



EXECUTIVE LEVEL GRIEVANCES OUTSTANDING

(*Updated)

June 15, 2010

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**
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**
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**
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**
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**
6. **C-09-22/23-583,** Tech Change*, is implementation of the **IP Agent Technology** without proper notification to the Union. **Status: Pending**
 - ***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.)

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***)
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***)
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
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
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
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
16. **C-09-00-130**, Inclement Weather – new Disciplinary Step Program **Status:** Not scheduled
17. **C-10-22/23-021**, 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

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

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

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