# Communications

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Via E-Mail

**Q-101**

April 9, 2020

TO: All CWA locals with legacy Qwest Members

FROM: Susie McAllister, Assistant to the VP

Lisa Avila, Administrative Director

SUBJECT: COVID-19 Updates

With everything changing daily we just wanted to give you an update on where we are at on several issues.

Safety:   We have continued to push the company hard in regards to a technician’s safety while working out in the field.  Due to those conversations and your efforts the company has modified the process for installation of services without having to enter a customer’s home.  The company conducted a trial last week in New Jersey on this new process along with some selected locations within D7. The company has finalized their COVID 19 Modified Technician Install Process for all markets and is covering technicians on the new process today and we have attached it for you to review

Metrics-Technicians in the field are being talked to about their L2S performance even though we are in a Pandemic and the technicians are working harder and longer hours to get the work done, and they are not able to complete an order due to COVID-19 concerns.  We have stressed to the company that they cannot hold technicians to a performance model while they are out in the field and doing work arounds which would normally take longer than a regular order/repair, and that they are doing everything they can to get the customer service without risking their own health to get the job done.  There has been some progress due to the extraordinary circumstances that our technicians are working under. We have been told that for March the company would be backing out any time for an order/repair that had to be no accessed due to COVID-19 reasons, and they are currently reviewing it for April. It is our stance that no one should be held to a performance standard that is out there doing the work under these circumstances, and If anyone is disciplined during this time we will fight it through the grievance process.

Tech Expectations- We are getting reports that the company is now rolling out their 2020 Tech Expectation guidelines and the timing of this has been very frustrating for the technicians who are out in the field trying to service our customers. We Know this feels like the company is putting pressure on the technicians to get covered and sign off on it, and we have advised the company that the Call out and standby duty policies that are in the document are in direct violation of our contract. We have advised the company that we want language put in there advising the LQ technicians that this does not apply to them, or they need to correct the document to reflect the provisions of the CBA. We don’t want any confusion with our technicians that are not assigned to carry the pager thinking that they are required to take their phones home and leave them on at night, or that they are on call 24x7. Technicians that are not assigned to carry a pager do not have to provide a secondary number to be called out.

Hazard Pay- They have made it very clear they do not want to pay hazard pay, we are working on a mobilization to put pressure on the Company and this is something that you can help us with.  In a Q letter sent out yesterday (Q-101) we told you about the next phase of the stimulus package COVID-19 Heros Fund that Congress is working which addresses hero pay for essential workers. Through mobilization and phone calls to our elected representatives we can make sure that Telecommunication employees are included in this very important stimulus package.  We need to turn up the heat every way we can, and we need to address this issue through our employer as well as our elected representatives to get this done.

Please let us know if you have any questions or concerns.

LA/vk opeiu30 afl-cio

Attachment

C: Staff