



Diane Bradley  
Labor Relations  
Assistant Vice President

September 17, 2010

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

Dear Ralph,

On Wednesday September 15, 2010 we advised you that Worldwide Customer Service, along with other would be announcing a surplus. This is to advise you that there is a reduction in the Surplus in this organization. There is no change to the titles that are impacted.

The titles impacted are attached.

(See list on next page)

Regards,

*Diane Bradley*

cc: L. J. Smith



Impacted Titles:

B/S CUSTOMER SERVICE PROVISIONING ENGINEER  
COMMUNICATIONS TECH  
CSDG ASSEMBLER  
CUSTOMER SALES & SERVICE SPECIALIST  
NETWORK ORDER ADMINISTRATOR  
SALES REPRESENTATIVE - C  
SENIOR OPERATIONS CLERK  
SENIOR RECORDS CLERK  
SERVICE ORDER ADMINISTRATOR  
SPECIAL OPERATIONS CLERK

## NMAP SURPLUS SUMMARY REPORT

FOR PERIOD: 09/15/2010 TO 09/15/2010

BUS UNIT:

| BU                          | ST CD | SURPLUS ID | SURP INIT | F UNION | DEC P | DEC DATE   | OFFPAY DATE | FAR FAA | JTCD | JOB DESCRIPTION              | WLOC     | GCA RCA | SITE CLOSE | SURPLUS OFFPAYDTE | SURP COUNT | ADJ COUNT |
|-----------------------------|-------|------------|-----------|---------|-------|------------|-------------|---------|------|------------------------------|----------|---------|------------|-------------------|------------|-----------|
| BK                          | DV    | C1BK111    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 1       | 3377 | SPECIAL REPORTS CLERK        | OKTNVAEA | 048     | NO         | 11/19/2010        | 1          | 1         |
| BK                          | DV    | C1BK112    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 1       | 0121 | SENIOR OPER. CLERK           | HMSQNJHS | 084     | YES        | 11/19/2010        | 2          | 2         |
| BK                          | DV    | C1BK113    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 1       | 0018 | CUSTOMER SALES & SER         | PITBPADG | 134     | NO         | 11/19/2010        | 41         | 19        |
| BK                          | DV    | C3BK083    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 3       | 0018 | CUSTOMER SALES & SER         | MPLSMNDF | 646     | YES        | 11/19/2010        | 37         | 37        |
| BK                          | DV    | C3BK084    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 3       | 9901 | NETWORK ORDER ADMINISTRATOR  | CHCGILCL | 551     | NO         | 11/19/2010        | 1          | 1         |
| BK                          | DV    | C3BK085    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 3       | 0121 | SENIOR OPER. CLERK           | CHCGILCL | 551     | NO         | 11/19/2010        | 1          | 1         |
| BK                          | DV    | P1BK013    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 1       | 0123 | COMMUNICATIONS TECH          | HMSQNJHS | 084     | YES        | 11/19/2010        | 11         | 11        |
| BK                          | DV    | P2BK019    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 2       | 0123 | COMMUNICATIONS TECH          | ATLNGACX | 323     | YES        | 11/19/2010        | 11         | 11        |
| BK                          | DV    | P4BK010    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 4       | 0123 | COMMUNICATIONS TECH          | DNVRCOFO | 825     | YES        | 11/19/2010        | 7          | 7         |
| <b>TOTAL FOR STATUS: DV</b> |       |            |           |         |       |            |             |         |      |                              |          |         |            |                   | <b>112</b> | <b>90</b> |
| <b>TOTAL FOR BU: BK</b>     |       |            |           |         |       |            |             |         |      |                              |          |         |            |                   | <b>112</b> | <b>90</b> |
| BR                          | DV    | C1BR284    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 1       | 0200 | GRAPHICS SPECIST             | BDMNNJ11 | 082     | NO         | 11/19/2010        | 1          | 1         |
| BR                          | DV    | C3BR134    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 3       | 2983 | REPORTS CLERK                | CLMDOH01 | 690     | NO         | 11/19/2010        | 1          | 1         |
| <b>TOTAL FOR STATUS: DV</b> |       |            |           |         |       |            |             |         |      |                              |          |         |            |                   | <b>2</b>   | <b>2</b>  |
| <b>TOTAL FOR BU: BR</b>     |       |            |           |         |       |            |             |         |      |                              |          |         |            |                   | <b>2</b>   | <b>2</b>  |
| CI                          | DV    | P2CI001    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 2       | 2419 | OPERATOR                     | JCVLFLHP | 303     | NO         | 11/19/2010        | 7          | 7         |
| <b>TOTAL FOR STATUS: DV</b> |       |            |           |         |       |            |             |         |      |                              |          |         |            |                   | <b>7</b>   | <b>7</b>  |
| <b>TOTAL FOR BU: CI</b>     |       |            |           |         |       |            |             |         |      |                              |          |         |            |                   | <b>7</b>   | <b>7</b>  |
| ND                          | DV    | C1ND164    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 1       | 0316 | BILLING CLERK                | OKTNVAEA | 048     | NO         | 11/19/2010        | 6          | 6         |
| ND                          | DV    | C2ND150    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 2       | 3210 | NETWORK TECHNICAL SPECIALIST | CHRLNCCA | 437     | NO         | 11/19/2010        | 1          | 1         |
| ND                          | DV    | C2ND151    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 2       | 9952 | NETWORK SECURITY REPRESENTAT | ATLNGARH | 323     | NO         | 11/19/2010        | 1          | 1         |
| ND                          | DV    | C3ND116    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 3       | 5007 | CREDIT REPRESENTATIVE        | PLMOMIFA | 625     | NO         | 11/19/2010        | 4          | 4         |
| <b>TOTAL FOR STATUS: DV</b> |       |            |           |         |       |            |             |         |      |                              |          |         |            |                   | <b>12</b>  | <b>12</b> |
| <b>TOTAL FOR BU: ND</b>     |       |            |           |         |       |            |             |         |      |                              |          |         |            |                   | <b>12</b>  | <b>12</b> |
| SB                          | DV    | C3SB004    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 3       | 2983 | REPORTS CLERK                | CLMDOH01 | 690     | YES        | 11/19/2010        | 3          | 3         |
| SB                          | DV    | C3SB005    | Y         | CWA     | F     | 09/15/2010 | 11/19/2010  | 3       | 0018 | CUSTOMER SALES & SER         | CLMDOH01 | 690     | YES        | 11/19/2010        | 92         | 92        |

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## NMAP SURPLUS SUMMARY REPORT

FOR PERIOD: 09/15/2010 TO 09/15/2010

BUS UNIT:

| ST | SURPLUS | SURP | F    | DEC   | OFFPAY | FAR  |      |     |      | GCA             | SITE | SURPLUS | SURP                 | ADJ       |       |       |
|----|---------|------|------|-------|--------|------|------|-----|------|-----------------|------|---------|----------------------|-----------|-------|-------|
| BU | CD      | ID   | INIT | UNION | P      | DATE | DATE | FAA | JTCD | JOB DESCRIPTION | WLOC | RCA     | CLOSE                | OFFPAYDTE | COUNT | COUNT |
|    |         |      |      |       |        |      |      |     |      |                 |      |         | TOTAL FOR STATUS: DV | 96        | 95    |       |
|    |         |      |      |       |        |      |      |     |      |                 |      |         | TOTAL FOR BU: SB     | 96        | 95    |       |
|    |         |      |      |       |        |      |      |     |      |                 |      |         | GRAND TOTAL          | 228       | 206   |       |



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Dear Ralph,

This is to advise you that Worldwide Customer Service, in conjunction with a reductions in the surplus will also be reducing the cap in their VTP that was announced on September 15, 2010. The attached file will list the titles, locations and revised cap information. This VTP information is preliminary and not all-inclusive.

Regards,

*Diane Bradley*

cc: L. J. Smith

September 15, 2010  
VTP Appendix A (All BU's)

| BU           | FAR | JTCD | JTCD Desc.            | GCA | City, State       | VTP CAP    |
|--------------|-----|------|-----------------------|-----|-------------------|------------|
| BK           | 1   | 0123 | COMM TECHS            | 048 | OAKTON, VA        | 15         |
| BK           | 1   | 0123 | COMM TECHS            | 101 | HUNTINGTON, NY    | 1          |
| BK           | 1   | 0123 | COMM TECHS            | 105 | WHITE PLAINS, NY  | 2          |
| BK           | 1   | 0123 | COMM TECHS            | 178 | RICHMOND, VA      | 2          |
| BK           | 2   | 0123 | COMM TECHS            | 253 | BIRMINGHAM, AL    | 6          |
| BK           | 2   | 0123 | COMM TECHS            | 423 | ST. LOUIS, MO     | 2          |
| BK           | 2   | 0123 | COMM TECHS            | 503 | RICHARDSON, TX    | 2          |
| BK           | 2   | 0123 | COMM TECHS            | 522 | DALLAS, TX        | 2          |
| BK           | 2   | 0123 | COMM TECHS            | 323 | ATLANTA, GA       | 11         |
| BK           | 4   | 0123 | COMM TECHS            | 825 | DENVER, CO        | 7          |
| BK           | 1   | 0018 | CSSS                  | 134 | PITTSBURGH, PA    | 19         |
| BK           | 3   | 0018 | CSSS                  | 646 | MINNEAPOLIS, MN   | 37         |
| BK           | 1   | 3377 | SPECIAL REPORTS CLERK | 048 | OAKTON, VA        | 1          |
| BK           | 2   | 9868 | CUSTOMER ENGINEER III | 438 | WINSTON-SALEM, NC | 1          |
| <b>TOTAL</b> |     |      |                       |     |                   | <b>108</b> |

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