



Local 7200

**Self-Defense Plan
For QJD 2007**

Now is the time to act.....

Before you get fired!



CWA Local 7200 Officers and Union Stewards want to help you, but each of you needs to take some action to help yourself. QJD is here to stay! So, with the help of other Locals within the District, we have come up with the “**Self-defense Plan**”. If followed this Self-Defense Plan will afford you some level of protection from disciplinary action and will help build a strong defense if Qwest does take disciplinary action against you.

Please remember that QJD affects more than just the outside technicians, in some form or another, the majority of members are being measured. The inside members have been measured for many years and the Central Office Technicians will soon be measured starting with March 2007 results. I hope that when we deal with other union members in different departments within the Company that **everyone** respects that they are being measured as well.

Self-Defense Plan 2007

Personnel Records

Each member should make a request to see their personnel records. You have a contractual right to view your entire personnel file once every year. This request should be dated (and in writing), preferably by e-mail, and then present it to your immediate supervisor. A copy of this request should be given to your Local Union Steward. When viewing your personnel records, you should pay particular attention to any documentation concerning job performance, QJD repeat reports, or Customer Satisfaction Surveys. You should also ask for and retain copies of all documents related to these items. If you find anything in your records that you were not previously informed about, you should question your supervisor about it and notify your Local Union Steward about the issue.

The Company is contractually required to notify any employee before placing disciplinary documents in the employee's personnel file. Sometimes Management and the Union disagree about which documents are considered "disciplinary". Viewing your Personnel Records will ensure you that no disciplinary documents have been placed into your file without your knowledge.

Training

While viewing your Personnel records you should look into the training section to note what type of training the Company says you have received. If the Company record does not show that you have successfully completed the basic I&M Course, Cable Fault Locating, DSL Installation, or DSL Repair, you need to give your supervisor (in writing) a request to attend these training sessions as soon as possible. You should provide your Local Union with copies of all training requests.

The Company cannot reasonably expect you to satisfactorily perform a job unless you have been properly trained. It is your responsibility to request training that you feel could help you improve the performance of your job. **If any of your QJD measurements are below satisfactory or borderline, you should request further training in the appropriate area.** This request should be dated and (in writing) with a copy given to your Local Steward.

Coaching

Part of the PEP/DEVO Plan requires Supervisors to coach their employees on methods that should improve the employee's results. The 'riding exercise' you have seen over the past year, with a supervisor riding along all day with a technician is one of the Company's approaches to coaching. **If any of your QJD Measurements are below satisfactory or borderline, you should request coaching from your Supervisor.** This request should be dated and (in writing) with a copy given to your Local Union Steward.

You should take written notes of all coaching sessions concentrating on the recommendations your supervisor gives you for improvement. You should also ask your Supervisor for copies of any documentation they make during and after the coaching session. Copies of your notes and the Supervisor's documentation should be provided to your Local Union Steward.

It is the Company's responsibility to provide the necessary training you need to perform your job at a satisfactory level. Coaching is a part of the training process. Your Supervisor should be able to provide you with suggestions that will improve your performance. If the Supervisor cannot show you how to improve your performance to at least a satisfactory level, it would imply that the standards are unreasonable.

Lost Time

The Company's QJD measurements make no provisions for "lost time". Lost time includes: supplying your truck, fueling your truck, truck breakdowns, excessive travel time, time spent on "helping tickets", time spent on PNI'S, time spent calling customers, time spent waiting for work (when there is no job pre-assigned to you and you have to call for more work), time you spend because Tech Tad is slow or not working at all, time you spend on correcting service order assignment errors, time you spend changing or repairing cable facilities while working a service order, additional lines repaired not reported by the customer, and time you spend on hold with LRAC, Assignment, Business office, or waiting for a rover. You need to keep a log documenting all lost time because your lost time negatively affects your QDJ scores.

All of the "lost time" listed above is caused by either the Company or the customer (PNI). None of the lost time can be eliminated by the Technician, however the technician is held accountable for the lost time, thus affecting their QDJ score. The Company feels that all of above will average its way out during the course of a month. Inform you Local Union Steward about individual or crew lost time during the course of the workday, as each instance can be contested and should be taken into account when evaluating your performance each month.

Repeat Reports

Your Supervisor should be providing you with a copy of your "repeat reports" on a weekly basis. If you are not receiving these on a weekly basis, you need to notify your Union Steward.

You should keep copies of all repeat reports to compare the number you get with the number you're credited with on the QJD report each month. You should also (with the assistance of your supervisor) study each repeat report to determine the cause of the repeat and what could be done differently that would have prevented the repeat. After proper investigation, if you feel that there was nothing you could have done within reason to prevent the repeat, you should contact your Union Steward.

Repeat reports have a very detrimental affect on your QJD measurements. In the past, the Company contended that they allowed a "bogey" of, let's say 10%, because that 10% would make up for the uncontrollable repeats. The Company still does this when it comes to looking at the repeat reports part of QJD. The problem is that every repeat you are charged with reduces the number of completed jobs you are credited with by one. If you work 40 jobs and have a 10% repeat report rate, then you would only get credit for 36 jobs. Those 36 jobs are divided into your total payroll hours, total pots bucket, total Wafa hours, and unproductive time to get your total QJD measurement. What happened to the Company's "bogey"? If you get a "bogey" of 10% repeats then the first 10% should not be figured into your QJD measurement at all. The bottom line is, the Company is not giving you credit for the work you do because the majority of repeat reports are out of your control. The Company knows this but refuses to change the formula.

You need to ask your Supervisor for help in preventing repeat reports. You should make this request (in writing) and provide a copy to your Union Steward. Unjust repeats should be determined by each technician, Repeat percentages may not change, however the Company can view the information independently to assess an employee's performance over the course of a month. By assessing your repeats and challenging the decision to remove your credit for the work performed, you can establish a basis of unjust performance evaluation. Consider what was done on the original ticket and the code, or the repeat technician's cause for repair. All work should have a 12-step test - remember the Company paid a fortune for this testing ability to reduce all repeats. The Company has removed some codes, however our Local would like to see more done in this area. See attached sheet for the codes that are to be removed. **Please do not abuse these codes because we know and you know that the Company will remove them.**

Dear Fellow Members:

Many of you have been given the newest version of the QJD Plan by the Company. Funny it looks like the old version, but they did put the numbers into categories which tells the technician how good or bad they are doing. By putting the number into categories, the Company believes this will help the technicians improve. Our Local views this differently. We believe all this is doing is giving the Company justification to discipline the technicians in the bottom 30% as they did in the previous version of QJD.

One thing that did change was that some codes have been taken out. This will help some, but it won't stop all of the roadblocks. The Company will still assess you on an 8-hour day, giving you no credit for the administration work they require of you. They also would like to see you dispatched during your two 15-minute breaks even though you are not required to be productive during this time. Our Local believes this is YOUR time and you should not be dispatched on a customer initiated ticket during these times.

The Local has, on many occasions, approached Qwest Management about these concerns, letting them know the Local recommends that members not dispatch on a customer initiated ticket during these instances. This would allow us to follow the Code of Conduct and Federal Reporting Requirement to account for our activities accurately. Administrative work, Company initiated training, coverage and any other instances where the Company does not allow you to get credit for the task being performed should be categorized into the unproductive bucket.

By doing this, the Local will be able to assess the amount of Company generated polices that do not allow for productive work to be performed, but are essential to the daily Company procedures. This would allow our Local to show the roadblocks our members face each day, and would allow our Local to initiate dialog with the Company to review the metric associated with this plan, and the intent to remove the roadblocks to make each technician more productive during the course of their workday.

Included in this packet is the Self Defense Plan, QJD Statement, Repeat Codes that are to be excluded, and the Incidental Overtime Letter which we believe will give the members more information to better help defend against QJD 2007.

In Solidarity,



Dan Jerde
Area Vice President
CWA Local 7200

opeiu #12/ns

Individual Breakdown on Lost Time

Supplying & Fueling Your Truck

These are obviously necessary operations required by the Company, but count against you on your QJD scores. Although minimal time is spent on these tasks, it can add up over the course of a month. Evening refueling and restocking is suggested.

Truck Breakdowns

The technician cannot prevent this from happening. The truck belongs to the Company. Maintenance is a Company responsibility, but the technician is held accountable for any time lost due to a breakdown.

Meetings

The Company requires you to attend meetings, sometimes its a 5-10 minute meeting each morning between the crew and their Supervisor, sometimes its a meeting that lasts almost an hour. Whether categorized as unproductive time for not being dispatched on your first ticket or actual loss of productivity time by being dispatched, this time does count against your overall QJD measurement. Never refuse to attend a meeting, the Company is paying for you to be there, however if told to dispatch immediately, ask your supervisor the reason for requiring you to do so. Then speak to your Union Steward.

Excessive Time Travel

The Company assigns you work, you have no control over where that work is, but are held accountable for excessive travel time because it counts against your QJD scores. The Local encourages ALL technicians to record their daily mileage through daily time sheets and a personal logbook if assigned a DOT vehicle to utilize the DOT Daily Inspection Sheets for this task. Consistently high mileage routes should be prorated or given routines for the travel time. Record all days you are required to work outside your RCA or assigned area

Help Tickets

Sometimes the Company requires you to assist another employee on a job but you don't get any credit for the job, so the time spent doing what the Company requires you to do counts against your QJD scores. Request a message report from your supervisor for this. If you are refused, contact a Union Steward.

No Accesses

You have no control over the customer being present when you get to a job, but any time you spend on a "no access" job counts against your QJD scores. The Union will utilize your call ahead logs, and your cell phone records to justify that you attempted to contact the customer prior to and during the window assigned to them, or if the CBR is invalid .

Call Ahead Log

Call “aheads” should be accomplished within the 15-minute time frame allotted to technicians at the start of their shift. The Union’s position is that this type of administrative work has no category, therefore the technician should not be dispatched during this 15-minute time period.

No Work

It is the Company’s responsibility to keep enough work on your log to ensure that you don’t run out of work during the day. When you do run out of work, the time you spend calling to get more work counts against your QJD scores. Again, the Union’s position is that this type of administrative work has no job category therefore the technician should not be dispatched.

Tech Tad

The Company requires you to use the Tech Tad device and it is the Company’s responsibility to keep the device working properly. When it is slow or not working at all, you are penalized for the time lost in calling the help center, or even for having to return to the garage to receive another one. Again, the Union’s position is that this type of administrative work has no job category, and therefore the technician should not be dispatched.

Service Order Errors

It is the Company’s responsibility to issue correct service orders, but the time you are required to spend correcting errors counts against your QJD scores.

Defective Cable Facilities

The time allowed under QJD to complete a service order is based on the assumption that the cable facilities will be in good working order when you connect them. The time spent changing or repairing these facilities counts against your QJD Scores.

QJD

Below is a summary of the additional POTS and DSL Repair Ticket Disposition Codes which will be excluded from the POTS and DSL QJD Categories beginning in 2007.

POTS Repeat Calculation (Additional exclusions to those already in place) - 2007

REVISED RULES – Exclude the following Disposition Codes

- 05XX – LNP / Central Office / Frame / RCMAC / AIN / Database Driven Services
 - o *EXCEPT Tickets that have not been handed off.*
- 06XX – Customer of Record Action
 - o *EXCEPT 0651 – Request to cancel when tech has been dispatched.*
- 07XX – Test OK, Verify OK – No Field Visit
 - o *EXCEPT 0752 – Tech test next job and verifies ok with Customer*
- 08XX – Found OK In – No Field Visit
- 10XX – Referred to Other Departments / Referred Out
- 11XX – NON-Qwest or Abandoned Plant
- 1230, 1231 – Qwest Bill Trouble Isolation Charge
- 1240 – Qwest Bills TIC and Time & Materials
- 1250 – Qwest Bills Trip Charge and Time & Materials
- All Tickets associated with Cable Outage

DSL Repeat Calculation (Additional exclusions to those already in place) - 2007

REVISED RULES – Exclude the following Disposition Codes

- 87XX – Serving Bureau
- 89XX – IEC

Revs 2/20/07

2/19/07

Common int Note

CONFIDENTIAL

Disclose and distribute solely to employees of Qwest with a need to know.



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Cynthia Dorroh
Director - Labor Relations

LOTC 10

August 14, 2005

Mr. Leroy Christensen
Assistant to the Vice President
8085 East Prentice Avenue
Greenwood Village, Colorado 80111

RE: Incidental Overtime

Dear LeRoy,

Article 4, Section 4.6 of the parties' current collective bargaining agreement defines Incidental Overtime as follows:

"Incidental overtime is defined as the amount of overtime an employee needs to complete their final work assignment of the day. Examples would include employees clearing the queue and/or completing the ticket/order being worked on at the end of their normally scheduled tour. Incidental overtime will not exceed one (1) hour."

This letter provides additional information regarding the parties' agreement on what is and is not "incidental overtime" as that term is used in Article 4, Section 4.6.

1. In Local Network Operations, the "final work assignment of the day" means the ticket or order that an employee is working on at the time his or her regularly scheduled tour for that day ends.

For example, if an employee is scheduled to work 8:00 a.m. to 5:00 p.m. and starts a job at 4:55 p.m. that is completed at 5:30 p.m., that job is his or her "final work assignment of the day" because it is the job he or she was working on at 5:00. It does not matter when the ticket or order was added to his or her load for the day, e.g., whether it was in an initial load an employee was given at the garage or whether the ticket or order was added at some time during the scheduled tour.

2. Incidental overtime is the time required (up to one hour) for the employee to complete "the final work assignment of the day."
3. The "final work assignment of the day" does not include any ticket/order started after the time the employee's tour was scheduled to end that day even if such ticket/order would take less than one hour to complete.

For example, if an employee starts to work on order/ticket #6 at 5:15 p.m. and his tour that day was scheduled to end at 5:00 p.m., then any work completed on order/ticket #6 would not be Incidental Overtime because the technician did not start work on order/ticket #6 until after the time his tour was scheduled to end that day. Such overtime would either be voluntary or mandatory, depending on the circumstances.

4. The "final work assignment of the day" does not include any order/ticket loaded to an employee after the scheduled end of his or her tour that day.

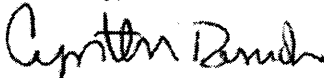
For example, if the LRAC loads order/ticket #6 to an employee's load at 5:15 p.m. on a day her tour was scheduled to end at 5:00 p.m., any work completed on order/ticket #6 would not be Incidental overtime, even if the order/ticket was completed prior to 6:00 p.m. This is because order/ticket #6 was not added to the employee's load until after the scheduled end of her tour that day. Such overtime would be either voluntary or mandatory, depending on the circumstances.

5. There is currently a difference of opinion between the Company and Union regarding whether Incidental Overtime includes the first hour of time worked on the "final work assignment of the day" even if it takes the employee more than one (1) hour to complete. The Company's position is that this first hour is Incidental Overtime even if completing the order takes more than one hour. The Union's position is that if it takes an employee more than one hour beyond the end time of his or her scheduled tour to complete the final work assignment of the day, then no portion of such overtime would be considered Incidental. The parties currently plan to arbitrate this dispute, and until the matter is resolved through settlement or arbitration, employees are required to adhere to the Company's interpretation in coding their time.

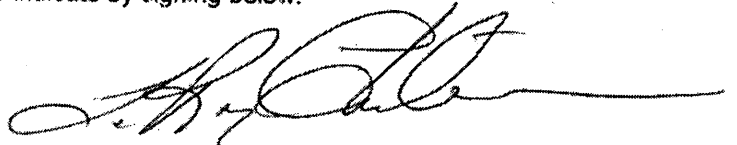
For example, if an employee begins to work on order/ticket #6 at 4:30 p.m. and his tour is scheduled to end at 5:00 p.m. that day, and if the employee does not complete order/ticket #6 until 6:30 p.m., then the work time from 5:00 p.m. until 6:00 p.m. should be coded as Incidental Overtime. The time from 6:00 p.m. until 6:30 p.m. would be either voluntary or mandatory overtime, depending on the circumstances.

If this letter correctly sets for our agreement, please indicate by signing below.

Sincerely,



Cynthia Dorroh
Director
Labor Relations



LeRoy Christensen
Assistant to the Vice President
Communications Workers of America

