



**CEP Atlantic Communications Council
Membership Bulletin
November 24, 2005**

Just a few weeks ago, Aliant declared "Employee Appreciation Week". This was a feeble effort on the company's part to make us feel appreciated by buying cake, sending us e-mail and posting customer comments that heralded the great customer service provided by Aliant employees. What was that all about? The actual extent of the company's appreciation is certainly apparent now. Last week, notice was served to 164 members who work in Trouble Resolution, Mobility Helpdesk and Internet Helpdesk that their regular full time positions will be contracted out to a "trusted external vendor". That leaves these employees without a job and they must be placed in other areas of the company. They aren't feeling very appreciated right now.

The week previous to this announcement, the union met with the company for a regularly scheduled consultative meeting where there were many specific examples voiced to the company of deplorable customer service by contractors. Obviously, our discussion telling them that the customer service provided by contractors is sub-standard, fell on deaf ears. They just don't seem to care about providing excellent customer service, as they claim.

Our collective agreement doesn't offer any protection from this assault on our jobs therefore we have to resort to other methods to make the company wake up and increase the public's awareness of the situation. There was media attention to this issue last week, which brought the concerns of the union into the public eye. We need to keep in the forefront that customers are being adversely affected by the decisions and changes being made by Aliant. As members, we all have a responsibility to protect good customer service and our jobs. These are not the first jobs the company has contracted out. There are numerous examples over the past year...Outbound Contact Centre, Light Construction, Overflow for Operator Services, Spec Writing, 811 Billing Inquiries, Payphone, Drop Cuts, COEI and some Network, CST and BST work.

Enough is Enough!! We have to be heard! It's really simple

SPREAD THE WORD....That's the first thing. We **ALL** have to adhere to the following course of action to get Aliant's attention. Then, ask your family and friends to do the same.

DON'T SUBSCRIBE TO E-BILLING OR OTHER METHODS OF SELF SERVICE ...

As you all know, the company has launched a campaign with prizes to entice employees to subscribe to e-billing. If enough customers subscribe to this method of billing, it will no doubt translate into more lost jobs. Free Aliant services for one person for 25 years and a few computers is a small price for the company to pay in exchange for paying wages and benefits for long term employees. However, it is a big price for the people who lose their jobs because of it.

Save jobs...don't subscribe!

DEMAND TO SPEAK TO AN ALIANT EMPLOYEE IN YOUR PROVINCE...

When calling for services ask if you are speaking with an Aliant employee. If the answer is no, **demand** to receive service from a properly trained, professional Aliant employee.

DON'T GO TO DEALERS FOR SERVICE OR BILL PAYMENTS....

Call Aliant for services and where available, go to an Aliant phone store that has unionized members for bill payments.

DON'T GO TO aliant.net TO PLACE ORDERS....

just pick up the phone and call. It is a better experience to talk to a live person than to order on-line.

COMPLAIN....

If you have a bad experience with a contractor, complain to senior management. If Directors receive calls from irate customers everyday, they may rethink their contracting out strategy.

TELL THE CRTC....

Relay your bad customer service experience with a contractor to the CRTC. Mailing address is CRTC, Ottawa, Ontario, K1A 0N2; e-mail www.crtc.gc.ca ; telephone toll free: 1-877-249-2782

There are a few other things Front Line Customer Facing members can do....

- **DOCUMENT CUSTOMER COMPLAINTS....**Write down the nature of the complaints you receive and pass them along to your union representative. We will present them to the company. Seeing all those complaints together and documented will have an impact.

- **MARKETING FEEDBACK FORM...**CSR's can use this method of giving your own feedback to management as well as the negative feedback you receive from customers about contractors.
- **DON'T VOLUNTEER TO WORK OVERTIME FOR THE PURPOSE OF KEYING DEALER ORDERS....**The collective agreement allows the company to schedule a maximum of eight hours of overtime in a scheduling period. Over and above that, overtime is **voluntary! This will be effective only if everyone sticks together so make your colleagues accountable when they are working overtime.**

This is the future of our jobs were talking about and we **ALL** have to do everything we can to save them. The company is going to continue to look for ways to contract out even further unless we prove to them that they aren't getting the value for their money. Today it's probably the person in the next group, tomorrow it could very well be you. **No one is safe!!!!**

We are also asking for support from other unions in the provinces by launching an appeal to them to adhere to our few simple steps. And it doesn't stop there.... We are planning other strategies, which will require further consideration from the Council, which hopefully we can make happen very soon.

*******Fight today, for our jobs tomorrow*******

In Solidarity,

Penny Fawcett	Noel Pauley
Chuck Rouse	Tom Retieffe
Mary Croke	Joyclin Coates

There's a Rat Trap in the House

Author: Unknown

A rat looked through a crack in the wall to see the farmer and his wife opening a package. What food might it contain? He was aghast to discover that it was a rat trap. Retreating to the farmyard the rat proclaimed the warning;

"There is a rat trap in the house, a rat trap in the house!"

The chicken clucked and scratched, raised her head and said, "Excuse me, Mr. Rat, I can tell this is of grave concern to you, but it is of no consequence to me. I cannot be bothered by it."

The rat turned to the pig and told him, "There is a rat trap in the house, a rat trap in the house!"

"I am so very sorry Mr. Rat," sympathized the pig, "but there is nothing I can do about it. Be assured that I will be thinking about your problem. Yea Right!"

The rat turned to the cow. She said, "Like wow, Mr. Rat. A rat trap. Now I'm scared. Duh?"

So the rat returned to the house, head down and dejected, to face the farmer's rat trap alone. That very night a sound was heard throughout the house, like the sound of a rat trap catching its prey.

The farmer's wife rushed to see what was caught. In the darkness, she did not see that it was a venomous snake whose tail the trap had caught. The snake bit the farmer's wife. The farmer rushed her to the hospital.

A few days later she returned home with a fever.

Now everyone knows you treat a fever with fresh chicken soup, so the farmer took his hatchet to the farmyard for the soup's main ingredient. His wife's sickness continued. Friends and neighbors came to sit with her around the clock. To feed them the farmer butchered the pig.

The farmer's wife did not get well. She died, and so many people came for her funeral that the farmer had the cow slaughtered to provide meat for all of them to eat.

So the next time you hear that someone is facing a problem and think that it does not concern you, remember that when there is a rat trap in the house, the whole farmyard is at risk.