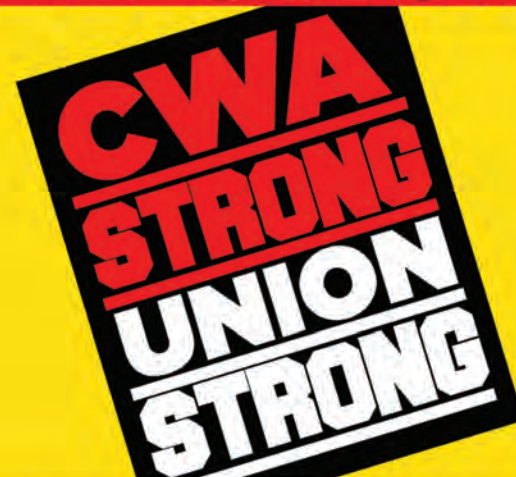
**Postmaster:** Send address changes to CWA News, 501 3rd Street, N.W., Washington, D.C. 20001-2797.

**Printed by** Kelly Press, Cheverly, Md.

**CWA Executive Board** ■ **President** Christopher M. Shelton ■ **Secretary-Treasurer** Sara Steffens ■ **Vice Presidents** District 1, Dennis Trainor ■ District 2-13, Ed Mooney ■ District 3, Richard Honeycutt ■ District 4, Linda Hinton ■ District 6, Claude Cummings ■ District 7, Brenda Roberts ■ District 9, Tom Runnion ■ **Telecommunications and Technologies**, Lisa Bolton ■ **Public, Health Care and Education Workers**, Brooks Sunkett ■ **Broadcast and Cable Technicians**, Charles Braico ■ **NewsGuild**, Bernie Lunzer ■ **IUE-CWA Industrial Division**, Jim Clark ■ **Association of Flight Attendants**, Sara Nelson ■ **PPMWS Executive Officer**, Dan Wasser ■ **Martin O'Hanlon**, Director, CWA-SCA Canada ■ **At Large Board Members:** Frank Arce, Local 9400; Anetra Session, Local 6327; Vera Mikell, Local 2205; Carolyn Wade, president, Local 1040



## FREE STICKER



Take the CWA STRONG Pledge  
Text CWASTRONG to 69866 or  
Visit [cwa-union.org/strong](http://cwa-union.org/strong)



# CWA STRONG

## STANDING UP FOR WORKERS' RIGHTS

### Puzder Withdrawal A Victory for Working Families



T-Mobile worker and TU Workers United member Justin Smith calls for action against companies that refuse to recognize workers' rights.

Facing massive opposition from labor groups and allies, anti-worker Labor Secretary nominee Andrew Puzder withdrew his name from consideration the day before his scheduled Senate hearing.

The nomination of Alex Acosta, a former member of the National Labor Relations Board, is now going through the Senate confirmation process.

For months, CWAers and allies including Good Jobs Nation and the Working Families Party flooded senators' offices with phone calls, rallying against Puzder's disdain for working people.

Puzder finally withdrew as more reports surfaced that his fast food companies had cheated workers of their wages and that he had illegally employed an undocumented worker as a housekeeper.

CWA President Chris Shelton said, "The withdrawal of Andrew Puzder for consideration as Secretary of Labor is a victory for working families and demonstrates the power of grassroots resistance and mobilizing against corporate greed. The Department of Labor is supposed to be on the side of working people when it comes to keeping jobs safe, stopping employer abuse and safeguarding workers' rights on the job."

Puzder has expressed opposition to a fair minimum wage, overtime pay, paid sick leave and other workplace benefits, and told *Business Insider* that robots were better workers than people. "They're always polite, they always upsell, they never take a vacation, they never show up late, there's never a slip-and-fall, or an age, sex or race discrimination case."

Even robots get tired working for Andy Puzder.

### Workplace Protections, Right to Bargain

## Wages

NON-RTW STATE  
\$23.93/hr

RTW STATE  
\$20.66/hr



Average hourly wages are 15.8%  
higher in non-RTW states.

\*Economic Policy Institute, 2015

**Right to Work Battles.** Members of Congress and several states are pushing ahead on "right to work for less" legislation.

A national "right to work" bill was again introduced in the U.S. House in February, and Missouri and Kentucky adopted state laws earlier this year.

The only real purpose of these laws is to lower wages and weaken workers' ability to bargain good contracts, the Economic Policy Institute said in a January 2017 comparison of RTW-Indiana and non-RTW New Hampshire. (Right to work was defeated in the New Hampshire House on Feb. 16.)

**Weakening the NLRB.** There's a new push in the House of Representatives to roll back rulings by the National Labor Relations Board that have enabled workers to organize unions.

Expect changes that will throw out the commonsense reforms adopted by the Board to limit employer stalling tactics for union elections. Without that rule, employers again will be able to delay NLRB elections and wage campaigns of intimidation, from holding months of forced, captive audience meetings and one-on-one pressure sessions with supervisors to illegally firing and harassing union supporters.

**Executive Order Would Limit Job Safety and Health.** CWA, Public Citizen and the Natural Resources Defense Council are challenging an administration order that for every new regulation issued, two must be repealed. CWA filed the lawsuit in federal court.

This order makes no sense, especially for working people, because it requires government agencies to look at the costs of a new rule but ignore the benefits of that rule. It means, for example, that in order to adopt safeguards for nurses and health care workers from infectious disease, we'd have to give up the asbestos workplace standard plus a standard regulating some other cancer-causing workplace substance.

**Executive Order on Overtime Pay.** President Obama's order that extended overtime pay to an additional 4.2 million workers remains on hold. This regulation meant that salaried workers earning up to \$47,476 would receive time-and-a-half overtime pay when they worked more than 40 hours a week. The previous level, set in 2004, was \$23,660. The rule was to take effect on Dec. 1, but it was challenged by a federal court judge and frozen by the administration.

**Standing with Public Workers.** A lot's at stake for public workers.

Iowa became the latest state to attack the bargaining rights of public workers. A law passed on Feb. 16 allows public worker unions to bargain only about base wages. Bargaining over health care, evaluations, layoff policies and other issues no longer permitted. The arbitration process also was restricted.

Public workers nationwide are bracing for similar assaults, as well as the outcome of more than two dozen legal challenges that could strip away the bargaining rights of all public workers.



# CWA STRONG UNION STRONG

## THE CWA STRONG PLAN

**The challenge** to all of us is to maintain our ability to negotiate good contracts, to lead the fight to keep good jobs in our communities and to look out for CWA members and working families.

**Our goal** is to create a shared understanding of the forces that want to derail the gains we've made, and with a united and energized membership, protect jobs, wages, benefits and retirement.

**Our union is tough.** We have a strong foundation of member mobilization, participation and activism that will be the basis of CWA STRONG. We'll use the smarts we've acquired over decades of bargaining, organizing and mobilization to reach every member, strengthen the union in our workplaces and increase our ability to fight back.

**It's an "all hands on deck" moment.** To succeed, CWA STRONG requires the commitment of every member. In this pro-Wall Street climate, this is the only way we can build on our successes and continue to fight to protect our jobs, living standards, contracts and rights.

**Stay tuned** for a schedule of CWA STRONG materials, training and mobilization. There will be extensive communication and discussion with CWA members to build this plan as members engage their co-workers at every CWA workplace.

# THE CHALLENGE WORKERS FACE

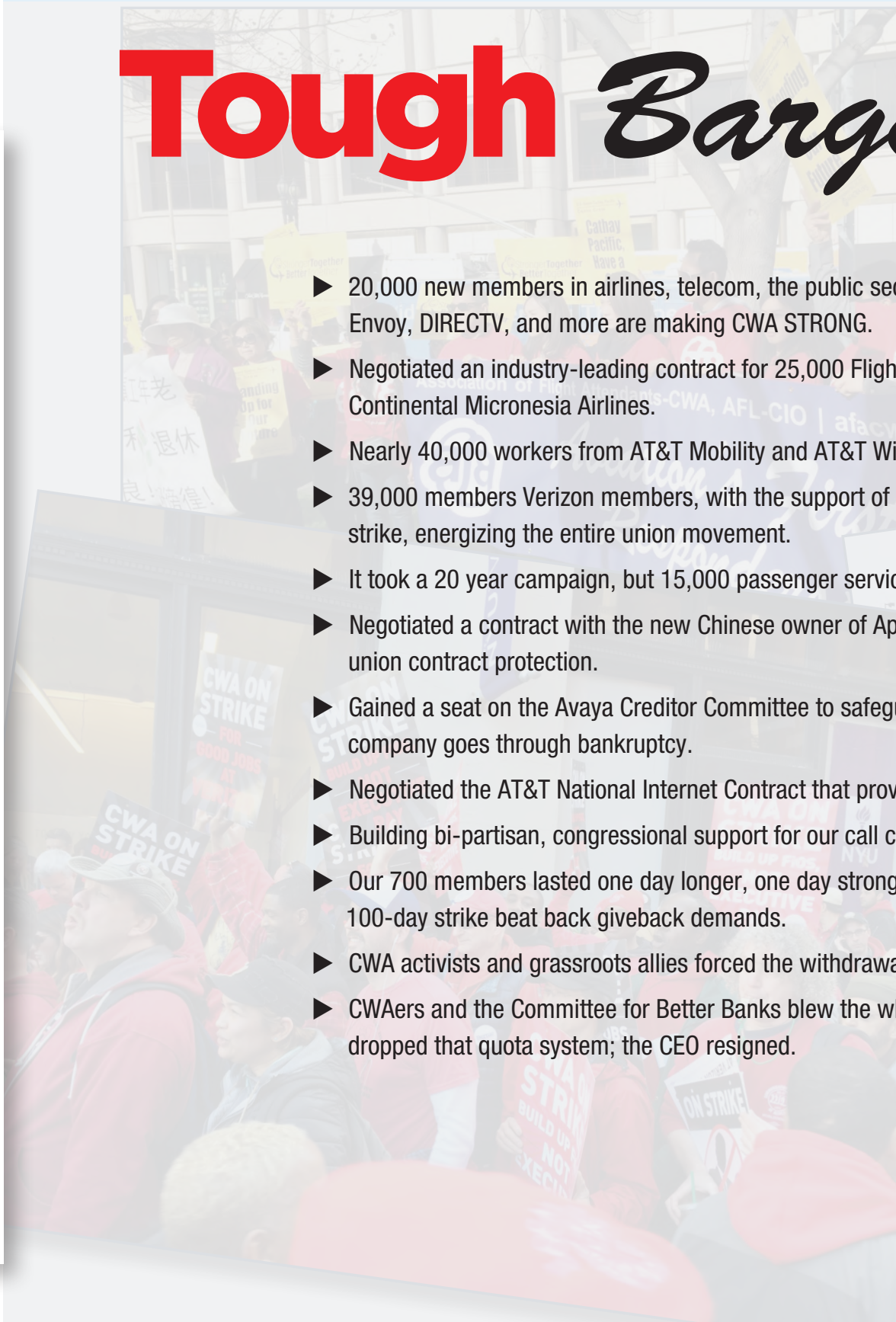
CWA members and all workers are facing serious challenges to their workers' rights and elected officials who side with corporate interests dominate all three branches of the federal government.

Here's just some of what we're up against:

- ▶ The "corporate cabinet," now mostly confirmed by the Senate, includes former Wall Street (Goldman Sachs) banker and foreclosed on working people's homes. The Department of Human Services wants to turn Medicare into a rationed program, putting 57 million seniors at risk.
- ▶ Presidential appointments to agencies that oversee the National Labor Relations Board for private industry, the National Mediation Board covering airline and railroad workers are openly hostile to the rights of workers to organize.
- ▶ There are at least 26 court cases attacking the right to bargain collectively, with the first of these likely to be decided by the Supreme Court by early next year.
- ▶ The House of Representatives has introduced legislation to "cut back" on "less" legislation.

## Tough Bargaining

- ▶ 20,000 new members in airlines, telecom, the public sector and more are making CWA STRONG.
- ▶ Negotiated an industry-leading contract for 25,000 Flight Attendants with Continental Micronesia Airlines.
- ▶ Nearly 40,000 workers from AT&T Mobility and AT&T Worldnet went on strike, energizing the entire union movement.
- ▶ 39,000 members Verizon members, with the support of other unions, went on strike, energizing the entire union movement.
- ▶ It took a 20 year campaign, but 15,000 passenger service workers won a union contract protection.
- ▶ Negotiated a contract with the new Chinese owner of Avaya for union contract protection.
- ▶ Gained a seat on the Avaya Creditor Committee to safeguard workers' jobs as the company goes through bankruptcy.
- ▶ Negotiated the AT&T National Internet Contract that provides for a 100-day strike.
- ▶ Building bi-partisan, congressional support for our call center workers.
- ▶ Our 700 members lasted one day longer, one day stronger, as a 100-day strike beat back giveback demands.
- ▶ CWA activists and grassroots allies forced the withdrawal of a quota system.
- ▶ CWAers and the Committee for Better Banks blew the whistle on a quota system; the CEO resigned.





challenges. Opponents of corporate and Wall Street government.

ed by the Senate, is stacked  
kers who have offshored jobs  
The Secretary of Health and  
a private insurance voucher

oversee workers' rights, like  
e sector workers and the  
d other transportation workers,  
organize and bargain.

the right of public workers to  
ely to reach the U.S. Supreme

national "right to work for

- ▶ Wall Street is pushing to get rid of the consumer safeguards put in place to deal with the financial abuses that caused our economic downturn in 2008. Millions of ordinary Americans suffered, losing their jobs, their homes, and their retirement savings. Nearly 4 million mid-wage jobs, with annual earnings of about \$40,000, were lost, while taxpayers spent about \$300 billion to bail out these banks and financial firms.
- ▶ Those same Wall Street types want to get rid of the Consumer Financial Protection Bureau, the agency that takes on the Big Banks and financial institutions that cheat ordinary Americans. In its five years, the agency has recovered \$12 billion on behalf of almost 30 million consumers.
- ▶ The anti-union environment will embolden our employers, making it harder to bargain good contracts and to keep good jobs in our communities. Corporations and the U.S. Chamber of Commerce, which has spent decades mapping an attack on workers' rights, now see new opportunities to extinguish the voice of working people.

2017 could be one of the most dangerous years in CWA's history. Or it could be a year of extraordinary accomplishment by CWA members.

*It's up to us to make that happen.*

# Bargaining

**CWA members are tough. We've shown that in countless rounds of bargaining, in strikes when we needed to, and in everything we do to represent members and working families. Here are some recent examples of CWA in action.**

ctor, media, and more joined our union over the past year. Workers at Cathay Airlines,

t Attendants at United Airlines, following the merger of United, Continental and

reline joined forces to mobilize for good contracts.

allies and members across CWA, took on Verizon and won following a seven-week

ce agents at American Airlines won a CWA voice and an industry-leading first contract.

pliance Park (formerly GE), enabling nearly 4,000 IUE-CWA members to keep their

guard the interests of our 550 active members and thousands of retirees while the

vides life-changing wages and benefits to workers.

enter legislation to keep jobs in the U.S. and bring jobs back from overseas.

er than management at Momentive Performance Materials in Waterford, NY, where a

al of an anti-worker Secretary of Labor nominee.

histle on Wells Fargo's use of abusive sales goals and pressure tactics. The bank

# Tough Union

## OUR STRATEGY FOR SUCCESS

**Energize every worker at every CWA workplace.**

If you're a member, step up and become an activist. If you're not a member, join CWA today. This is critical across our union, at public sector and private sector employers. This is how we will stop the privatization of Medicare, stop attacks on working families and remind employers that they can't push us around.

**Make sure all bargaining is strategic and coordinated.**

CWA members in every sector have faced employer demands to contract out and offshore our jobs, cut benefits and diminish our working conditions. CWA has a record of success in lasting one day longer than management, on the picket line or at the bargaining table.

This year, CWA will be negotiating more than 80 contracts covering some 88,000 workers.

We will coordinate bargaining as never before, sharing information and strategies throughout our union, and fighting giveback demands.

**CWA STRONG: Standing Up for Our Jobs and Our Families.**

**Take the CWA STRONG Pledge  
Text CWASTRONG to 69866  
or  
Visit [cwa-union.org/strong](http://cwa-union.org/strong)**

**CWA  
STRONG  
UNION  
STRONG**

**FREE STICKER**



# PROTECTING MEDICARE AND RETIREMENT SECURITY



Medicare is the federal health insurance program that 57 million seniors and people with disabilities count on for affordable, quality health benefits. But there could be trouble ahead.

The new head of Health and Human Services, former Congressman Tom Price, has been trying for years to turn Medicare into a private insurance, voucher program. The new budget director wants to raise the retirement age for Medicare and Social Security benefits.

Under a privatized program, seniors and disabled Americans would get a fixed dollar payment – a voucher – from the government to buy their own insurance coverage. But retirees on fixed incomes and disabled persons not able to fully work won't be able to afford the premium costs or increasing out-of-pocket costs.

Over time, more costs would be shifted to seniors. There would be less government involvement and oversight to ensure quality of care.

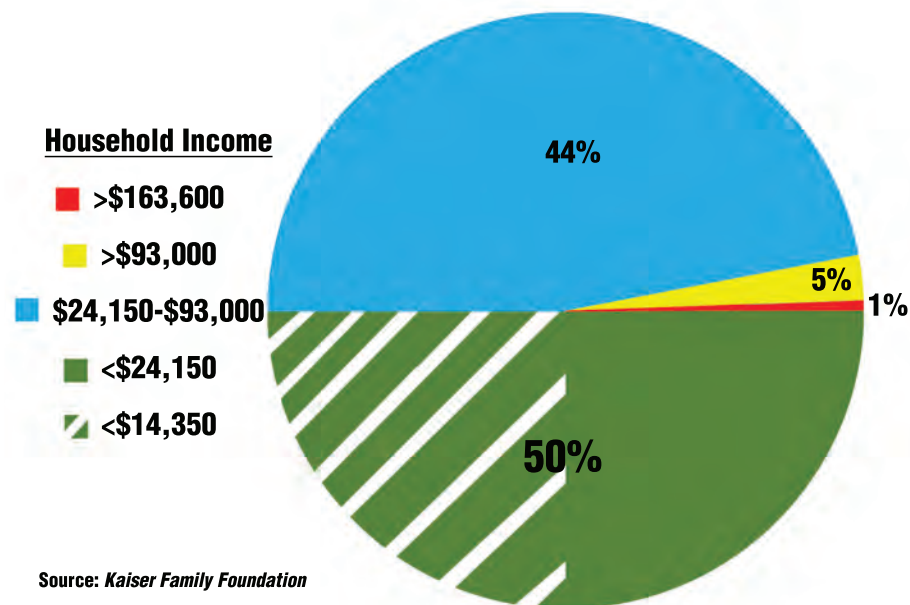
Working people pay into the Medicare and Social Security programs throughout their working lives, in exchange for a promise of retirement security. Privatization breaks this promise. It would be a windfall for insurers, but the Medicare program that consistently has meant quality care and lower cost coverage for hundreds of millions of seniors and disabled Americans would collapse.

On the campaign trail, President Trump repeatedly said Medicare and Social Security must be maintained, without cuts. "Medicare is a program that works... We're not going to hurt the people that have been paying into Social Security their whole life and then all of a sudden they're supposed to get less... I am going to protect your Social Security and your Medicare. You made a deal a long time ago," he said.

CWAers – retired and active members – will be mobilizing to help the President keep those promises.

## Medicare Matters

**Half of All Medicare Beneficiaries Had Incomes below \$24,150 per Person in 2014.**



Source: Kaiser Family Foundation



## WOMEN'S MARCH ON WASHINGTON

More than 1,000 CWA women and men came to Washington, D.C., on Jan. 21 to stand up for justice and dignity for all. They joined a crowd that grew to more than half a million people, rallying near the U.S. Capitol then marching to the White House.

Activists also came together in hundreds of cities across the U.S. and around the world, holding rallies and actions, and pledging to stand together for as long as it takes.

CWA President Chris Shelton told CWAers, "Today is the first day of our fight, and we will win."





# KEEPING CALL CENTER JOBS IN OUR COMMUNITIES

# CWA STRONG

A new CWA report is exposing more about the offshoring of U.S. call center jobs and the adverse effects on U.S. jobs and consumers.

“*Why Shipping Call Center Jobs Overseas Hurts Us Back Home*” is a comprehensive look at how the growth of overseas call centers has hurt our communities and hurt workers by making it harder for CWA members to bargain good contracts. Companies that send work offshore are pushing down the wages and working conditions of all call center workers.

CWA represents more than 150,000 call center workers, in telecommunications, airlines, media, health care, public service and other sectors. Members know firsthand how employers have tried to use the threat of moving those jobs overseas to force workers to accept unfair contract demands.

Adding insult to injury, many companies force the soon-to-be-laid-off U.S. workers to train their foreign replacements. Wells Fargo in 2012 laid off hundreds of U.S. workers when it closed call centers in California, Florida, Pennsylvania and other locations, forcing those employees to train their Filipino replacements.

Big corporations – and some government agencies – are looking to take advantage of well-educated and skilled workers overseas while paying them far less than U.S. workers.

The new report spotlights not only the impact on U.S. workers and communities, but the growing risk to consumers of fraud and identity theft.

The Filipino call center industry now is the largest in the world, with more than 1,000 call center operations across a range of corporations, including Verizon, Citibank, Chevron, Aetna and more. Yet the industry still doesn't follow global data security standards, and in 2015, a Filipino call center employee sold the financial information of Australian Citibank customers to a Sydney crime syndicate, costing those customers more than \$1 million.

In April 2015, the Federal Communications Commission fined AT&T for the consumer identify theft that resulted from company operations in Mexico, Colombia and the Philippines, harming 280,000 Americans.

To keep good jobs in our communities, CWA is mobilizing support for the bipartisan “United States Call Center Worker and Consumer Protection Act.” The legislation:

- Requires that U.S. callers be told the location of the call center to which they are speaking;
- Provides callers the opportunity to be connected to a U.S. based center if preferred; and
- Requires U.S. companies that off-shore call center jobs ineligible for certain federal grants and taxpayer-funded loans.

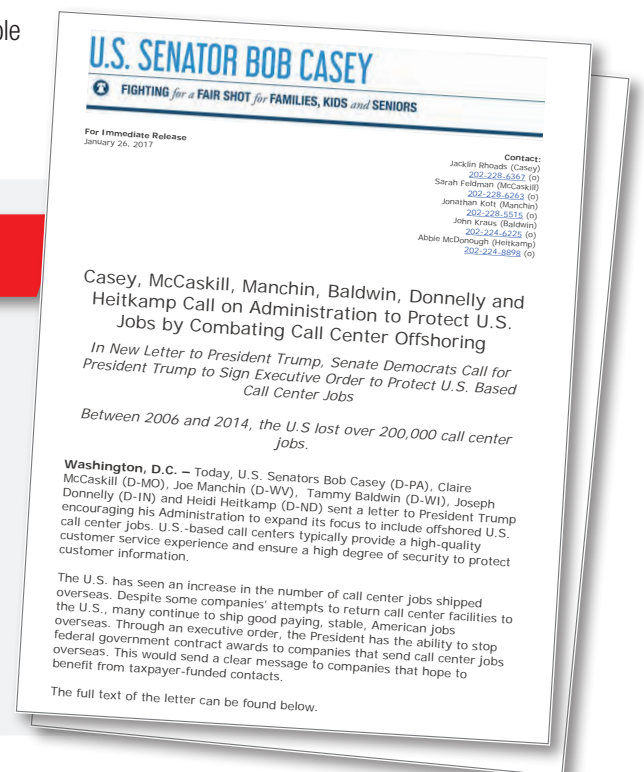
## Call for Action Against Federal Contractors That Offshore Jobs

A key group of Democratic Senators has called on President Trump to take action to bring back call center jobs to the U.S.

In a letter, the senators called on the President to “issue an Executive Order to stop federal government contracts from going to companies that send call center jobs overseas. This step would send a clear message to companies that they should create jobs here and not in other countries. This is especially important when these companies are benefitting from taxpayer-funded contracts.

“Another step that can be taken is to legislatively target federal grants and loans for companies that offshore call centers and also give consumers the right to know if they are speaking with an offshore customer service representative and allow them to talk to an agent in the U.S. instead. We hope this approach would also have your support.”

Signing the letter were Senators Bob Casey (D-PA), Tammy Baldwin (D-WI), Joe Donnelly (D-IN), Heidi Heitkamp (D-ND), Joe Manchin (D-WV), and Claire McCaskill (D-MO).



## Notice Regarding Union Security Agreements and Agency Fee Objections

As a general matter, employees covered by a collective bargaining agreement containing a Union security clause are required, as a condition of employment, to pay an agency fee equal to normal Union dues (and, where applicable, initiation fees). While the wording of these clauses is not perfectly uniform, none requires more than the payment of this agency fee to retain employment.

The Communications Workers of America policy on agency fee objections is the Union's means of meeting its legal obligations to employees covered by Union security clauses and of effectuating those employees' legal rights as stated in the applicable decisions of the United States Supreme Court (including *Beck v. CWA*) and the companion lower court and labor agency decisions. Under the CWA policy, employees who are not members of the Union, but who pay agency fees pursuant to a Union security clause, may request a reduction in that fee based on their objection to certain kinds of Union expenditures.

The policy provides an objection period each year during May, followed by a reduction in the objector's fee for the twelve months beginning with July and running through June of the following year.

### Briefly stated, CWA's objection policy works as follows:

**1.** The agency fee payable by objectors will be based on the Union's expenditures for those activities or projects “germane to collective bargaining, contract administration, and grievance adjustment” within the meaning of applicable United States Supreme Court decisions. Among these “chargeable” expenditures

are those going for negotiations with employers, enforcing collective bargaining agreements, informal meetings with employer representatives, discussion of work-related issues with employees, handling employees' work-related problems through the grievance procedure, administrative agencies, or informal meetings, and Union administration. In the past, approximately 70-75% of the International Union's expenditures have gone for such activities. The percentages of Local Union expenditures on “chargeable” activities have generally been higher.

Among the expenditures treated as “nonchargeable,” which objectors will not be required to support, are those going for community service (including participating in charitable events), legislative activity, cost of affiliation with non-CWA organizations, support of political candidates, participating in political events, recruitment of members to the Union, and members-only benefits (including members-only social events). In the past, approximately 25-30% of the International Union's expenditures have gone for such “nonchargeable” expenditures. The percentages of Local Union expenditures on “nonchargeable” activities have generally been lower.

**2.** Objectors will be given a full explanation of the basis for the reduced fee charged to them. That explanation will include a more detailed list of the categories of expenditures deemed to be “chargeable” and those deemed to be “nonchargeable,” and the independent certified public accountants' report showing the Union's expenditures on which the fee is based. In addition to any other avenue of relief available under the law, objectors will have the option of challenging the Union's calculation of the reduced

fee before an impartial arbitrator appointed by the American Arbitration Association, and a portion of the objector's fee shall be held in escrow while he or she pursues that challenge. Details on the method of making such a challenge and the rights accorded to those who do so will be provided to objectors along with the explanation of the fee calculation.

**3.** Objections for the period of July through June must be sent during May. Objections will be honored for one year unless the objection specifically states that it is continuing in nature. Continuing objections will be honored for as long as the agency fee payer remains in the bargaining unit. Agency fee payers who are new to the bargaining unit, or who are returning to the bargaining unit, may object within thirty days of receiving this notice. In addition, employees who resign Union membership may object within thirty days of becoming an agency fee payer. Employees filing these objections in either circumstance should so state that circumstance in their letter of objection. New bargaining unit members are to receive this notice prior to any demand being made upon them for the payment of agency fees. If, however, for any reason a new unit member begins paying agency fees prior to the receipt of this notice, he or she may object retroactively to the commencement of such payments and for the duration of the current annual objection period.

The letter of objection should include name, address, CWA Local number, and employer. Objections must be sent to the Agency Fee Administrator, CWA, 501 Third Street, NW, Washington, DC 20001-2797.



**CWA STRONG****BARGAINING GOOD CONTRACTS****MOMENTIVE™****Momentive Workers Stand One Day Longer, One Day Stronger**

Workers at Momentive Performance Materials in Waterford, N.Y., ratified a new contract, ending almost 15 weeks on the picket line. The 700 members of IUE-CWA Locals 81359 and 81380 spent a long 100 days on the picket line, and never stopped fighting for good jobs, their families and their community.

Momentive workers and supporters took the fight to Wall Street and demonstrated outside the offices of Apollo Global, the private equity firm that owns Momentive and tried to force drastic cutbacks on workers and retirees.

New York Governor Andrew Cuomo was directly involved in the negotiations and helped bring about the tentative settlement. Many New York State elected officials supported the Momentive workers and joined them on the picket line. The strikers were bolstered by support from union members in New York State and throughout the labor movement, religious and community leaders and elected officials.

**First Contracts at DIRECTV!****DIRECTV**

CWA members at DIRECTV customer call and commercial retention call centers have ratified first contracts. The contracts cover 2,000 workers in Huntsville, Ala.; Tulsa, Okla.; Huntington, W.Va.; Eden Prairie, Minn., and Denver.

CWAers at DIRECTV Technical Service Centers in Alabama, California, Colorado, Iowa, Minnesota, and Tennessee ratified their first contract. The 500 technical support workers will join 1,500 CWA-represented colleagues covered by the AT&T National Internet Contract.

A unit of 300 DIRECTV technicians, warehouse and administrative workers in Delaware, Maryland, New Mexico and Oregon reached a tentative first contract; the ratification vote is set for early March.



CWA Local 7906 members are standing strong.



CWA Local 1101 members, top, and CWA Local 37083 members, right, rally for good jobs and a good contract.

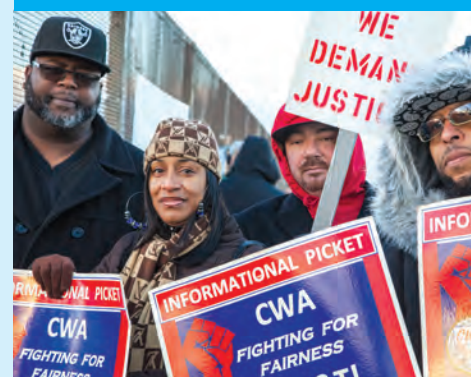
**MOBILITY**

CWA's AT&T Mobility bargaining team is pushing hard for a fair contract, with great support from AT&T Mobility and landline workers nationwide. CWAers are holding rallies and informational pickets outside call centers and AT&T stores, standing together for good jobs, fair wages and real job security.

As the CWA News went to press, the 21,000 Mobility members in 21 states were working under the terms of the expired contract; the contract can be terminated with a 72-hour notice. Members voted overwhelmingly to authorize a strike at AT&T Mobility – by a 93 percent vote – if a fair contract isn't reached. CWAers in Districts 1, 2-13, 4, 7, and 9 are covered by these negotiations.

AT&T has been closing retail stores, cutting jobs and shifting work to "authorized dealers." The company also is offshoring good customer service jobs, and has sent more than 7,000 jobs company-wide to India, Mexico, Jamaica, the Philippines and other countries. In bargaining, AT&T also has been demanding givebacks on health care, retirement security, sick time and other areas.

CWA District 1 Vice President Dennis Trainor said that AT&T needed to get serious about "protecting good, middle-class jobs for workers. We won't let them take more and more from the employees who built this company."

**WEST**

sure the public knows how AT&T's greed hurts workers and communities. CWAers also are collecting letters of support from elected officials throughout the states and have pointed out that AT&T's failure to fully repair and upgrade its telecommunications systems is a serious issue especially for customers especially in rural areas.

AT&T had an incredibly successful 2016, posting profits of \$13.3 billion, with revenue up 11.6 percent over 2015.

In California and Nevada, CWA members are fighting back as AT&T closes call centers and forces workers to put in long, unscheduled overtime hours. Activists have picketed AT&T events in Las Vegas, held protests on highway overpasses, and joined Mobility workers in actions at wireless stores, to make

CWA members, working at wireline, Mobility, DIRECTV and Internet Services, make this company successful. We're putting AT&T on notice: "We service the customers. We sell the plans. We maintain the network. We deserve our fair share."