



December 2015

CWA



## Lead Story Headline

Brothers & Sisters:

### Happy Holidays

As 2015 draws to an end, your local is and has been in preparation for 2016 and beyond. The employers are changing and as they are driven by profit, the changes in technology are also causing the constant changing of their business models. More and more companies are looking to the future. However, the Union's mission is to be sure that the workers are part of that future regardless of technology.

In the Verizon space, the sale to Frontier will be completed on April 1, 2016. CWA has been in negotiations with both Verizon and Frontier to be sure that our members' interests are addressed. This in particular is interesting because as Verizon wanted to abandon the copper network, Frontier wants to embrace it.

In AT&T the landline contract expires on April 9, 2016. The District 3 and 4 contracts have already been ratified by small margins. We have been and will continue to train stewards and activists in preparation for the fight and believe me, it will be a fight!

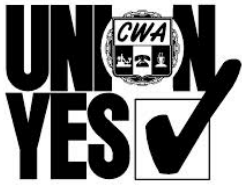
The completion of the DirecTV sale will add a new dimension to this round of bargaining. In closing, your union is in full mobilization mode for the challenges that are ahead. Please check out our website at [cwa9510.org](http://cwa9510.org), especially the 20/20 link to follow what's going on with the technology and also our Facebook page at CWA Local 9510.

**Merry Christmas and Happy New Year**

Local 9510 President Kenny Williams



“.. the Union's mission is to be sure that the workers are part of that future regardless of technology.”



“... bargaining won't work unless you have the support of the people for whom you bargain. “

**UNITED  
WE  
BARGAIN,  
DIVIDED  
WE BEG**

### **A message from Peter O'Brien—**

Hello, it's nice to be back. A lot of water has passed under the bridge since my last article and once again we find ourselves on the cusp of contract expiration. I've spent a good portion of the past three years in bargaining with the Santa Ana Unified School District for our substitute teachers, and MasTec, the AT&T Digital Life subcontractor. What I've learned from these experiences, apart from the fact that it's a grueling, exhausting process, is that bargaining won't work unless you have the support of the people for whom you bargain.

While this may sound obvious, it's something that in practice doesn't happen enough. This is not to detract from the many members who faithfully wear red on Thursday, black on Friday and participate in our mobilization activities. Over the next few months you are going to be asked to do these things, and more. Each activity you will be asked to participate in is designed to have a particular effect on management. Please realize that we are not going to ask you to waste your time on trivial things. Bargaining is a serious business and we need a serious and committed membership if we are to attain the contract we deserve.

Such membership commitment will strengthen your Bargaining Committee's hand when they are at the table and will help erode Company resolve. We all know that what a corporation fears most is a disciplined, educated workforce. Be that workforce! If you don't already receive texts informing you of our mobilizing activities, inform our mobilizer Kristy Pham (she's one of the best mobilizers around). She will want your PERSONAL (not work) cell phone number, and from then you will be informed of all things bargaining. It's that easy!

To those I haven't spoken to directly, I would like to take this opportunity to wish you and yours a happy holiday season, and my best wishes for the New Year.

Peter O'Brien

## At&t Mobility

First and foremost, I hope all of you had a very happy Holiday Season! For all the members that I have met I wish you and your family a very prosperous 2016! For the new members I haven't had the pleasure of meeting, I look forward to meeting you soon! Please feel free to call me at [\(951\) 318-9167](tel:951-318-9167) or send me an e-mail to [mobility9510@gmail.com](mailto:mobility9510@gmail.com), for any questions or concerns you may have. On the business side we should have some news soon about the outcome of our challenge on the new at&t attendance policy, for those of you that have not heard we (CWA) made a major impact on the application process for the qualification for KIN Care, our membership now has a better understanding on the requirements for qualifying for the Kin Care Act. I have had the pleasure of training representatives from the 26 stores in Orange Co. on the Unity @ Mobility Phase 1 classes, and now look forward to training some of you for the upcoming Unity @ Mobility Phase 2 classes! More Information on these classes to come. Remember that regardless if your working in a "small store" or working in a "store of the future" you have a Labor Agreement which guarantees you contractual rights on your working conditions! You have the right to representation BUT YOU HAVE TO REQUEST IT!! This is a right that the Union has fought hard for so please do not hesitate to request it! Again, I look forward to having the privilege to represent you in 2016!

In Solidarity,

Art Galvan

V.P. at&t Mobility and all wireless

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**"You have the right to representation BUT YOU HAVE TO REQUEST IT!! This is a right that the Union has fought hard for so please do not hesitate to request it!"**

## History of CWA Local 9510

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**Please call for personal  
Information changes.**



Communications Workers of America Local 9510 has been in Orange County for over 30 years and continues to grow it's unit base, while other unions may be losing membership. CWA Local 9510 represents members from AT&T, AT&T Mobility, Verizon, Avaya, and Legacy T. These are some of the most important communication companies in the nation. There has been a lot of changes in technology of late that have given way to new options for consumers that have contributed to a downward slide in the need for maintenance and installation of these technologies. CWA 9510 is always working on educating their members and public in the interest of reversing the overall downward trend of membership globally and to increase our social partnership and awareness. We fight all our membership battles with the union

We're on the Web!  
[Cwa9510.org](http://Cwa9510.org)

Orange Empire is produced by: Wes Jones

## Represented Bargaining Units

**AVAYA**



**AT&T**

Wireline, Mobility  
Legacy T Units



Substitute Teachers

**verizon**wireless

**MEMBERSHIP MEETING**  
**February 3, 2015**

Meeting was called to order at 6:35 p.m. with the Pledge of Allegiance. Roll Call of Officers and Executive Board Members was taken and all were present except Kenny Williams and Art Galvan who were excused.

**M/S/C**            *To suspend the normal order of business to present retirement grants and to introduce our District 9 Vice President Laura Reynolds who was in attendance. Peter introduced a guest speaker Attorney Thomas Nantais who talked about the Workers Compensation process.*

**M/S/C**            *To return to the normal order of business.*

**M/S/C**            *To accept the November 14, 2014 Executive Board Meeting minutes as distributed.*

**M/S/C**            *To accept the December 10, 2014 Executive Board Meeting minutes as distributed.*

**M/S/C**            *To accept the January 20, 2015 Executive Board Meeting minutes as distributed.*

**M/S/C**            *To accept the December 2014 and January 2015 Profit and Loss Statement as distributed.*

**M/S/C**            *To accept the December 2014 New Members list as distributed.*

**OLD BUSINESS:** None.

**NEW BUSINESS:**

**M/S/C** (Galvan)        *To accept the Proposed Budget for 2015.*

**M/S/C** (O'Brien)      *CWA Local 9510 make a donation of \$1,000.00 to the IBEW-CWA Solidarity fund.*

**GOOD AND WELFARE:**

Kenny asked for a moment of silence for the Chairman of the Minority Caucus who recently lost his son in an accident.

Jesse Carrasco won the \$95.10 Membership drawing.

Approximately 39 members were in attendance.

The meeting was adjourned at 8:10 p.m. with forty-three members in attendance.

Respectfully submitted,

Patti Cunningham  
Secretary-Treasurer

PC:jc  
opeiu#537

## MEMBERSHIP MEETING

April 7, 2015

Meeting was called to order at 1:00 p.m. with the Pledge of Allegiance. Roll Call of Officers and Executive Board Members was taken and all were present except Domonique Thomas, Alfonso Ochoa and Alice Sierras who were excused.

**M/S/C**            *To suspend the normal order of business for the purpose of presenting retirement grants.*

**M/S/C**            *To return to the normal order of business.*

**M/S/C**            *To accept the December 2, 2014 Membership Meeting minutes as distributed.*

**M/S/C**            *To accept the February 3, 2015 Membership Meeting minutes as distributed.*

**M/S/C**            *To accept the February 11, 2015 Executive Board Meeting minutes as distributed.*

**M/S/C**            *To accept the March 10, 2015 Executive Board Meeting minutes as distributed.*

**M/S/C**            *To accept the February/March 2015 Profit and Loss Statement as distributed.*

**M/S/C**            *To accept the April 2015 New Members list as distributed.*

President Kenny Williams reported that Verizon West has put out an employee fact sheet. One was distributed regarding the Verizon/Frontier sale. Verizon has decided to sell its West Region, Florida, Texas and one call center in Missouri. District 9 Vice President Laura Reynolds is currently in talks with Frontier. He encouraged AT&T shareholders to read the information and to vote by proxy. Kenny asked the members, "If unions are no good, why would people spend millions to stop them?" He stated that if union members do not stand together collectively, they will come after us. He stated that the companies are chipping away at our benefits during bargaining. He talked about bargaining in the Midwest and read Bargaining Report #14. Also, he read Bargaining Report #20 from Legacy T. The contract for Legacy T expires on April 11<sup>th</sup>. He explained the options available after April 11<sup>th</sup>. He stated that we will be in some sort of bargaining until 2017. Kenny talked about our using text messaging to inform the members of job visits to the Coronado and Katella garages. We plan to be visiting the Katella garage within the next two weeks. He asked that the members meet us halfway by meeting with us a half hour early. We will bring coffee and donuts and answer any questions and advise on current bargaining information. Kenny talked about the strike at Fairpoint in Vermont, New Hampshire and Maine. Fairpoint declared an impasse while bargaining. Two or three IBEW locals went on strike the night before Thanksgiving last year. The company cut their healthcare within the first week. They were out through the Christmas and New Year's holidays. CWA utilized a strike fund for our members. Our local sent \$1,000.00 to help. We understood that if they fail, we will be next. Other unions donated a total of \$400,000.00 to help keep their workers going. We found out the identity of the hedge fund owner and put up picket lines at his location. A little over four months later in February 2015, the members were able to accept an agreement. These were two unions that stood together. We must realize that without solidarity, we will lose. They stood strong and together they beat them. The union proposed a 200 million dollar saving for the company, but Frontier wanted 800 million in savings. Kenny continued to answer questions regarding the Verizon/Frontier transaction and the Direct TV card check and neutrality.

Executive Vice President Peter O'Brien spoke about ongoing bargaining with the SAUSD and Mastec. It will be the second meeting with the SAUSD to discuss wage re-openers. The substitutes currently earn \$105.00 per day for short term and \$120.00 per day for long term jobs. The school district has realized that they need to pay more. The next meeting will be on April 29, 2015. Kenny spoke about the employees at Mastec, which is an AT&T subcontractor that installs Digital Life. He said that their dream job is to be a Prem Tech. We are currently at the information request stage with Mastec, which is very early in the bargaining process.

Secretary-Treasurer Patti Cunningham spoke about the District 9 conference. She said they had an opportunity to hear from Chris Shelton, who is running for the position of President of the CWA National in Washington, DC and Sara Steffens and Annie Hill who are running for the Secretary-Treasurer position at the National, as well as Laura Reynolds who is running for District 9 Vice President. It was a great conference with many interesting speakers.

AT&T Vice President Art Galvan recognized stewards for their efforts. He reported that Nevada is trying to eliminate their public sector workers and talked about the new attendance policy AT&T Mobility is in the process of rolling out.

Verizon Vice President Tim Gardella spoke about the Trans Pacific Partnership and urged his fellow members to contact their politicians to vote "No" on the issue.

Executive Board Member Jason Justice thanked everyone for attending this membership meeting.

Organizing and Safety Chair Anthony Testa reported on heat and portable water standards. He reported that we continue in our efforts to organize T-Mobile and asked the membership for their help finding any leads (people) who work for them.

Mobilization Chair Kristy Pham stated that we are approaching the one year mark for contract expiration. She said she is sending mobilization texts for Legacy T and District 4. We need to work together as their issues are similar to ours. Please be sure and wear red on April 9<sup>th</sup>. We have t-shirts for sale and are currently collecting cell numbers for texting.

MAP Coordinator Izzy November thanked the members for attending the meeting and getting involved.

**OLD BUSINESS:** None.

**NEW BUSINESS:** None.

**GOOD AND WELFARE:**

Kenny said there are people in our local who are not doing well and asked for a moment of silence.

Mike Randle won the \$95.10 Membership drawing.

Approximately 59 members were in attendance.

The meeting was adjourned at 8:05 p.m.

Respectfully submitted,

Patti Cunningham  
Secretary-Treasurer

PC:jc  
opeiu#537

# MEMBERSHIP MEETING

June 2, 2015

Meeting was called to order with the Pledge of Allegiance. Roll Call of Officers and Executive Board Members was taken and all were present except Thomas, Galvan, Justice and Ochoa who were excused.

**M/S/C** *To suspend the normal order of business for the purposes of presenting retirement grants.*

**M/S/C** *To return to the normal order of business.*

**M/S/C** *To accept the April 7, 2015 Membership Meeting minutes as distributed.*

**M/S/C** *To accept the April 8, 2015 Executive Board Meeting minutes as distributed.*

**M/S/C** *To accept the May 20, 2015 Executive Board Meeting minutes as distributed.*

**M/S/C** *To accept the New Members list as distributed.*

**M/S/C** *To approve the June 2, 2015 Profit and Loss Statement.*

President Kenny Williams reported that Randall Stephenson wants to be a digital streaming power with the DirecTV deal, which will include the NFL package exclusively. Kenny spoke about the acquisition of Verizon by Frontier and the targeting of the millennials with new technology. Google is placing fiber – everyone wants in the pipe. The companies want to go with ARPU (average revenue per unit.) Kenny talked about Legacy T District 4 contracts affecting 3,000 members in twenty-one states. He went into detail explaining the Legacy T tentative agreement. He talked about patterned bargaining, employment security and healthcare options. Midwest deal - Kenny read from the District 4 tentative agreement summary. Raises – 3%, 2.25%, 3% - Personal illness 10 days. New hires get forty hours. Appendix F is the Prem Techs. They have AUTS and access to the National Transfer Plan, including additional duties. They can cut to clear now. They acquired an additional .55 cents per hour for each step of the wage table prior to the GWI. He advised our Techs not to give their work away. The MST and Prem Tech issues are the same thing. He talked about the new rules implemented prior to bargaining. He encouraged everyone to work together and fight together. Wear your red t-shirts on Thursdays. He talked about the scope of work for Prem Techs. He advised them not to troubleshoot. Kenny then answered questions from the Techs.

Executive Vice President Peter O'Brien talked about contract bargaining for Mastec and AT&T Digital Life. The last bargaining meeting was on May 18<sup>th</sup>. Mastec is telling employees they cannot give them anything because they will be in bargaining. During bargaining time, employees are being treated unfairly. The next bargaining session will be June 17<sup>th</sup>. We may have to go to the NLRB. We have been dealing with wage reopeners with SAUSD since January. We are working with the District to try and get the Subs a pay increase.

Executive Board Member Alice Sierras reported that we had twelve Prem Techs upgraded to Splicing Techs - some with 2012 seniority. She advised the membership to contact her or one of the stewards if they had an issue.

Chief Steward Bob Cole spoke about TPP and explained that the Senate voted for it. Now it will go to the House. He will be asking members to call their Congress and Senate Representatives to voice their opposition. Be ready because we will be asking for help. National call day is tomorrow. Kenny said that TPP is a horrible free trade agreement that will adversely affect the job market. If this passes, it will be a job killer.

Legislative and Political Chair Omani Gilliam talked about TPP and asked members to contribute to the Political Action Fund.

Mobilization Chair Kristy Pham talked about the AFA campaign on the 16th of June at LAX and asked for volunteers.

**OLD BUSINESS:** None.

**NEW BUSINESS:** None.

**GOOD AND WELFARE:**

There was a discussion around Tech issues.

The \$95.10 membership drawing was won by Brian Surls.

Approximately 49 members were in attendance.

The meeting was adjourned at 8:00 p.m.

Respectfully submitted,

Patti Cunningham  
Secretary-Treasurer

PC;jc:opeiu#537

**MEMBERSHIP MEETING**  
**August 4, 2015**

Meeting was called to order with the Pledge of Allegiance.

**M/S/C**            *To suspend the normal order of business for the purposes of presenting retirement grants.*

**M/S/C**            *To return to the normal order of business.*

**M/S/C**            *To accept the June 2, 2015 Membership Meeting minutes as distributed.*

**M/S/C**            *To accept the June 16, 2015 Executive Board Meeting minutes as distributed.*

**M/S/C**            *To accept the July 15, 2015 Executive Board Meeting minutes as distributed.*

**M/S/C**            *To accept the New Members list as distributed.*

**M/S/C**            *To approve the June and July, 2015 Profit and Loss Statements.*

President Kenny Williams reported on two major subjects – the AT&T/DirecTV merger and the proposed sale of Verizon West. The Florida group is IBEW. CWA has members in Missouri and 1800 members in Texas. He spoke about the details of the Frontier Memorandum of Agreement with CWA. With the merging of DirecTV with AT&T, we will now be able to do business in all fifty states. He explained card check and neutrality to organize their employees with CWA. We want the DirecTV employees to do the DirecTV work. They will repair what they install and the Prem Techs will repair what they install. Kenny went over the District 4 bargaining report ratified on June 26<sup>th</sup>. With approximately 12,000 employees in the unit, 3,000 employees made the decision. He explained the details of the new agreement. Their Article 26 is our Article 2, which was maintained intact. AT&T agreed to all kinds of things to get the DirecTV deal. Their healthcare is better than it was. In this contract, they have another tier of employees. Appendix F is their Appendix E they can cut to clear – p6. They can do everything but splice.

Kenny answered questions from the floor. He spoke about the possibilities of a strike and bargaining. He talked about the four months our members were on strike at Fairpoint. These companies are afraid of an organized workforce.

Roll Call of Officers and Executive Board Members was taken and all were present.

Executive Vice President Peter O'Brien recognized the members that recently attended an organizing training class that we had at the local. He thanked Alice and Art for their part in getting the members to the training. Mastec installs the digital life product. Peter talked about bargaining with the company in Anaheim and Van Nuys. Mastic is trying to wear these people out and we are trying to fight it. We were at a Mobility store picketing today. The idea is to get AT&T to lean on Mastec to bargain in good faith. We should have a date soon. Currently, we are in wage re-openers and our next meeting is August 12<sup>th</sup>. We are waiting to hear back from them. He told the members that he is the Area Steward for the GEM. He is currently surplussed. We brought back work and we are trying to leverage the work back to California. Peter talked about T-Mobile and Deutsche Telecom and a petition that is circulating.

AT&T Vice President Art Galvan talked about the rally we participated in today. He talked about the meeting he attended in Claremont. He stated that we are in the process of educating Mobility employees. He introduced Yvette Heredia and Yesenia Gonzalez, as well as Enrigue Ramirez from Mobility.

Verizon Vice President Tom Gardella talked about attending the upcoming meeting in Long Beach regarding the Verizon/Frontier merger.

Executive Board Member Alice Sierras reported that she and Kenny met with Liz Gunn and she went over what was discussed in the meeting. Mobilization Chair Kristy Pham reported that the union will be out to visit the Fullerton garage this week. We will be out to other locations in the future. We talked about educating our members.

COPE Coordinator Omani Gilliam asked for volunteers – anyone that may be interested in COPE and Legislative and Political issues.

Kenny presented a retirement grant to a member that came in late.

**OLD BUSINESS:** None.

**NEW BUSINESS:** None.

**GOOD AND WELFARE:**

Questions form the floor about Prem Techs working before the start of their shift and rapid launch. Kenny stated the remedy is to educate the Techs one at a time. Work to rule. He talked about incentives the company is offering.

The \$95.10 membership drawing was won by James Austin.

Approximately 63 members were in attendance.

The meeting was adjourned at 7:50 p.m.

Respectfully submitted,

Patti Cunningham  
Secretary-Treasurer

PC;jc:opeiu#537

**MEMBERSHIP MEETING**  
**October 6, 2015**

Meeting was called to order with the Pledge of Allegiance. Roll call was taken and all were present except Jason Justice who was absent.

**M/S/C**            *To suspend the normal order of business for the purposes of presenting retirement grants and for our guest speaker Brett Gilliland Sr Loan Officer with AmeriFirst Financial, Inc., who specializes in home mortgages.*

**M/S/C**            *To return to the normal order of business.*

**M/S/C**            *To accept the August 4, 2015 Membership Meeting minutes as distributed.*

**M/S/C**            *To accept the August 19, 2015 Executive Board Meeting minutes as distributed. Kenny clarified the motion to cease making a paper version of the newsletter and go to an electronic version on CWA9510.org.*

**M/S/C**            *To accept the September 9, 2015 Executive Board Meeting minutes as distributed. Kenny clarified the motion to stop the giving of retirement grants.*

**M/S/C**            *To accept the New Members list dated October 6, 2015 as distributed.*

**M/S/C**            *To approve the August and September, 2015 Profit and Loss Statements.*

President Kenny Williams stated that the 4<sup>th</sup> quarter downsizing numbers are rather large. He said our local is minimally affected, but the number in the district is approximately 600. Our local has less than five people. He read the Bargaining Report from Verizon with healthcare, pension and sick days being the focused issues. The Southeast are at Bargaining Report #79. He read the District 3 Bargaining Report indicating that the company wants our members to pay their fair share. District 4 voted to ratify in June. Our bargaining survey will come out in November. We need our members to fill them out and return them so that we know what they want. We need a good base of understanding. Regarding the Verizon/Frontier sale, two IBEW locals have accepted the terms of the deal and it appears to be moving forward. They are hiring because they are being forced to. Kenny talked about the CPUC monitoring issues that the companies will be paying for. He spoke about copper and the landline side of the business. AT&T in Orange County has added over 200 jobs. He talked about Target trying *robotic* workers. He talked about Google fiber and that AT&T has cut their prices from \$110.00 to \$70.00 to compete with Google and the non-union workforce. Comcast, another non-union business not paying benefits, is challenging AT&T and Verizon in big business. No medical, no dental and no vacations. He recently spoke to DirecTV employees. We can talk to them; we just can't sign them up yet. Verizon/Frontier is hiring now because they can't meet their service goals due to the pressure we've put on the CPUC.

Executive Vice President Peter O'Brien spoke about bargaining at Mastec and stated that we have had five bargaining sessions this year. We have tentative agreements on some. With a lawyer involved, the longer it drags out, the more he gets paid. Regarding SAUSD – we have been negotiating a wage re-opener since January. We may start to attend school board meetings. At DirecTV, we met with three employees last week. Peter is on the QWL Committee and has been able to get several things done. He stated his next call is on November 3<sup>rd</sup> and that if anyone has issues for him, to let him know. He announced that he was selected to attend Organizers Training for District 9 in Colorado.

Vice President Art Galvan spoke about the major victory in wireless on the Kin Care issue. He stated that we won the battle in 9510. He talked about the benefits and being able to take care of their families. He talked about the iPhone push and mandatory overtime and how Orange County will not accept mandatory overtime.

Vice President Domonique Thomas reported that coming soon in October will be open enrollment for healthcare. For Blue Cross/Blue Shield next year a family cost will be \$219.00 per month. Kaiser single person will be \$78.00 per month and a family will be \$156.00. At 18, the company will send your dependent adult cobra information. If your dependent is still in school, they will be covered until age 25. You need to go in and check your benefits. It starts next Monday at 9:00. We can't see full details yet - they will be available on October 12<sup>th</sup>.

Legislative and Political Chairperson Bob Cole spoke about CWA9510.org.

MAP Chairperson Izzy November talked about the current Employee Giving Campaign. Family Wize is good to check out.

Legislative and Political Co-Chairperson Omani Gilliam spoke about political action and the COPE drive.

Organizing Chairperson Anthony Testa talked about organizing DirecTV and our net neutrality agreement. Contractors are not part of the neutrality agreement. There are employees who are paid hourly while others are paid by the job. Anthony asked to be notified if we knew of any employees that work there – to get their name and job title and to get back to him and Peter. He stated that currently, they are working six days a week. We will start the process on or about the 24<sup>th</sup> of November. Executive Board Member Alice Sierras stated that she and Kenny will meet with Liz Gunn on Thursday. She stated we are losing quite a few Techs to Verizon. We lost a Tech due to an off duty misconduct issue. She stated that we are still working on the situation.

Education Chairperson Margaret Ferriera reported that she is getting calls from Techs regarding questions on light duty. She said to take the request to IDSC and they will go across to the company and get you light duty.

Mobilization Chairperson Kristy Pham is selling t-shirts. We are wrapping up our visitations with one more visit. Also, she said that bargaining surveys will go out soon.

**OLD BUSINESS:** None.

**NEW BUSINESS:** None.

**GOOD AND WELFARE:**

Questions about DirecTV, self reporting and organizing were answered.

The \$95.10 membership drawing was won by Raul Alcala. There were gift drawings for gifts donated by Nettworth. Kenny talked about wearing red and sticking together.

Approximately 68 members were in attendance.

The meeting was adjourned at 7:55 p.m.

Respectfully submitted,

Patti Cunningham  
Secretary-Treasurer

PC;jc:opeiu#537