

AREA LEVEL – JOINT CONFERENCE WITH LABOR
UNITS 13, 15, 22 & 33 GRIEVANCES

DATE: October 24, 2023
TIME: 9:00 A.M.
PLACE: 2124 Race Street, 2nd Floor, Philadelphia, PA

PRESENT FOR THE UNION:

Rich Dezzi - Eastern Region VP
Charlie Butz - Unit 13 President
Chris Wackerman - Unit 15 President
Joe Peruggia - Unit 22 President.
Mike Hennesey - Unit 33 Vice President

PRESENT FOR THE COMPANY:

Jeff Fallon - Sr. Mgr. Labor Rel.
Carla Radicioni - Sr.CLST(Via Phone)

AGENDA:

1. #ER-001-23 Violation of 2008 Fios Installation and Repair Work **PU**
2. #013-03-030-23 Myles Henderson – Violation of Exhibit A3.022 **CID**
3. #013-03-032-23 Clinton Handy – Violation of Letter on Page 59 **PU**
4. #013-03-033-23 Myles Henderson – Violation of Exhibit A3.022 **CID**
5. #015-02-023-23 Tom Kleinschmidt – Viol of 2008 Buried Loop Agree **Settled**
6. #015-02-024-23 Tom Kleinschmidt – Viol of 2008 Buried Loop Agree **Settled**
7. #015-02-025-23 Tom Kleinschmidt – Viol of 2008 Buried Loop Agree **Settled**
8. #015-02-026-23 Tom Kleinschmidt – Viol of 2008 Buried Loop Agree **CID PUA**
9. #015-02-027-23 George Graham – Viol of 2008 Buried Loop Agree **PU**
10. #015-03-002-23 Matt Higgins – Viol of 2008 Buried Loop Agree **PU**
11. #015-06-002-23 Brian Marynowitz – Viol of 2008 Buried Loop Agree **PU**
12. #015-06-003-23 Dave Dublin – Viol of 2008 Buried Loop Agreement **Settled**
13. #015-06-004-23 Brian Marynowitz – Viol of 2008 Buried Loop Agree **PU**
14. #015-06-005-23 Chris Wackerman – Viol of Letter on Page 59 **PC**
15. #022-03-010-23 William Wiley – Violation of Ltr on Page 59 **PU**
16. #022-03-016-23 William Wiley – Title Integrity **CID**
17. #022-03-017-23 Norristown Splicing Technicians, et al. Violation of A3 **CID**
18. #022-05-005-23 Jim Hartey – Violation of Article 17 **CID**
19. #022-05-006-23 Jim Hartey – Violation of Article 17 **CID**
20. #022-12-005-23 Jamie Musitano – Violation of Exhibit A3.022 **Settled**
21. #033-06-006-23 Cris Rice – Violation of A3.022 **PC**
 - #033-06-007-23 Brian Shonk – Violation of A3.022 **PC**
 - #033-06-008-23 Patrick Cleary – Violation of A3.022 **PC**
 - #033-06-009-23 Mike Hennessy – Violation of A3.022 **PC**

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1. #ER-001-23 Violation of 2008 Fios Installation and Repair Work:

Union: This has been ongoing, and we contend that there are jobs (FECO tickets) that have been utilized to circumvent the Services Tech title. We understand the FCSA has a role in helping the customer fix issues. We will be finished with the spreadsheet you provide in the near future and will hold this pending Union.

Off Record Discussion

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2. #013-03-030-23 Myles Henderson - Violation of Exhibit A3.022:

Union: We held this pending from our last meeting, do you have anything new?

Off Record Discussion

Union: After careful consideration we feel that Myles properly used the OT tool only to get bypassed on his NS Day and not be called in. He missed an opportunity to work, and this should have been cared for by his supervisor in real time. To settle this grievance, pay Myles Henderson 8 hours at the current overtime rate.

Company: The grievant was not bypassed because he failed to use the OT tool on the day in question. The grievance is denied.

Union: We charge the Company with violating Articles 2,8,39,40 and exhibit A3 and will close this in disagreement.

CLOSED IN DISAGREEMENT AT LABOR ON OCTOBER 24, 2023.

3. #013-03-032-23 Clinton Handy - Violation of Letter on Page 59 / Loan Letter:

Union: On Tuesday April 4, 2023, Clinton was loaned from the Germantown work center to the Orchard work center. Clinton was dispatched on an install which was jep'd and then sent back to Germantown, it looks like it was a 5G job, does this sound accurate?

Company: Yes, it was a 5G job out of the Davenport CO.

Union: Are there any Service Techs trained in 5G work out of Orchard?

Company: I don't know.

Union: Can you tell me why he was loaned out of his area only to be pulled back?

Company: I don't know that either.

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Union: Is it fair to say that dispatch decides to send someone out of area and then pull them back during the day?

Company: I am sure Capacity Management was involved.

Union: The job IFWPA10351230327 AT 1601 Windram Ave. do we know if it was ever completed?

Company: I am not sure.

Union: I am going to have to dive deeper into this and take pending on it today.

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4. #013-3-033-23 Myles Henderson - Violation of Exhibit A3.022:

Union: This grievance pertains to an incident on July 17, 2023. Myles made himself available to work overtime and a tech below him on the list worked 4 hours and Myles was not asked. Can you tell me why?

Company: There were two lists utilized that day, one paper and one electronic. Both techs had the same amount of hours year to date at 307 hours. Whoever used the list used the one where Antione Johnson was above Mr. Henderson.

Union: Is it the contention of the Company that they did nothing wrong and did not bypass Myles Henderson?

Company: No, our contention is that they had the same number of hours.

Off Record Discussion

Union: Our position is albeit a discrepancy between existed between the two techs, there are avenues available to settle this grievance without taking dispatch work out of the workload to settle this grievance and therefore bypassing someone else. Some ways to make Myles whole would be Hub Clean ups or possible job surveys etc. To settle this grievance, give Myles Henderson 4 hours of opportunity to do nonproductive work.

Company: The Company is not interested in giving nonproductive work to settle this. We will offer on a non-P&P basis 4 hours of opportunity to do productive work to be completed over the next 3 months.

Union: We will refuse to bypass other members to correct a Company mistake and refuse that offer as a settlement.

Company: Looking at the current overtime list from that admin group, the list is equalized, and the grievance is denied.

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Union: We will close this grievance in disagreement and charge the Company with Violating Articles 2,8,23,39,40,41, and exhibit A3.022.

CLOSED IN DISAGREEMENT AT LABOR ON OCTOBER 24, 2023.

5. #015-02-023-23 Tom Kleinschmidt - Violation of 2008 Buried Loop Agreement:

6. #015-02-024-23 Tom Kleinschmidt - Violation of 2008 Buried Loop Agreement:

7. #015-02-025-23 Tom Kleinschmidt - Violation of 2008 Buried Loop Agreement:

Union: This grievance pertains to contractors placing conduit at 10215 Decatur Street on job DQ0F82MY, 1115 Hendrix Street on job D1OE7M7S and 450 Jeans Street on job DQOF7KAS, do you have any details on these?

Company: I am aware of the issue here.

Off Record Discussion

Company: Without P&P, I will offer 2 hours pay for each instance for a total of 6 hours pay to Mr. Kleinschmidt to settle these 3 grievances.

Union: We accept that settlement at this step.

SETTLED AT LABOR ON OCTOBER 24, 2023.

8. #015-02-026-23 Tom Kleinschmidt - Violation of the 2008 Buried Loop Agreement:

Union: This grievance pertains to a job DQ0GTC8F, in which the “TECH SEE” app was used, and the customer was instructed to repair their own job, is this process still being used?

Company: Yes.

Union: Just to confirm this is a process where the customer calls in to Verizon and FCS agent handles the problem and a FECO ticket is created and if the agent cannot fix the problem a truck is rolled out, is that correct?

Company: Yes, that is the process.

Union: The calls into 800-VERIZON are part of a loop, meaning that they are not exclusive to Pennsylvania FSC agents?

Company: Yes, it is possible that someone in another state will take the call.

Union: If there is a FECO ticket then there would be no truck roll?

Company: More than likely there would be no need for a truck roll.

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Union: Our contention is that this process circumvents the Service Tech title. We believe there is an opportunity to send a Service Tech out to jobs where physical work needs to be done, to settle this grievance pay 2 hours to Tom Kleinschmidt.

Company: Part of the FCSA's responsibility is to assist customers with their issues. This grievance is denied.

Union: We will close this pending Union action and say the Company is in violation of the 2008 Buried Loop Agreement.

CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 10/24/2023.

9. #015-02-027-23 George Graham - Violation of 2008 Buried Loop Agreement:

Union: This grievance pertains to a dispatch at 3965 Rowena Street on DQ0GCUBU, where it was discovered that a contractor directly buried a loop with no conduit, are you aware of this?

Off Record Discussion

Union: We are going to hold this pending Union.

PENDING UNION AT LABOR ON OCTOBER 24, 2023.

10. #015-03-002-23 Matt Higgins - Violation of the 2008 Buried Loop Agreement:

Union: Matt was dispatched to 3066 Memphis Street on job DQ0FXAY0, upon arrival Matt was notified by the customer that they picked up an ONT at a Verizon location at 25 Snyder Ave. suite E3 in Philadelphia. Can you tell me how this could happen?

Company: I can only tell you that the Local Manager actually went out to that location and spoke to the store manager who informed him that they do not have or stock ONT's.

Off Record Discussion

Union: I am going to look into this further and hold this pending Union.

PENDING UNION AT LABOR ON OCTOBER 24, 2023.

11. #015-06-002-23 Brian Marynowitz - Violation of the 2008 Buried Loop Agreement:

Union: Brian was dispatched to 10879 Parlin Terrace on job N1176518707. He discovered that contractors directly buried the loop, do you have any information on this?

Company: Yes, the contractor did directly bury the loop as they are permitted to do so on Service orders.

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Union: Is there any chance that this was the 2nd attempt?

Company: No, there is nothing that indicates that.

Union: Pay 2 hours to settle this grievance.

Company: Even if it was a 2nd attempt it would not matter here, the Company is always permitted to directly bury service wire on installs, the grievance is denied.

Union: We will hold this pending Union.

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12. #015-06-003-23 Dave Dublin - Violation of the 2008 Buried Loop Agreement:

Union: Dave was dispatched to 7900 Bustleton Ave. on DQ0GCDA6 and found the contractor had directly buried a loop, are you aware?

Company: Yes, the contractor did direct bury the loop, without P&P I am willing to pay Mr. Dublin 2 hours to settle this.

Union: We find that offer acceptable.

SETTLED AT LABOR ON OCTOBER 24, 2023.

13. #015-06-004-23 Brian Marynowitz - Violation of the 2008 Buried Loop Agreement:

Union: Brian was dispatched to 11924 Glenfield Ave. on job N1179973315. He discovered that contractors direct buried the loop, do you have any information on this?

Company: I would refer you to number 11 on the agenda that we just heard regarding direct burying a service wire for an install.

Off Record Discussion

Union: We will also hold this pending Union as we gather information.

PENDING UNION AT LABOR ON OCTOBER 24, 2023.

14. #015-06-005-23 Chris Wackerman - Violation of Letter on page 59 / Loan Letter:

Union: This grievance pertains to the dispatching of a Splicing Technician on a Fios Service order PA11911316170. It is our understanding that the job was completed by tech 'LKH', is that correct?

Off Record Discussion

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Company: I am going to take a pending on this.

PENDING COMPANY AT LABOR ON OCTOBER 24, 2023.

15. #022-03-010-22 William Wiley - Violation of the Letter on page 59 / Loan Letter:

Union: Is the Company still loaning into the Norristown area?

Company: Yes.

Union: At our last meeting in which this was discussed, you said you were going to speak to someone, did that happen?

Company: I spoke to Hoover in the city.

Off Record Discussion

Union: I am going to hold this pending and see if anything has improved.

PENDING UNION AT LABOR ON OCTOBER 24, 2023.

16. #022-03-016-23 William Wiley - Title Integrity:

Union: This grievance pertains to title jurisdiction, where a System Tech is dispatched on a ZF ticket to remove equipment and complete a (zero fill / power down). This work had been historically done by a construction splicer, has something changed?

Company: Nothing has changed both titles are capable of doing this work per their job descriptions.

Union: Has there been an update to the M&P that changes processes?

Company: There was a communication sent out in May regarding ZF tickets, but other than that no.

Union: Has the System Tech job brief changed since April 1, 2020?

Company: Section 'J' of both job briefs state they can each Splicer and System tech do this work as a job task.

Off Record Discussion

Union: So, they are the same job family?

Company: Yes.

Union: Does the Company consider this a loan?

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Company: No, both job titles can do this work.

Union: We believe this is Splicing work. Can you reduce the number of undesirable tours Splicers are working on in Norristown?

Company: No.

Union: It is our contention that the Company is in violation of Articles 2,8,39,40 and the letter on page 33. We will close this in disagreement and reserve the right to grieve issue again.

CLOSED IN DISAGREEMENT AT LABOR ON OCTOBER 24, 2023.

17. #022-03-017-23 Norristown Splicing Technicians et. al. - Violation of Exhibit A3:

Union: This grievance pertains to errant phone calls being made by the Out of Hours Group to techs on vacation. On August 25, 2023, overtime callouts were made to Jenn Bentley, Mike Puleo, Bill Wiley and Glen Dean while all four were on vacation for that entire week, can you tell me why this keeps happening around here?

Company: No, I cannot.

Union: Thinking of the OOH group, does one person have a specific turf that they make callouts to?

Company: I don't think so.

Union: In an effort to satisfy this grievance and quell this from happening over and over again, pay these four grievants 2 hours callout pay and cease and desist this practice.

Company: There is no contractual violation, when the OOH group calls anyone, it does not require the Company to pay anyone. This grievance is denied.

Union: Maybe there isn't, and our issue isn't with the MA's performing the callouts, it's the company because they won't update the lists. We will close this in disagreement.

CLOSED IN DISAGREEMENT AT LABOR ON OCTOBER 24, 2023.

18. #022-05-005-23 James Hartey - Violation of Article 17:

19. #022-05-006-23 James Hartey - Violation of Article 17:

Union: These two grievances pertain to Verizon Business employees completing service orders C5FB33185 for circuit 11KFGS320011 and order C5FB34395 for circuit 11KFGS320285, in both instances a Canoga was installed, are you aware of this?

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Company: Yes, it is my understanding that this work was for Verizon Data Services, which is a former GTE subsidiary. On these types of circuits, it goes directly to a Verizon Business employee to complete.

Union: So, the Company views the Canoga as the handoff for these?

Company: Yes.

Off Record Discussion

Union: The System Tech title has been under attack by Verizon for the last 5 to 10 years, it has been reprehensible, and it does not follow the Verizon 2.0 that we keep hearing about. To settle this grievance, pay Jim Hartey 2 hours' pay for each order.

Company: This work is strictly Verizon Business work, and it has never been done by a System Tech in the past, this grievance is denied.

Union: We charge the Company with violating Articles 2,8,12,17,39,40, and 41 and will close this in disagreement.

CLOSED IN DISAGREEMENT AT LABOR ON OCTOBER 24, 2023.

20. #022-12-005-23 Jamie Musitano - Violation of Exhibit A3.022:

Union: This grievance pertains to Jamie not being asked in on his NS Day on Saturday August 5, 2023. He used the OT tool and was approved to work on Friday August 4, 2023, a day in which he was off from work. Per the rules when the OT tool was instituted, this should have necessitated a call from his supervisor informing him he was approved to work on August 5th. Why did this not happen?

Company: He could have called his supervisor to see if he was being asked in also in this instance. Without P&P I will offer him 8 hours of opportunity to work overtime to be completed over the next 4 months.

Union: We will accept that settlement.

SETTLED AT LABOR ON OCTOBER 24, 2023.

21. #033-06-006-23 Chris Rice - Violation of Exhibit A3.022:

21. #033-06-007-23 Brian Shonk - Violation of Exhibit A3.022:

21. #033-06-008-23 Pat Cleary - Violation of Exhibit A3.022:

21. #033-06-009-23 Mike Hennesy - Violation of Exhibit A3.022:

Union: These 4 Splicing Technicians were all bypassed for overtime in the month of July. The Company initiated an Article 39 reorganization in May to create one administrative list for all

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Splicers, but overtime administration has not followed the parameters set forth by the Company during the Article 39 discussions, can you tell me why this is happening?

Off Record Discussion

Company: I am going to take a pending on this and have a conversation with the Operations Director Brian Banks on this matter.

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Respectfully Submitted,
Joseph Peruggia Unit 22 President