

INSIDE SCOOP: DEAR MR. TREGEMBA CQUE LETTER

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<http://cwa7200.org/Avp's/Inside%20Plant.htm>

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SEE LETTER BELOW:

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January 08, 2008

Mr. Robert Tregemba
Qwest EVP-Network Operations
Network Services
1801 California St., Room 5200
Denver CO 80202-2658

Dear Mr. Tregemba:

CWA Local 7200 requests that Qwest Management make the following changes pertaining to the Central Office Quality and Efficiency (CQUE) Performance Plan that was implemented by Central Office Management on January 1, 2007:

1. Reduce the 30-day time frame that COTs/FAs are held responsible after circuits have been installed, tested, and accepted.

After the circuit has been installed, tested and accepted, the time frame after the due date that COTs are held responsible for the installed circuit should be 3 days or less or whenever the circuit has been accepted.

The unfairness of the 30-day time frame is causing too many problems for the Central Office frontline workers for management to keep such a CQUE policy in place.

2. Allow for "CQUE Exceptions" on CQUE hits that COTs/FAs receive that they were either not responsible for or were outside of their control. Once the COT/FA provides ample evidence to Central Office Management as to why they should not be held liable for a particular CQUE hit, Management should provide (in writing) a response back to indicate that the specific CQUE hit will not be held against them - **or give a reason why they are denying the COT/FA's request.**

3. Make sure there is adequate time allotted for Power COT routines so that the Company does its part to keep the workplaces safe in areas of high voltage.

4. Systematically inform COTs/FAs as soon as possible on all CQUE "quality" hits charged against them so that the COTs/FAs have adequate time to investigate the "guilty until proven innocent" charges against them.

5. Reduce the harshness of the CQUE system that is applied once a person is on a 3-month Developmental Plan. The idea that one "not meet" in a 3-month period finds a COT/FA on a CQUE Written Warning is excessive!

Mr. Robert Tregemba
EVP-Network Operations - Network Services
January 14, 2008
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Note: I did hear from local management in the month of December of 2007 that an adjustment was made to this aspect of the CQUE system by allowing COTs/FAs a break if they are clean for 2 months, but barely miss the 3rd month on the CQUE Developmental Plan. That's a good step, but Management needs to do more in order to address the unfairness of the CQUE system.

6. Address the issue of Central Office infrastructure differences that leads to some Central Offices being much more time-consuming when it comes to wiring circuits.

It is unfair to judge the downtown Minneapolis location with its multiple floors the same as a Central Office like Penn Avenue where it has just one frame. The multiple floor Central Offices add greatly to the time it takes to wire up and test circuits making the CQUE time standards unfair.

Thanks for your concern regarding this matter.

Respectfully,



Todd Erickson – AVP CWA Local 7200

c: Greg Perez - President CWA Local 7200
Cindy Danley - VP CWA Local 7200
Rena Coddington - VP Qwest
Lori Weaver - Director Qwest
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