

Communications

During

Collective Bargaining

CWA

Communications During Collective Bargaining

Mobilization and communication activities vary depending on what phase of bargaining we are in and what is occurring in negotiations. No two negotiations are the same. But in all negotiations, mobilization and communications support bargaining and take their lead from the bargaining committee. Bargaining, mobilization and communications work together and on parallel timelines.

We can think of collective bargaining as having four distinct phases:

1. Preparation
2. Negotiations
3. Contract Expiration and
4. Ratification

Throughout these phases there are three parallel timelines for bargaining, mobilization and communications each with distinct responsibilities and tasks.

Bargaining Timeline



Mobilizing Timeline



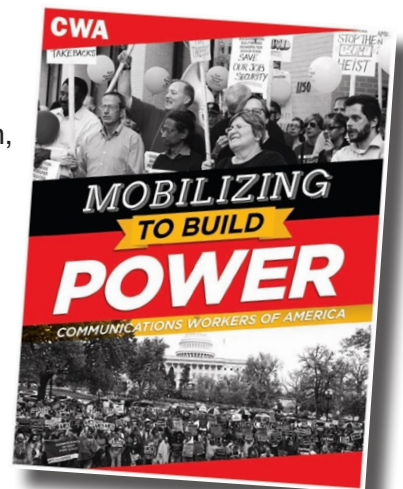
Communications - Internal/Digital/Public Timeline



The mobilization and communications activities are directed by what is happening in bargaining and have as their objective to support bargaining through an informed and engaged membership.

Below are brief descriptions of the types of activities that occur in each phase of bargaining in negotiations, mobilization and communications. The focus of this document is to provide ideas on how to handle communications during bargaining. For more information on mobilization, please see CWA's "Mobilizing to Build Power" booklet.

Communications during bargaining falls into three categories: internal communications with the locals and members, digital communications with members and external communication directed to the public and media. All three are distinct and require slightly different approaches.



Phase 1 – Preparation

Bargaining:

Bargaining committee prepares for bargaining; reads through contract and benefit plans, reviews membership bargaining surveys, contract violation grievances and drafts proposals.

Mobilization:

A membership mobilization structure is built or strengthened if one existed previously. This includes appointing local mobilization coordinators, building mobilization coordinators and workplace coordinators (1 for every 20 members). Providing mobilization training and distributing the bargaining survey through the structure. One on one communication with members is the most powerful and has no substitute.

Communications – Internal/Digital/Public:

A communication coordinator is assigned for the duration of the bargaining. The coordinator is responsible for:

- Direct communication with the members through email, website postings and social media.
- Development of the internal and public messages in consultation with bargaining committee.
- Handling public media.
- Identifying communication coordinators for each local.
- Developing and distributing message points to local union communication coordinators.
- Maintaining regular contact with bargaining and mobilization. All communications is designed to support bargaining and must be done in consultation with the bargaining committee.

Internal Communications:

- Develop internal message, based on information/input from bargaining committee. Important: the internal message is more than a slogan.
- Start to draft message points for local communications coordinators.

Digital Media Communications:

- Determine what email and text messaging lists of members exist.
- Make a plan to increase the number of members on the e-mail and text lists. (see *attachment 1*)
- Create a list of people responsible in each local for posting information to local websites, sending e-mails to local lists, and posting content to local social media pages.
- Make sure there is a section of the website where bargaining updates and mobilization materials can be posted and easily located by members. Confirm that materials can be posted so that they are easily read on mobile devices.
- Review Facebook pages and groups and Twitter accounts maintained by the district or locals and determine if separate social media channels are needed for bargaining communication.
- Identify a “social media team” of members who are already active and well-connected on social media who you will be able to call on to respond to questions and misinformation during bargaining and contract ratification.
- Develop a plan for building community support online. Set up web pages and social media accounts to support that effort.

Public Media Communications:

- Develop a public message for bargaining. The public message is different from the internal membership message. (see *attachments 2, 3 and 4*)
- Create a spreadsheet of reporters including email/cell phone/twitter contact information.

Phase 2 – Negotiations

Bargaining:

Bargaining kicks off with opening statements on the first day and continues with negotiations over Union and management proposals.

Mobilization:

During this phase a mobilization action might be planned for the first day of bargaining to show wide-spread membership support for bargaining team. Thereafter, mobilization actions will be determined by what is occurring at the bargaining table. Mobilization actions may focus on an issue where management is demanding concessions like health care or scheduling or it may bring attention to slow or stagnant bargaining. The goal is to engage the members in bargaining and show management that the workers are united and show support for the bargaining committee.

Communications – Internal/Digital/Public:

Internal and Digital Media Communications:

- Establish a social media presence, or “beachhead,” so members know where to go for authoritative and correct answers, not rumors. (*see attachment 5*)
- Provide regular and consistent information to members about the progress of bargaining over multiple channels - web posts, e-mail messages, text messages and social media postings.
- It can be challenging to communicate regularly when nothing much is happening at the bargaining table. Messages or postings that state “we met today with management” are not satisfying and often frustrating for members. When there is nothing to report on bargaining you can go deeper into a bargaining issue and explaining what is at stake or you can ask members to engage in a specific mobilization action, making sure to explain why it will help negotiators achieve their goals.
- Ask the people at the local who send e-mails and post to local websites and social media accounts to share your messages.
- Post information and photos from mobilization actions so that members feel recognized for their efforts and others are inspired to participate. Share posts from the locals’ social media pages.
- Respond to questions and comments that will come in via e-mail, text and social media in a timely way, with accurate and consistent answers.
- Don’t ignore questions and comments; that just opens up room for speculation and rumor. If you hide or delete comments on your social media sites, people will find another venue for comments.
- Write and update FAQs (Frequently Asked Questions) and post on website and other digital media so that when the same questions come up over and over you can share the link.

Public Media Communications:

- Distribute the public message to the media at the start of bargaining and during negotiations, updating as necessary (and in accordance with the bargaining committee.)
- Distribute a public message when a strike vote is taken.
- Remember that the public message is different from the internal message and is intended specifically to build community support.

Phase 3 – Contract Expiration

Bargaining:

At contract expiration, the possibilities are reaching an agreement, extending the contract and continuing to bargain, continuing to bargain without a contract, or going on strike (for those units with the right to strike).

Mobilization:

Mobilization actions will differ depending on what whether we reached a tentative agreement or implemented another strategy.

Communications – Internal/Digital/Public:

Locals and members need to be prepared for expiration and what it means to them depending on strategy. For example, locals need information on what it means to work with or without a contract. In the event of a strike, communication is more important than ever because there is not the ability to use the workplace mobilization structure.

Internal and Digital Media Communications:

This is where your earlier preparation pays off. The social media “beachhead” you have created is critical as contract expiration nears, in order to respond to any inaccurate information.

- If other “unofficial” channels for communication have sprung up, such as private Facebook groups, make use of the social media team you identified during the preparation phase to join and engage on these groups.
- Send local online communicators and your social media team frequent updates on the status of negotiations and facts to help them respond to rumors and speculation.
- Remember, if you don’t allow questions or comments on your social media sites, members will find another site that does.
- For every member who is actively posting on social media, there are many more who are reading what is being posted and being influenced by it.

Public Media Communications:

Contract expiration is the period we’re most likely to get public media interest. Coordinators should be prepared with:

- Statement that reflects the public message. (*see attachment 6*)
- List of contact information for reporters who will write about the contract expiration.
- List of union locations where “countdown to contract” actions may be taking place, to send to reporters.

Phase 4 – Ratification

Bargaining:

Once the bargaining team reaches a tentative agreement they meet as quickly as possible with local presidents to review the TA. This may be done on a conference call. Next the bargaining committee sets out to write a comprehensive settlement explanation for distribution to the members. Depending on the complexity of negotiations and size of unit the time it takes to complete can vary but the goal is to get it done as quickly as possible because a vacuum of information will quickly be filled with speculation and wrong information.

Mobilization:

In this phase it is all about getting information out on the TA and getting out the vote. The mobilization structure can be used to distribute information.

Communications – Internal/Digital/Public:

Once the TA is announced, members will be very anxious for information. The longer members go without information, the more time there is for rumor and speculation. Working closely with the bargaining committee, before the TA is announced, the communications coordinator must:

- Prepare FAQs and other information for members.
- Create a plan for the rollout of the TA, to both the membership and the media.
- Draft and get approval for public statement.

Once the TA has been announced, the communications coordinator should:

- Post information about the TA to the website and social media pages and send e-mails and text messages with the announcement.
- Respond to questions from members about the TA and the ratification process.
- Make sure the social media team has the information they need to respond to online comments with facts.

APPENDIX

Attachment 1

Preparing E-Mail and Text Message Lists for Mobilization and Bargaining

During bargaining you will need to send e-mail and text bargaining and mobilization updates and other information to bargaining unit members. Before bargaining begins you should locate, update and grow these lists.

CWA uses Action Network for bulk e-mail and Mobile Commons for bulk text messaging. At least two people should be trained on how to send updates to the bargaining unit. If you need training, contact CWA's Digital Communications department.

- During preparations for bargaining, find out if you already have e-mail and text message lists for the bargaining unit and, if so, how many are on each list.
- Ask locals to send you their e-mail lists so that you can add them to the bargaining update list. If they will not send you their lists, ask them to send an announcement out with a link to the sign up form for bargaining updates.
- Make sure that every page of your website has a link to sign up for bargaining updates.
- Make sure your website sign up forms ask for cell phone numbers and include the appropriate opt-in language for people to receive text messages (see below).
- Ask for e-mail and cell phone information on every online or printed form, bargaining survey or petition that members complete and have a process in place to add this information to your e-mail and text lists.
- Post information on how to sign up for e-mail and text updates on worksite bulletin boards.
- Grow your list by creating an online action on an issue that is compelling to bargaining unit members. Make sure to ask people who are participating in the action whether or not they are members - as the action spreads online non-members may also participate.

Legal Considerations When Collecting Cell Phone Information for Texting

When you are collecting cell phone information in order to send text messages, you must ask people to opt-in to your list. Just because someone has given you their cell phone number does not mean they have given you permission to text them, and the FCC can impose stiff penalties if people receive unwanted text messages. Each form must have a checkbox that says "Send me text messages" and include the phrase "Msg & Data Rates May Apply." Online forms should also include a link to a Terms and Conditions page that explains the specifics of your text message program.

Sample Terms and Conditions for Text Messaging

1. Enter your mobile phone number to to receive text message (SMS) alerts on your phone. We'll send a confirmation message to your phone or SMS device within 24 hours so you know you are signed up.
2. You can expect to receive text alerts from us on breaking news, important events, and key issues. And you can opt-out at any time. Just reply with STOP to any text message from us. Or for more information reply HELP to any message.
3. There is no extra subscriptions cost to receive these alerts, but standard message rates and data charges from your carrier apply to sending and/or receiving text messages. Check with your carrier if you have questions about your plan and costs. Most phone plans have a cost associated with receiving text messages, either as part of a bundled plan or at pennies per text.

Key Takeaways

- Make sure at least two people are trained to send e-mail and text messages to the bargaining unit.
- Begin updating e-mail and text lists before bargaining begins.
- Use online forms, printed forms and surveys and worksite flyers to provide ways for members to sign up for bargaining updates.
- Create online actions on compelling issues to grow your e-mail list.

Attachment 2

Writing an Effective News Release

To announce news or developments to the media, like the start of bargaining or a strike authorization vote, issue a press release. Below are some basic steps to putting out a clear news release, and see the attached samples.

Put your local's name at the top, so reporters know that you're a legitimate source. Underneath, type "for release" with the current date (or later date if the news is embargoed, meaning not to be made public until a set time.) List the principal spokesperson's name, phone number and email. If you anticipate reporters will be calling after business hours, or if your spokesperson is out of the office, be sure to include a cell phone number.

Next, a concise, attention-grabbing headline and an opening paragraph or two that will answer reporters' key questions about your issue. The five W's – who, what, when, where and why – are still the first questions a reporter will ask. Make certain your release answers them.

Then include additional background, a quote from the local's top officer who can express an opinion about the issue, and any connection, if applicable, to similar developments in other areas.

The last paragraph should be a short summary of who the local represents – and you can use this exact language in every release.

Other points to remember:

- Use short, ordinary words and short sentences. Avoid technical terms or explain them fully if you need to use them. Spell out all acronyms in the first usage.
Example: **The Communications Workers of America (CWA).**
- Make your release interesting with specific examples, action verbs and interesting quotes.
- Proofread your release carefully and double check all spelling. Don't rely on spell-check, it won't help you if you haven't typed the right word.

[Sample release]



For release June 1, 2015

Contact: Laura Hagan, IUE-CWA, (937) 424-4568, lhagan@cwa-union.org

Contracts Talks Open June 1 for 10,000 at GE

New York — Contract negotiations at General Electric Co., get underway on June 1 in New York City. The negotiations cover 10,000 IUE-CWA workers and another 6,000 workers from other U.S. unions.

Critical issues for workers are healthcare and retirement security, jobs and wages. IUE-CWA members want a fair contract, one that reflects the company's continuing financial success and workers' contributions to the company's bottom line. In 2014, CEO Jeffrey Immelt received \$37 million in compensation, about 1,057 times the pay of an average worker of \$36,134.

IUE-CWA members from every GE local have been holding solidarity rallies, culminating with a multi-local rally in Louisville on Saturday, May 30. IUE-CWAers will continue to mobilize for the fair contract they deserve.

IUE-CWA President Jim Clark, CWA District 1 Vice President Chris Shelton and Bob Santamoor, IUE-CWA GE Conference Board chairman, will kick off the negotiations. The contract expires June 21.

Clark said, "These will be difficult negotiations, but GE is financially healthy enough to meet our very reasonable demands. We have the full support of our membership behind us, and we are ready to work hard and get a good contract."

IUE-CWA represents workers work at multiple GE locations nationwide.

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[sample release]



News from CWA Local 3410

For release Aug. 28, 2015

Contact: Steve Edler, CWA Local 3410, 504-453-1344

CWA Local 3410 Members Begin Unfair Labor Practice Strike at AT&T

New Orleans — Today, Communications Workers of America (CWA) Local 3410 began an Unfair Labor Practice Strike against AT&T. The issue that has prompted AT&T workers to go on strike stems from an incident last week, when one of our local union officers, who was conducting an informational picket outside of an AT&T building, was targeted by an AT&T manager, Eric Vance. He was struck by Mr. Vance's company vehicle.

CWA Local 3410 will not tolerate this type of behavior from AT&T's management team. The incident that has prompted this strike is very serious and Mr. Vance put our local union officer's life in danger by choosing to rev up his engine and drive carelessly through a peaceful picket line.

This is not the first unfair labor practice incident that Mr. Vance has prompted with CWA members and AT&T employees. On numerous occasions, Mr. Vance's inappropriate actions have been reported to AT&T and the National Labor Relations Board (NLRB). AT&T's continuous refusal to address Mr. Vance's inappropriate actions and the triggering event of using an AT&T vehicle to strike our local union officer has given CWA Local 3410 no option other than to engage in an Unfair Labor Practice Strike against AT&T.

We are asking our community for support as we take a stand against this very large corporation. CWA Local 3410 calls on AT&T to end the unfair labor practices against employees and CWA members.

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Attachment 3

Announce rallies and public mobilization actions with a media advisory. This is a short version of the event's press release. (see *sample*)

[SAMPLE MEDIA ADVISORY]



Contact: Bob Master, (917) 657-6483, rmaster@cwa-union.org
Candice Johnson, 202-434-1168, cjohnson@cwa-union.org

*****For Planning Purposes: Rally, Saturday, July 25, 11 AM*****
Verizon Workers to Announce Results of Strike Vote

Thousands Will Rally in New York to Reject Verizon's Demands to Eliminate Job Security, Slash Pensions, and Increase Health Care Costs

New York – At a rally with thousands of workers and supporters, the Communications Workers of America will announce the results of strike authorization votes that Verizon workers took over the last two weeks. The contract expires at 12 midnight on Saturday August 1 and covers 39,000 Communications Workers of America (CWA) and International Brotherhood of Electrical Workers (IBEW) represented telephone workers from Massachusetts to Virginia.

What: Thousands of workers and supporters will rally to call on Verizon to negotiate a fair contract. The Communications Workers of America will release the results of a strike vote.

Who: Union members, supporters

When: 11 am

Where: Barclay Street and West Street, NYC

Visuals: Rally, thousands of people

Background

39,000 workers are currently negotiating new contracts at Verizon. Fortune Magazine ranked Verizon the 15th largest corporation in America in 2014, with revenues of \$127 billion, profits of \$9.6 billion, and market capitalization of \$198.4 billion. Verizon had profits of \$28 billion over the last five years, and paid its top five executives \$249 million during that time.

In addition, rates for basic telephone service have increased in recent years, even as Verizon has refused to expand their broadband services into many cities and rural communities, and service quality has greatly deteriorated. Verizon's declining service quality especially impacts customers who cannot afford more advanced cable services, or who live in areas with few options for cable or wireless services.

Attachment 4

Message Development – for Internal and External Communications

Both the internal and external (public) messages are developed with the input of the Bargaining Committee and local officers. However, the two messages almost always are very different. The internal message summarizes the key bargaining goals that members have set. It's more than a slogan.

The public message is developed to build public support for the members' bargaining goals. It communicates why the public should care about the bargaining dispute, and more important, why the public should side with workers. Most people don't belong to a union. The public shouldn't hear the same message, in the same language, that our members hear. Instead, we need to show how the issue we're talking about will affect the community and working families generally. Why should the public care about our issues? That's what an effective public message will answer.

Most media professionals use a technique of message building that uses just three or four key points, with supporting facts and evidence, to win the public over.

Developing an Effective Public Message

- List the key points that you want the public to know.
- For each point, write out a support statement – the facts that support your position.
- For each point, prepare one or two “sound bites,” a 10-second or less answer that makes the case for this position.
- Practice moving from point to point and connecting the message.
- Remember, this message is your opportunity to get the public on our side.
- Return to your points through “bridging.” This technique enables you to acknowledge the reporter's question, and then move back to your message.

This is the message that will be used for all public events: in interviews with the media, by members on a picket line or at a rally, at community town halls or with allies, and for any other public event.

Key Takeaways

- Develop an effective message. See the following examples of message points.
- Remember that your goal is to get the public on the members' side.
- Practice ahead of any media interviews.
- Make sure members are prepared with the public message for times they will engage with media and the public, ie informational picketing or rallies.

Verizon 2015 Negotiations

Message Points for the General Public

The key issue in this contract fight is good jobs. Verizon wants to cut thousands of good jobs. That's bad for working families, bad for quality service and bad for our communities.

We are fighting Verizon's plan to kill good jobs. Verizon workers are on the job every day, providing the quality service our customers deserve.

Verizon is reneging on its commitment to make fiber-optic high speed broadband (FiOS) available to all consumers in cities such as NYC, Philadelphia and Jersey City. It's ignoring communities throughout the Northeast that gave the company rate hikes and regulatory relief, in exchange for the company's promise to build out high speed Internet service.

Verizon is killing more good family-supporting jobs by sending jobs offshore.

If that's not bad enough, Verizon wants to raise medical costs, cut pensions, and even eliminate benefits for workers injured on the job or taking care of a sick family member.

We are fighting for good service for Verizon customers.

Verizon is failing to maintain quality service on the traditional telephone network. That threatens customer safety.

Instead of destroying good jobs, Verizon should build out FiOS throughout its service area. In many areas, Verizon got rate hikes and tax benefits to build a fiber-optic network.

Verizon can't be allowed to abandon the traditional telephone network. About 8 million consumers rely on this telephone service in Verizon territory. They pay their telephone bills every month and deserve quality service, not cutbacks.

Verizon can afford to negotiate a fair contract:

- Verizon made \$18.2 billion in profits in just the last 18 months – that's \$1 billion a month!
- Verizon's top executives together made \$249 million dollars – a quarter of a billion dollars – over the past five years. That's about \$20,000 per hour.
- Verizon sent back over \$9 billion to investors in the first six months of this year rather than invest in good jobs through building and maintaining its networks.

Attachment 5

Using Social Media for Member Communication During Bargaining

During bargaining it is important to establish a social media presence so that members have some place to turn for timely, factual information.

While there are many different social media platforms, Facebook remains by far the most used. 72% of American adults who are online use Facebook, and 70% of those users log on at least once a day. By comparison, only 23% of American adults who are online use Twitter, and only 38% of those use it on a daily basis.

While Twitter can play an important role in communicating your message to members of the media during bargaining, when communicating with members your focus should be on Facebook.

Facebook: Personal Profiles, Pages, and Groups

Personal Profiles

Facebook personal profiles are meant for individuals. Everyone who creates a Facebook account has a personal profile. During bargaining, you should provide members with content that they can share on Facebook – links to relevant articles and materials from your website, photos of mobilization activities and graphics specifically designed to help spread your message, and, if you have the capacity, short videos.

You should also identify a core group of members who are active on Facebook who you can call on when you need people to respond to misinformation or rumors. Make sure you are friends with these people from your personal Facebook account so that you can more easily share content with them and contact them via Facebook messenger.

Pages

Facebook pages are meant for organizations and businesses. They are like personal profiles, but can have more than one administrator who can post updates, photos and videos, create events, and moderate comments. Pages are public – everything on them is visible. They are not closed groups.

As part of your preparation for bargaining it is a good idea to establish a Facebook page for the bargaining unit. You should send an e-mail out to members of the unit encouraging them to like the page and put a footer at the bottom of every e-mail that goes out about bargaining and mobilization with a link to the page.

You can also create Facebook ads targeted by geography and employer in order to encourage members to like your page. Facebook ads are easy to create and can be very cost effective. CWA's Digital Communication Team can provide you with information on how to create Facebook ads.

During bargaining you should post to your page several times each week at a minimum. During key periods – such as contract expiration and after the announcement of a Tentative Agreement – you may need to post several times a day.

You might think that everyone who likes your page will see everything you post in their Facebook newsfeed. That's not how Facebook works. Instead, Facebook only shows people things it thinks they will be most interested in. One piece of data that Facebook uses to decide if a page's posts are interesting is how many people are liking, commenting on and sharing a page's posts.

Keep this in mind when you are creating posts for your page and post things that people will be more likely to like, comment on and share. For instance, instead of just posting a link to the latest bargaining report, post a photo from mobilization along with something like this:

Our bargaining team reports that they have made progress on some issues but that the company still won't budge on wages even though they made over \$10 million in profits last year. Like this post if you want a good contract with good wages!

You may want to check out Canva (<https://www.canva.com/>), which is a free, online tool that makes it easy to add text to photos that you post Facebook.

Handling Facebook Comments

You should also check your Facebook page daily for comments that may need response. In general, you should not remove comments or block users from your page unless they are posting personal attacks or using offensive language. It's a good idea to post guidelines for behavior on your page. For a sample, see <https://www.facebook.com/CWAUnion/app/362035947209716/>.

Occasionally someone may post repeated, inflammatory comments on your page. While it can be difficult, do not engage in a direct argument. Instead, make use of your core members, not to argue with the poster, but to post positive comments that reduce the impact of the negative ones.

For instance, imagine that you post a bargaining update and someone posts, "Everyone should stop paying dues to support union corruption and greed." Instead of arguing or insulting the poster, it would be better to have four or five people post positive comments like, "Glad to hear we are making progress," or "I support my bargaining team!"

Attachment 6

Steps for a Successful Interview

Preparation is the key to a successful public interview. Any interview situation, including informational leafleting, a telephone interview, even an informal conversation with community leaders, requires that we be “on message” – prepared to make our three or four key points and support those points with the facts. The local’s communication coordinator should work with the local president in practice sessions before any interview, so the officer feels confident about the message she or he is delivering.

Using the message points you have developed:

- List the three or four key points that you want the public to know. Especially for media interviews, you must limit the number of points you make, but make the strongest and most effective argument.
- Know your support statements for each point.
- Prepare one or two “sound bites” for each point, a 10-second or less answer that makes the case for this position.
- Practice moving from point to point and connecting the message. Remember that the interview is your opportunity to speak to the public.
- Return to your points through “bridging.” This technique enables you to acknowledge the reporter’s question, and then move back to your message.

Some phrases to help you “bridge” the interviewer’s question and get back to your message:

- I don’t want to speculate about what might happen. What I do know is that our bargaining team is working very hard to reach a fair settlement with this company.
- That is a concern, but our primary focus is to continue to provide the quality service our customers depend on, and to do that, we need to keep quality jobs in our community, not contract out this work.
- I’m happy to come back and talk about that issue with you. But today, our focus is on XYZ Corp.’s disastrous cuts that will hurt customers and our community.

Key Takeaways

- Message development, preparation and practice are essential. That's the only way your spokespersons will have the confidence they need in an interview or other public setting.
- The same points apply to preparing your members who might interact with reporters on a picket line, rally or other event. Make sure members are "on message" and are ready to outline the local's issue.
- Some locals designate their picket captains as picket line spokespersons; others provide talking points to all members. However you choose to do it, make certain that your members are prepared.
- Remember that your audience is the public – listening, reading or watching. Speak to them.
- Be pleasant. Don't get into hostilities with the reporter or talk show host.
- Keep your message clear and simple. Don't use jargon that is unfamiliar to most of the audience.
- No matter the question, always get back to the points that you want to make.
- Keep your answers short. A 20-minute television interview will become just 15-20 seconds on the newscast. That's why it's important to always stay on message and to use sound bites for electronic interviews.
- If you don't want to read it or see it on television, don't say it. Don't volunteer "off the record" comments.
- If you don't know the answer, say so, and volunteer to call back with the information. Then get back to your message.