

Moving Forward in the U.S. Customer Service Industry

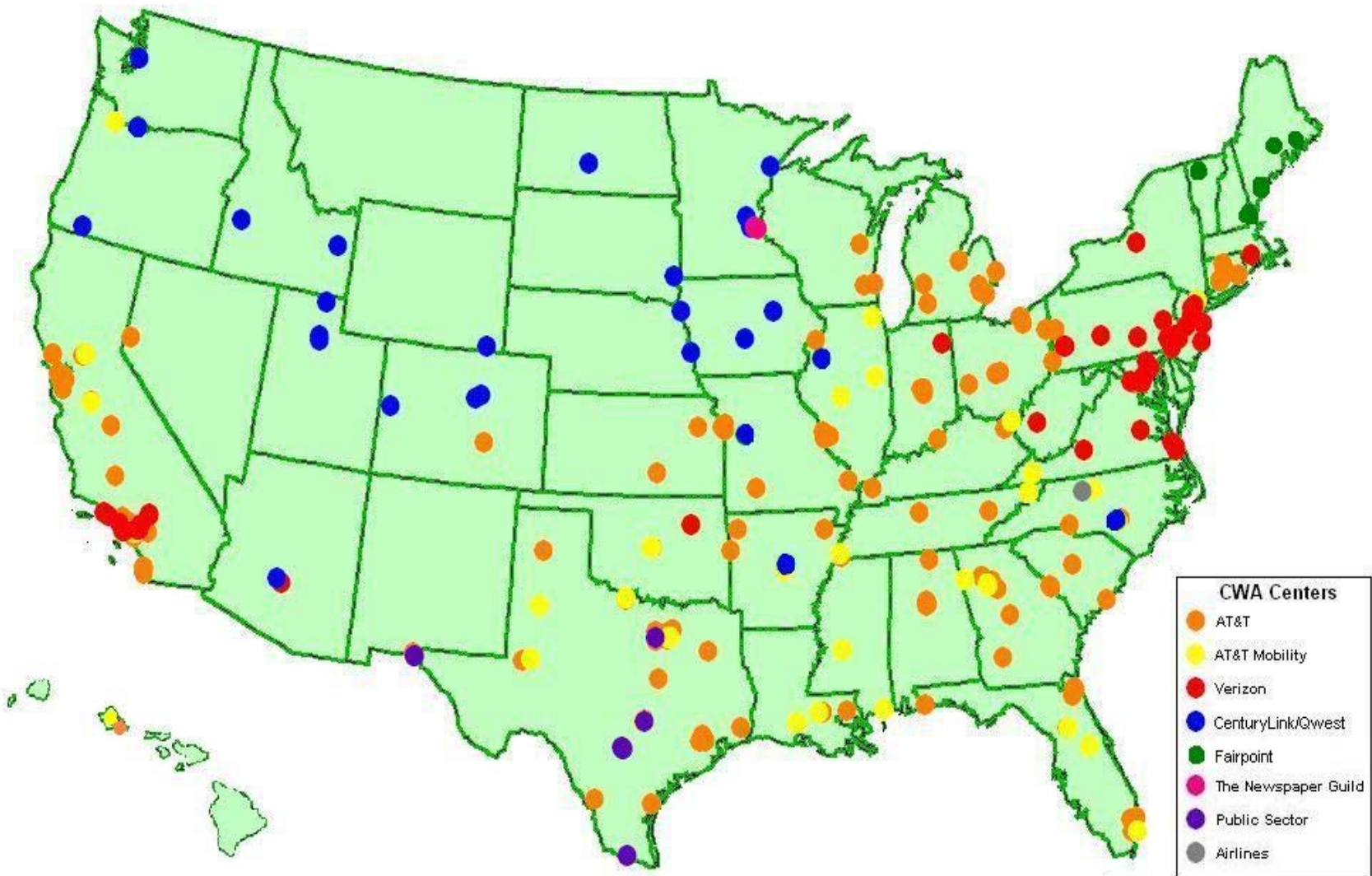


CWA Is the Customer Service Union

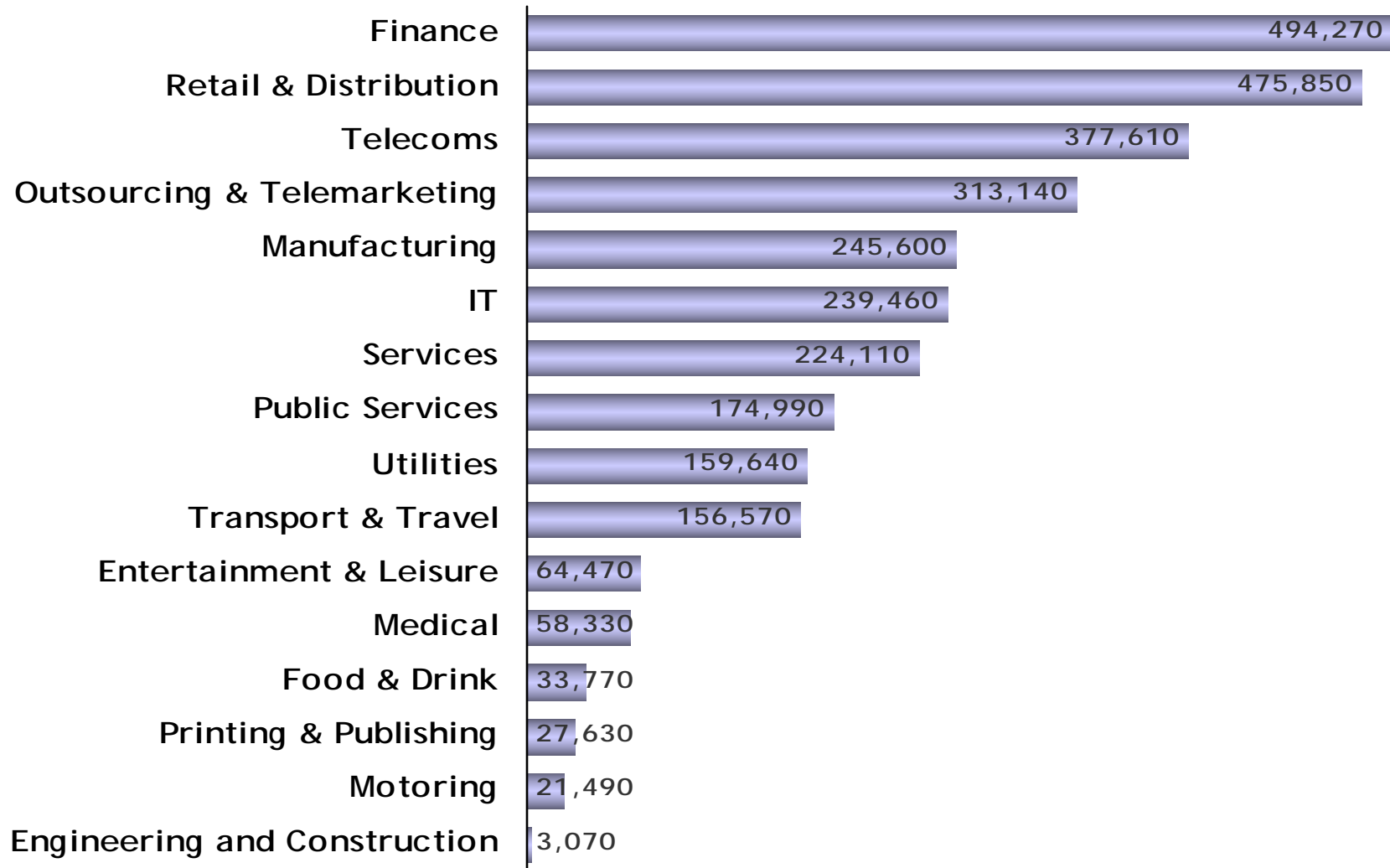
- Customer contact industry is 4% union
- CWA is the largest union of customer contact workers in the U.S.
- CWA represents more than 120,000 customer service workers
- CWA represents 100,000 call center workers

CWA-Represented Sales & Service Employees		
Sector	# in sales & service	Major employers
Telecom	85,000	AT&T, AT&T Mobility, CenturyLink, Frontier, Verizon, Windstream, Avaya
Airline Passenger Service	6,800	US Airways, Piedmont Airlines
Public Sector	20,000	Estimated for TX, NJ, MO, OH, OK
TNG	10,000	Estimated for major newspapers

CWA Call Center Presence in Most States

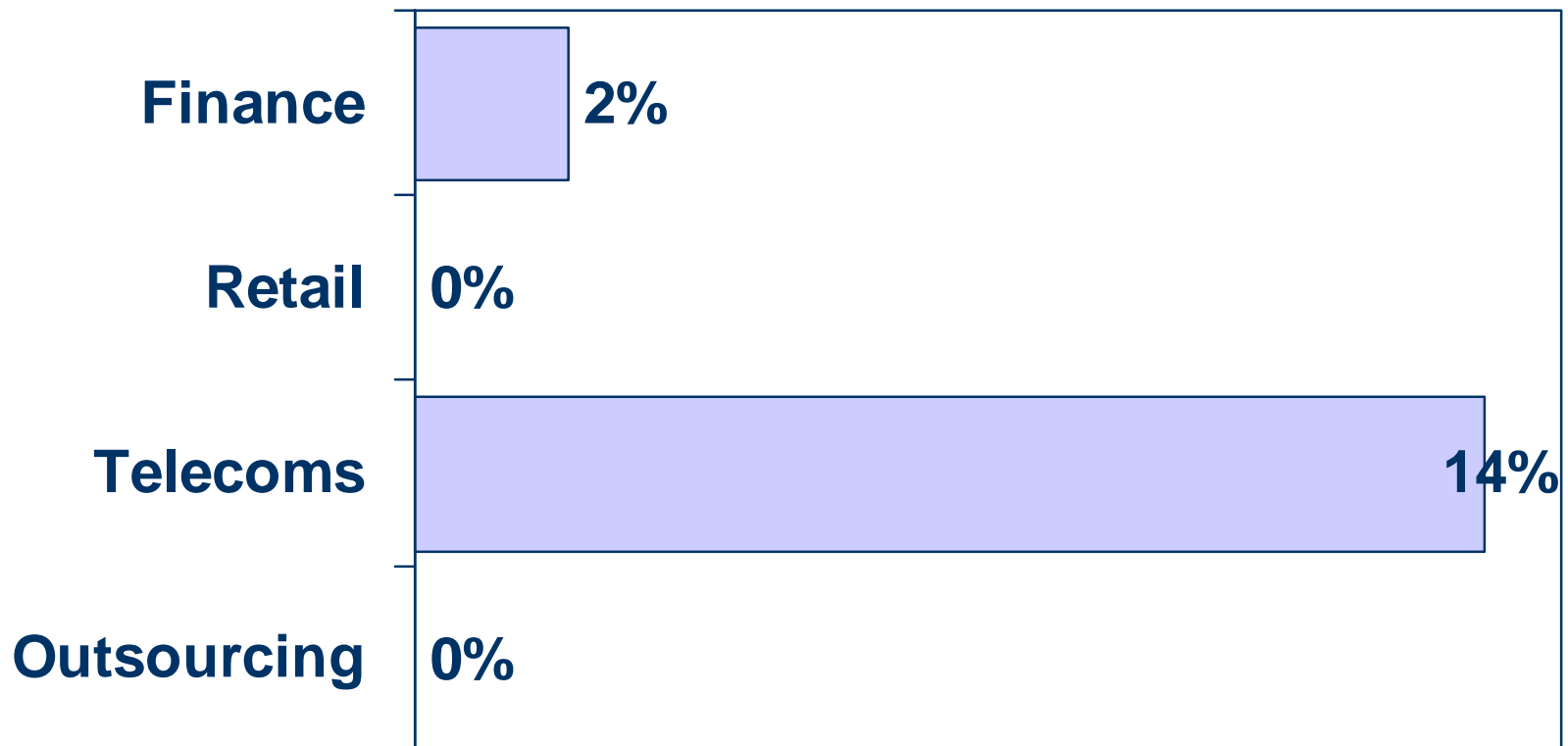


Five Million Customer Service Workers in the U.S.



Call Center Sector Is Mostly Non-Union

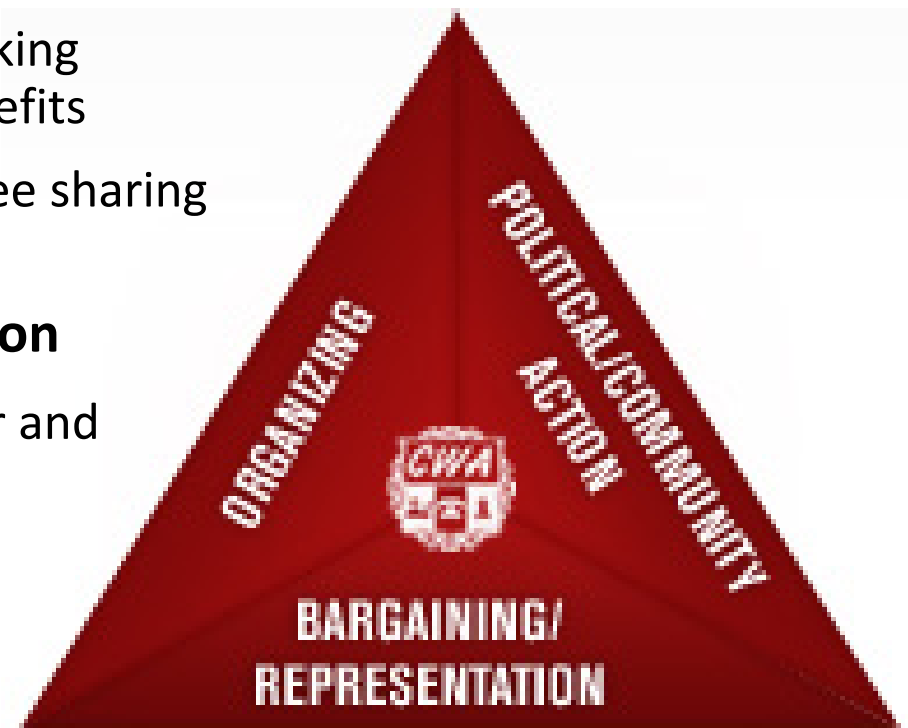
Percentage of Call Centers Unionized by Major Industry



Source: Rosemary Batt, Virginia Doellgast, and Hyunji Kwon, The U.S. Call Center Industry 2004: National Benchmarking Report, Cornell University.

What We're Doing to Secure Quality Jobs and Quality Service in the Call Center Industry

- **Bargaining/Representation**
 - Job security, improved working conditions, wages, and benefits
 - Customer Service Committee sharing strategies and solutions
- **Legislation/Community Action**
 - The U.S. Call Center Worker and Consumer Protection Act
- **Organizing**
 - Telecom: T-Mobile
 - Airlines: American Airlines
- **Coalition and Movement Building**



CWA Accomplishments in Contact Centers

- **Higher pay and benefits**
- **More investment in training**
- **Limits on performance monitoring and its use**
- **Closed key time**
- **More flexible scheduling**
- **Negotiated rules for sales quotas**
- **Negotiated formulas for incentive pay**
- **Employment Security**

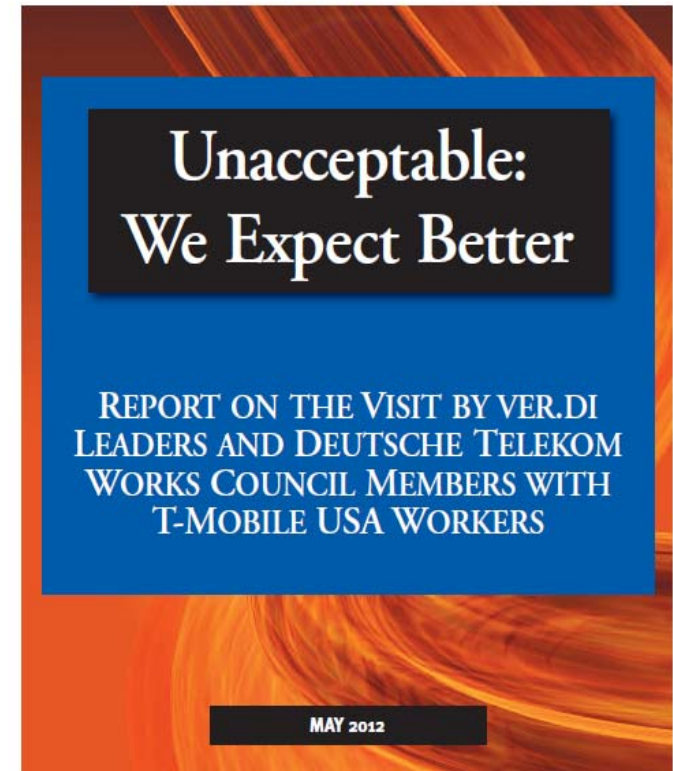
Our challenge: How do we build on our accomplishments?

Legislative Action

- **Legislation: The United States Call Center Worker and Consumer Protection Act (HR 3596/SB 3402)**
- **Provisions of the bill**
 1. Requires disclosure of call center location to U.S. consumers
 2. Provides right to have call transferred to U.S.-based agent
 3. Prohibits companies that move call center jobs overseas from receiving federal grants and loans; gives preference on gov't contracts to companies that keep call center jobs at home
- **Introduced by Rep. Tim Bishop in the House of Representatives, attracted 138 co-sponsors (7 are Republican)**
- **Introduced by Sen. Bob Casey in the Senate, attracted 4 co-sponsors**

Organizing in Telecom: T-Mobile Campaign

- **Parent company: Deutsche Telekom**
 - DT works well with ver.di in unionized workplaces in Germany
- **Campaign updates**
 - One bargaining unit in Connecticut
 - Active organizing committees in Charleston, SC; Wichita, KS; Nashville, TN; Albuquerque, NM; Richmond, VA; Mission, TX
 - Won Trade Adjustment Assistance for 3,300 T-Mobile workers laid off due to outsourcing in June 2012.



Organizing in Airlines: American Airlines Campaign



- ~9,700 Passenger Service Agents
- Parent Company (AMR) declared bankruptcy in November of 2011 (with \$4 billion in cash, \$8 billion today)
- Company has been stalling a representation election through litigation since December 2011
- Representation election was ordered by Court of Appeals in October 2012, election date has yet to be determined

What you can do

Leaflet **T-Mobile**
retail stores and
reach out to T-Mobile
workers in your
community

Collect postcards in your
workplace to urge your
Senators to support the **U.S**
Call Center Worker and
Consumer Protection Act



Join the Customer Service Network at
cwacustomerservice.org and share strategies
to achieve our goals in the workplace