



Diane Bradley  
Labor Relations  
Assistant Vice President

June 15, 2010

Mr. Ralph V. Maly Jr., Vice President  
Communications Workers of America  
501 Third Street NW  
2<sup>nd</sup> Floor  
Washington, DC 20001

Dear Ralph,

This is to advise you that Worldwide Customer Service, Customer Information Services, Global Network Operations and Information Technology, and Operations will be offering VTP on June 15, 2010. The attached file will list the titles, locations and cap information. This VTP information is preliminary and not all-inclusive.

Regards,

**Diane Bradley**

cc: L. J. Smith

Impacted Titles:

**June 15, 2010 VTP Appendix A**  
**Worldwide Customer Service (BK)**

Union	FAR	BU	GCA	City	State(s)	Job Title Description	Job Title Code	Full time/ Part time	VTP Cap
CWA	1	BK	105	White Plains	NY	Communication Technician	0123	FT	3
CWA	1	BK	178	Richmond	VA	Communication Technician	0123	FT	3
CWA	2	BK	423	St. Louis	MO	Communication Technician	0123	FT	3
CWA	2	BK	503	Richardson	TX	Communication Technician	0123	FT	3
CWA	2	BK	522	Dallas	TX	Communication Technician	0123	FT	3
CWA	4	BK	825	Denver	CO	Communication Technician	0123	FT	3
CWA	2	BK	323	Atlanta	GA	Communications Technician	0123	FT	7
CWA	4	BK	771	Pleasanton	CA	Communications Technician	0123	FT	28
CWA	2	BK	323	Atlanta	GA	CSDG Assembler	5220	FT	3
CWA	4	BK	771	Pleasanton	CA	CSDG Assembler	5220	FT	15
CWA	2	BK	253	Birmingham	AL	CSSS	0018	FT	6
CWA	1	BK	083	Piscataway	NJ	Reports Clerk	2983	FT	11
CWA	2	BK	324	Alpharetta	GA	Reports Clerk	2983	FT	2
CWA	2	BK	323	Atlanta	GA	Senior Operations Clerk	0121	FT	1
CWA	4	BK	771	Pleasanton	CA	Senior Operations Clerk	0121	FT	4
CWA	4	BK	771	Pleasanton	CA	SOA	4634	FT	10
CWA	2	BK	323	Atlanta	GA	Special Operations Clerk	0022	FT	2
<b>TOTAL</b>									<b>107</b>

# June 15, 2010 VTP Appendix A

## Customer Information Services (CI)

Union	FAR	BU	GCA	City	State(s)	Job Title Description	Job Title Code	Full time/ Part time	VTP Cap
CWA	2	CI	303	Jacksonville	FL	Operator	2419	FT	6

**June 15, 2010 VTP Appendix A  
GNO & Information Technology**

Union	FAR	BU	GCA	City	State(s)	Job Title Description	Job Title Code	Full time/ Part time	VTP Cap
CWA	4	ND	825	Denver	CO	Communications Technician	0123	FT	10
CWA	1	ND	176	Middletown	VA	Computer Ntwk Assoc.III	9888	FT	1
CWA	2	ND	411	Kansas City	MO	Communications Technician	0123	FT	1
CWA	2	ND	292	Miami	FL	Network Technical Specialist	3421/3210	FT	1
CWA	2	ND	434	Raleigh	NC	Network Technical Specialist	3421/3210	FT	1
CWA	2	ND	437	Charlotte	NC	Network Technical Specialist	3421/3210	FT	1
CWA	2	ND	475	Columbia	SC	Network Technical Specialist	3421/3210	FT	2
CWA	1	ND	067	Fairhaven, MA Wakefield, RI Providence, RI	RI/MA	NTS/NTSG	3210/3421	FT	1
CWA	4	ND	825	Denver	CO	Special Operations Clerk	0022	FT	2

**TOTAL 20**

# June 15, 2010 VTP Appendix A

## Operations (OP)

Union	FAR	BU	GCA	City	State(s)	Job Title Description	Job Title Code	Full time/ Part time	VTP Cap
CWA	2	OP	301	Lake Mary	FL	Sr Data Processing Clerk	4505	FT	1