

EXECUTIVE LEVEL GRIEVANCES OUTSTANDING

*(*Updated)*

March 10, 2011

1. **C-09-22/23-552:** Bargaining Unit members in **NJ VPS (Large Business)** office are not receiving training needed to perform work assignments. **Status:** Pending; *Denied 8/18/10, Closed 9/23/10
 2. **C-09-22/23-553:** This is an ongoing issue and pertains to the company not permitting employees to utilize **Closed Time** when they work on a holiday. Status: *Pending company response
 3. **C-09-22/23-554:** An ongoing issue pertaining to **the company not permitting employees to utilize flex time** on a holiday. **Status:** *Pending company response
 4. **C-09-22/23-555,** Tech Change*, is based on the company's implementation of a new technology **eID Verifier Credit Screening ID Authentication** without proper notification to the Union. **Status:** Pending; *Denied 8/18/10, Closed 1/5/11
 5. **C-09-22/23-556,** Tech Change*, is based on the company's implementation of the **IVR Identification in CoFEE technology** without proper notification to the Union. **Status:** Pending; *Denied 8/18/10, Closed 1/5/11
 6. **C-09-22/23-583,** Tech Change*, is implementation of the **IP Agent Technology** without proper notification to the Union. **Status:** Pending; *Denied 8/18/10, Closed 1/5/11
- ***Note:** for the Tech Change grievances, the Union has also submitted Technology Change letters to the company requesting that the company and the Union schedule a Technology Change Committee meeting to address all of these issues. The Union has reiterated in these letters that the company did not provide the Union with six months advance notification of the specific technology changes as required, which is in violation of the contract.

7. **C-08-22/23-194 & 195**, the company is permanently assigning CSRs to perform lower title work. **Status:** Arbitration scheduled for 1/28/10. (**Second date was scheduled for 6/7, cancelled by Union, witness on disability.) First hearing held, second hearing date will be 1/12/11; *Cancelled, Not Scheduled.*)
8. **C-08-22/23-510**, the company is forcing Medically Restricted Consultants to work specific hours and in offices where they are not permanently assigned. **Status:** Arbitration scheduled for 2/10/10. (**Cancelled, Not scheduled.*)
9. **C-07-22/23-420**, the company use of the Reflect Observation Tool (ROT) sic. **Status:** Arbitration scheduled for 3/17/10 (**and 3/18/10; Closing briefs were to have been submitted by 6/11/10) DENIED by Arbitrator Tener on 8/18/10 (CLOSED).*)
10. **C-08-22/23-361**, the company is refusing to have the 2008 CBA printed by a Union printer and have the 8/1/10 wage schedules printed in the contract. **Status:** Arbitration scheduled for 3/25/10 (**briefs submitted by attorneys on 6/7/10) Hearing was held; Pending; *DENIED by Arbitrator 11/18/10 (Closed).*)
11. **C-07-22/23-184**, the use of FiOS hand held devices aka Spot Tool by FiOS door-to-door vendors. **Status:** Arbitration scheduled for 7/13/10. **This hearing was adjourned, rescheduled to 10/28/10; *Hearing Cancelled, not rescheduled.*
12. **C-08-22/23-430**, the company is forcing employees to work on Designated Holidays in violation of the contract. **Status:** Arbitration scheduled for 8/31/10. (**Cancelled, Not scheduled.*)
13. **C-06-22-/23-352, 353**, the company created a specialized BSBC billing queue resulting in the denial of sales opportunities and unfair and unequal treatment. **Status:** Not scheduled
14. **C-09-00-140, 141**, the company unilaterally implemented the "Associate Workplace Attire Guidelines" and the "Business Attire Guidelines". **Status:** Not scheduled **(Scheduled for 11/4/10);*Settled, pending clarification*
15. **C-09-22/23-498**, in CFS, the company is not following the Evaluative Observations Process and Procedure outlined in the Evaluative Observations Letter of Agreement. **Status:** Not scheduled **(Scheduled for 12/3/10); *Meeting held 12/3/10, two more meetings need scheduling*

16. **C-09-00-130**, Inclement Weather – new Disciplinary Step Program **Status:** Not scheduled ***(Scheduled for 2/3/11);*Settled 2/16/11, pending clarification**
17. **C-10-22/23/-021,022**, company-prorating DCPR (Closed Time) when employees do not work full tour. **Status:** Not heard ***(Presented on 2/23/10, pending possible settlement)**
18. ***C-10-22/23-144**, company has a redirect queue that is staffed by CWA Bargaining Unit members that perform the same work and receive different pay treatment (Hamilton, Teaneck & Madison (Consumer Redirect Queue) **Status:** Scheduled for 6/24/10 ***(Pended by company);Denied 9/15/10, Time protected**
19. ***C-10-22/23-145**, company is violating the contract by not having employees pick vacation by Title and Office on a Net Credited Service basis (Hamilton, Teaneck (Consumer Redirect Queue) **Status:** Scheduled for 6/24/10;***Denied 9/15/10, Time protected**
20. ***C-10-22/23-146**, Implementation of IEX Technology in violation of Article II (Technology Change Committee) of the contract. **Status:** Scheduled for 6/30/10;***Heard 6/30/10, Denied 9/28/10, Closed 1/5/11**
21. ***C-10-22/23-307**, company is using the IP Agent/ACD to distribute calls to CWA Bargaining Unit members based on call types and programmed worker skill sets in violation of the COB. **Status:** Not Scheduled ***Pended by company 8/17/10;*Denied, Pending Legal Opinion for arbitration, Time protected**
22. ***C-10-22/23-358**, company canvassed a pres-selected Group of CSSC Consultants to fill BSBC position in violation of Article 2 and past practice. **Status:** Not Scheduled; ***Presented 10/29/10, Denied 2/3/11, Time Protected for Appeal**
23. ***C-10-22/23-359**, company is violating Article 116 by not allowing employees in CFS to select tours on the basis of Net Credited Service. **Status:** Not Scheduled;***Presented 10/29/10, Denied 2/3/11, Time Protected**
24. ***C-10-22/23-360**, company allowing employees to work less than a normal tour or half of a normal tour while alleging employee is on Leave of Absence in violation of the company's Leave of Absence Policy and the contract. **Status:** Not Scheduled;***Presented 10/29/10, Denied 2/3/11, Time Protected**

25. ***C-10-22/23-361**, company sells Unpaid Time to employees in the CFS while continuing to send calls to Vendors in violation of the purpose and intent of the 2008 MOU. **Status:** Not Scheduled;*Presented 10/29/10, Denied 2/3/11, Time Protected
26. ***C-10-22/23-398**, management is performing bargaining unit work in the BSBCs and CSSCs, taking over calls to close a sale. **Status:** Not Scheduled;*Presented 10/20/10, Denied 2/21/11, Time Protected
27. ***C-10-22/23-399**, the company implemented changes to RAMP Job Briefs without prior notice to the Union, then using new briefs to assign Force Administration Clerk job duties and functions to bargaining unit members holding lower level positions, while management is performing some of FA work. **Status:** Not Scheduled;*Presented 10/20/10, pending company response
28. ***C-10-22/23-417**, the company refused to pay sales awards points and contest awards and prizes earned by CWA bargaining unit members while still employed by Verizon before they left the company payroll on or about September 5, 2010 with the company EISP. **Status:** Presented 10/20/10, Denied, Appealed for arbitration, Time Protected
29. ***C-10-22/23-489**, the company has moved FiOS Digital Voice accounts from the bargaining unit to a vendor in violation of the contract and of past practice. **Status:** Presented, 1/26/11, Pending company response
30. **C-10-22-22/23-492**, the company is using the IP Agent/ACD to distribute calls to CWA bargaining unit members based on call types and programmed worker skill sets in violation of the parties' collective bargaining agreement, this is an ongoing issue. **Status:** Presented 1/11/11, Pending company response.
31. ***C-11-00-019**, The company implemented a new RAMP Job Brief for the position of Customer Service Clerk – LPC and Did Not Notify the Union. **Status:** Presented 2/8/11, Pending company response.