

**Communications
Workers of America
AFL-CIO, CLC**

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DEX Media-04

June 6, 2005

TO: All CWA Locals with DEX Media Members
FROM: Louise Caddell, CWA/DEX Bargaining Agent
SUBJECT: LMC Meeting in Denver

**LMC Meeting in Denver
05.06.2005**

Company Team
Pat Bradford
Gary Gibson
Don Hamillton
Grant Walter

CWA Team
Louise Caddell
Lew Ellingson
Rose Fonter
Gladys Melton
Sandy Wick
Renee Jackson

Entitlement time: All employees should be using their entitlement time per the contract. No extension to using "Previous year time" past May 31st unless an exception has been granted by both the Company and the Union Bargaining Agents.

Sales Reps Using Quick Set: It is not mandatory for Sales Reps to create any ads for In-Column using Quick Set, or Display, or creating Web site design. This work is the work required to be performed by graphics/production bargaining unit members.

Commission Report: CWA continues to work with the Company on identifying Keystone and commission problems in order to provide workable solutions. This LMC meeting was primarily focused on Keystone and commissions issues. Until we can find mutual solutions Sales reps should be reviewing commissions and reporting discrepancies ASAP. If you are having difficulty reading and understanding your commission report please contact your supervisor for assistance. If you supervisor can not or will not assist you please notify Louise Caddell @ lcaddell@cwa-union.org.



Company Policies: There appears to be sporadic changes in Company Policies, or at least managers have been using the “policy change” statement. Managers maybe choosing to enforce certain work expectations by attempting to declare these expectations to be a new or changed Company policy. If a manager cannot show you a written Company policy, it is not a policy.

Open Items from 2.16.05 LMC

- The meeting began with discussion on items still open from the previous LMC in February.

Louise presented two Information requests to Pat Bradford:

1. List of employees on the Company’s payroll as of April 29, 2005, as well as the current leased work list, due to the recent lay-off declaration.
2. Numerous items that relate to Keystone implementation.

- Sales Managers are currently undergoing training for developmental coaching of sales reps. Training will be complete by end of June 2005 • Operations managers will have training in the system.
- SPE is not currently being used to discipline on Sales performance, due to conversion problems. For Sales reps, Sonar is working to track customer flow and, some reps are being warned if not on customer flow.
- Conversion problems still an issue with BOTS & NISD; Company expects problems to continue into 2006.
- Additional blocked days to calendar after beginning of the year, appears to be a problem in every office. CWA team recommended that any new blocked days after the original solicitation be reviewed by the union rep in the department.
- If an employee has entitlement time the Company is obligated to have enough days on the vacation calendar to allow employees to use it.
- Managers have the ability to access entitlement information in order to provide each employee an accurate accounting of their entitlement time.

The CWA team introduced items of concern, along with suggestions/ recommendations to improve or correct the Keystone related problems employees are experiencing.

KEYSTONE ISSUES

- There are not enough SFA’s. SFA’s are unable to assist in timely manner. They support too many offices and are hard to reach.



The System is slow at times, and crashes/ lockups occur frequently. Reps are spending time re-entering info lost due to this problem.

- CWA team requested, as a temporary solution, that a SME position be established in every office to assist/train reps with Keystone order input, rather than sales reps spending enormous amounts of time attempting to enter an order or asking other sales reps for help.
- CWA team requested to have Order Analysts input complex orders. Company does allow some accounts to be worked by Order Analysts that are considered complex. No clear definition of how to define a complex order, would have to rely on sales reps for estimated time to work the order, or difficulty based on the amount of changes.
- CWA team recommended bringing back the Keystone Solution Center.
- Company team recommends having combined CWA/IBEW task force sales reps to review the TOP 15 Queries in an effort to speed up the resolution process.

COMMISSION ISSUES

- Commission Audit provided to the PNA was found to be deficient by the sales reps. CWA teams expectation of the report was “not what we asked for”. Gary Gibson shared that the audit report was provided to the company by AMDOCS at no cost.
- The Union provided the Company an example of a report for review in order to have AMDOCS program more information in the report for reps to reconcile their commissions.
- CWA team asked for feedback on the Commission training done by the company. Company will develop a feedback form for reps to fill out after training in the future. All offices will be trained, as soon as possible.
- CWA team asked for more support to sales reps on commission inquiries. Company believes that we have enough Analysts to handle problems and do not want more add headcount to the department. Company wants to fix the commission system.
- Gary Gibson shared the upcoming customizations to Keystone if budget approval is received. Company plans to have a web based training tool on commissions in the future.



- CWA team urged the Company team to make the current sales commission reports more detailed to give reps a better idea of correct pay, at the package level.

DEX CLICKS ISSUES

- Problems with Interland customer service, and poor quality on web site design were addressed by the CWA team. Company had already contacted Interland and addressed many of the problems raised by CWA.
- CWA team provided examples of sites poorly designed and the Company team agreed to address any specific issues brought forward.
- Louise stated that the poor quality of the product and unprofessional service provided by Interland only damages the DEX brand name to DEX customers. This could put other DEX products in jeopardy.
- The CWA team brought forward examples of the follow on channel using DEX reps name to gain access to customers and accounts being contacted by the follow on channel prior to the account being closed by a sales rep. CWA requested that these issues be investigated by the Company. If these allegations are proven to be true the Union demanded the Company cease and desist providing this information to the follow on channel.

CWA recommended that the Company consider segmenting customers' accounts. CWA stressed the advantage of segmenting certain types of accounts in order to identify accounts that would best be left solely in the Company for the Sales rep to continue to contact. Company team agreed to look at possible remedies to segment accounts and label as "NO Contact "by the follow on channel.

- CWA raised for discussion the Company's current punitive practice of Mandatory Saturdays for not obtaining DEX Clicks quotas.

The next LMC Meeting is set for Sept 15 & 16, 2005, in Denver.

LC:fm opeiu5 afl-cio

C: District 7 staff

