



May/June Volume 86, Issue 3 2026

• COMMUNICATIONS WORKERS OF AMERICA AFL-CIO •
LOCAL 13000 NEWS
• THE UNION FOR THE INFORMATION AGE •

**Journal of
Local 13000
IN THIS ISSUE**

- Message from the President
- In Memoriam
- CWA's 81st Convention Rosie the Riveter Recipient
- CWA Local 13000 81st Convention Photos
- 81st Convention Veterans Committee Report – Eastern and Western Regions
- 81st Convention Safety Committee Report
- Western Region
- Eastern Region
- The Local Buzz
- Grey Matters
- CWA National Legislative Agenda
- How Artificial Intelligence is Impacting CWA Customer Service Professionals



Message from the President

Following our recent successful ratifications of contracts at Verizon, AT&T Mobility and Comcast the Local continues to move in a positive direction with growth all across the state. In Warrington County Firefighters voted overwhelmingly to join Local 13000 and gain a voice in the workplace. Congratulations to our organizer Justin Voelker on this successful campaign and to our newest members from Warrington County. The victory has garnered interest in the public sector in the area and the prospect of additional victories in the near future looks promising. We have received numerous calls about representation, and we will continue to explore these leads in hopes of growing our membership even more and providing these workers with a voice in their workplaces.



Additionally, the Local has been working on the merger with CWA Local 13571. Since the ratification of the Verizon contract this was the next step in the integration of these existing CWA members into our Local as this existing territory will eventually be migrated under the Local 13000 contract with Verizon beginning in 2027.

This merger represents not just a unification of two entities, but a powerful collaboration aimed at enhancing the strength, representation, and advocacy for all members. Together we stand committed to fostering an inclusive, supportive environment that empowers our workforce and honors our collective mission.

Included in this edition are some highlights from Local 13000's 81st Convention and a not so highlight about the closing and consolidation of a long-established Unit in Local 13000.

The Malvern work center was recently closed by Verizon, displacing all of the members who reported to that location. While the Local was not in favor of this decision due to its geographical location to service our customer and the impact it would have on our members, ultimately it was a company decision and Verizon decided to move forward with the closing of that work location.

Following this decision from the company, Unit 21 President Larry Windstein and Unit 23 President Duke McShane worked out an agreement under the guidance of Eastern Region Vice-President Rich Dezzi to merge into Unit 20 later this year to coincide with the Local triennial elections. While I am sure this was not a popular decision with some people, I want to personally thank all of reps and officers from the Unit's 21 and 23 who voted in favor of this merger. You made a difficult decision, but one that the Local believes is the correct decision under these circumstances.

In mid-May, our 81st Convention convened in Hershey PA. Delegates from across the state traveled to the sweetest place on earth to participate in this year's event. Local committees reported on the many activities that have occurred over the past 2 years, and multiple awards were announced recognizing the hard work and dedication from several individuals over this time. Take a moment to read the Veterans Committee report from this year's convention, included in this edition, which highlights some of the great support and volunteer work our members contribute time and time again for our Veterans.

Our Woman's Committee also presented our Local's "Rosie the Riveter" award at this Convention to Unit 34 Secretary Rachael Hyzenski, not only for her work

(continued on page 2)

Message from the President

(continued from page 1)

in unit 34, but also for the tremendous job she is doing as a member of our Local Political Action Team. Racheal as well as all of the members of our Political Action Team have been working hard all across the state and this in just one way for our Woman's Committee to recognize a woman who stands out. Our Local is so proud of Racheal and all of the members of the Political Action Team.

Finally, as I have said in many editions in the past while the summer season continues, take advantage of the opportunity to enjoy some quality vacation time with your family. Before you know it we will be celebrating Labor's holiday, and we will be wondering where all the time went.



James J. Gardler
President CWA Local 13000

IN MEMORIAM

Warren Henritz

Unit 33 Branch 06
Deceased May 4, 2026

Ralph A. Kacy Jr.

Unit 44 Branch 10
Deceased March 18, 2026

Christopher Hidalgo

Unit 21 Branch 01
Deceased April 27, 2026

Thomas W. Feth

Unit 41 Branch 02
Deceased March 26, 2026

Terrance Casey

Unit 23 Branch 06
Deceased May 04, 2026

George N. Paxinos

Unit 41 Branch 01
Deceased April 06, 2026

John E. McCormick

Unit 54 Branch 03
Deceased May 05, 2026



MEMBERS FROM UNIT 21 GATHERED FOR THE FINAL DAYS AT THE MALVERN WORK CENTER



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James J. Gardler, Editor Kalyn Hughes, Assistant Editor

WOMEN'S COMMITTEE
James Gardler (Moderator)
Jaytricia Tremel (Chair, Unit 111 President)
Dana Bialek (Secretary, Unit 54 President)
Megan Bach (Unit 211 President)
Lynn McCarthy (Unit 11 Vice President)



Women's View

CWA's 81st Convention Rosie the Riveter Recipient



I am writing today to nominate Rachel Hyzenski for the Rosie the Riveter Award. Rachel is on the Unit 34 Council as Secretary. Not only is she on her council but she is also active with the CWA Political Activist. This group requires 3 training sessions in Philadelphia, along with garage visits and meetings. Rachel is so passionate about the political cause that she drives 2 ½ to 3 hrs. to participate. The areas she covers for as a political activist is predominantly Red. Rachel attends these meeting knowing it will not always be friendly but her passion for the cause drives her in everything she does. I strongly recommend Rachel Hysenski for Rosie the Riveter.

Respectfully submitted

Lynn McCarthy
Unit 11 VP
CWA Political Activist

CWA Local 13000 81st Convention





81st Convention Veterans Committee Report – Eastern and Western Regions



This report represents the work and commitment of our members across both the Eastern and Western Regions.

Our partnership with the Valor Foundation has reached a new level this past year. Mark Baylis, President of the Valor Foundation, has extended his sincere gratitude to the members of CWA Local 13000 for your continued generosity and commitment.

In 2025, our members donated enough non-perishable food items to provide 7,056 meals for holiday meal programs serving veterans in need. In addition, we delivered truckloads of essential supplies—including coats, winter clothing, personal hygiene items, tents, backpacks, mats, and more—to support homeless and struggling veterans.

Through our “Blue Jeans for Valor” raffle, we were able to purchase and donate 120 brand-new pairs of jeans, directly benefiting veterans in need.

With the support of the Executive Board, we also launched a successful fundraiser featuring olive-colored T-shirts displaying both the CWA and Valor logos. More than 300 shirts were sold, with all proceeds donated directly to the Valor Foundation.

Recently, we were made aware of a disabled veteran at risk of losing his home due to financial hardship. A call went out to our Unit Presidents, and within just two weeks, we raised \$1,300 to help that individual stay in his home. That is what solidarity looks like.

Looking ahead, Valor has requested our assistance in relocating their food pantry to a new facility. This is a major undertaking, and we will be organizing volunteers in early summer to support that effort.

Under the guidance of the Veterans Committee, we have also expanded our internal structure by establishing a Unit-level committee in Unit 33. This group of 10 dedicated members meets quarterly to plan donation drives and volunteer opportunities. A driving force behind this effort is Brother

Dave Hargraves, a Marine Corps veteran from Unit 33, Branch 6, whose leadership, and commitment continue to inspire.

According to Mark Baylis, the members of CWA Local 13000 remain the primary source of donations and volunteers supporting the Valor Foundation—something we can all take pride in.

In addition to these efforts, we continued our annual initiative supporting veterans at the Pittsburgh VA Hospital—an effort that may seem simple on the surface but makes a real difference in the daily lives of the veterans receiving care. Clean, comfortable socks are one of the most requested and most needed items, especially for those facing extended stays or difficult conditions.

Because of your generosity, in 2025 we raised enough funds to purchase 1,296 pairs of socks—an increase of 400 pairs over the previous year. That is 1,296 small but meaningful reminders to our veterans that they are not forgotten.

And we are not stopping there. Collections for 2026 are already underway, and we have set an ambitious goal of reaching 2,500 pairs. With the continued support of our members, there is no doubt we can meet—and exceed—that goal.

The Veterans Committee remains committed to strengthening this partnership and continuing our mission to provide support, dignity, and care to veterans in need.

Because at the end of the day, supporting our veterans is not charity—it is our duty. And as long as there is a veteran in need, CWA Local 13000 will be there to answer the call. ■

Respectfully submitted,

CWA Local 13000 Veteran’s Committee

81st Convention Safety Committee Report



On behalf of the Safety Committee, we would like to welcome all Delegates and Guests to our 81st CWA Local 13000 Convention. This year's Safety Committee members are Unit 21 President- Larry Windstein, Unit 54 President- Dana Bialek and Local 13000 Executive Vice President- Jeff Reamer.

Over the course of the last two years since our previous convention, the committee has worked on numerous issues that have been brought to our attention by the Unit Councils, as well as, directly from membership. Those issues that pose an immediate threat to our membership are dealt with in real time through direct dealings with our committee members and the Director of Corporate Safety to be resolved. While others posing no immediate threat are placed on the agenda to be addressed at our scheduled joint Safety Committee meetings with the Company. The Committee has met face-to-face with the Company in six joint safety committee meetings since our last convention. The first of which was held in August of 2024. One of the major

topics discussed at that meeting was the Committee's ongoing 2-year push to have the Compass Voltage Detector Meter available to our membership. The Compass meter which has the capability to identify all live electrical current, unlike our existing 188a's that only recognizes that current if there is a fault, will in the Committee's opinion, prove to be a potentially lifesaving tool. The Committee is proud to announce that in the Fall of 2024, following the various trials that have occurred across the Verizon footprint from NY to Virginia, the Compass Meter was finally released and is now available to our membership. Additionally, in that meeting, discussions were held over another ongoing topic that has been consistently pushed by the Committee which is the issue of dielectric boots not being available due to budgetary cuts by the Company. The Committee is also proud to report that those boots were ultimately reinstated for ordering and as of the beginning of 2025, they are now available to our membership.

Over the course of the next several face-to-face meetings with the Company, the issues brought for discussion by the Union included the unsafe working conditions at the 2nd and Erie garage in Philadelphia, metal PPL poles being used in Harrisburg, new splicing box trucks arriving with unsafe ladder racks, new line trucks arriving with communication issues between the bucket and cab, we-link antennas in our space, the Company's plan to have our membership perform train the trainer roles surrounding the lead reclamation project, various unsafe conditions created by contractors, as well as, the Union continuing to push for more safety rodeos across the state.

The unsafe conditions at the 2nd and Erie garage resulted in a site visit and ride along by the Director of Corporate Safety who witnessed the multitude of needles and other drug paraphernalia that our membership are forced to deal with on a daily basis. The edict was then put out to our members they had the right to declare conditions unsafe to work in until those conditions were rectified regardless of the job. The metal PPL poles in Harrisburg were



deemed unsafe to climb and a bucket truck must be used in all cases. The new splicing box truck ladder rack issue was referred to Verizon's ergonomic department in Syracuse, NY and the issue still remains unresolved to date. The new line truck issue that effects communication between the bucket and the cab prompted a site visit from Corporate Safety and the committee to demonstrate the issue. It was determined that in these cases, individual tickets should be put in to motor vehicles to rectify the issue. The we-link antennas that were being installed in our space in Schuylkill Haven, PA were tested on site and it was determined that no radio frequencies were being emitted and they are one way receive only, therefore, deemed safe for our members to work around. When the Company announced it was going to utilize our membership to perform lead removal training in connection with the reclamation project, the committee brought it to the Company's attention that anyone performing lead removal training to employees must be certified as an instructor and that our members would not be performing this task unless they were sent to be certified. Corporate Safety looked into those claims brought by the Union and found them to be correct. The decision was then made by the Company that certain managers would be sent for the certification and then perform that training.

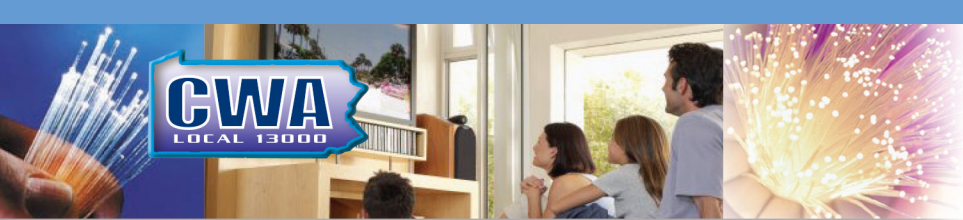
At the face-to-face Committee meeting held in February of 2025, it was officially announced that the Corporate Safety Director would be retiring at the end of March. The decision was made to forgo any future face-to-face meetings until his replacement was announced. The Committee's focus would be on addressing any imminent safety issues that needed to be addressed in real time until then. In September of 2025 a new Director was announced, a joint face-to-face meeting was then scheduled for October of 2025 in Harrisburg.

At that meeting in October, it was discovered that the Company's EH&S department removed the driver training portion from the curriculum for all new hires attending plant school. The Committee, recognizing the multitude of new hires that have gone through plant

school without that training, demanded the Company to identify those individuals and put a schedule together to care for the issue. The Union's position was the Company cannot hold those accountable for any driving policy until they have gone through that training; the Company concurred. That process was unfortunately delayed by the announcement of a Management RIF. In January of 2026, confirmation was received that EH&S had reinstated the driver training back into plant school effective January 1, 2026 and that driver training classes were in the process of being scheduled for all those untrained. At the face-to-face meeting held in March of 2026, a schedule was provided by the Company of a 6-hour driver training class that began in April of this year and is slotted to continue until all are trained. Also, in that meeting, the Union brought forward the issue of poles now arriving with the CAT Face at 10' rather than the usual 12'. Corporate safety researched and confirmed all pole below 55' will now be at 10' and those above 55' will be at 12'. Additionally, contractor issues brought to the Committee continue to be addressed with the Company, whether it is unsafe conditions caused by contractors connected to the lead reclamation project, incorrectly placed poles or plant or just working unsafe in general.

We continue to urge all of you to bring your safety concerns and report unsafe conditions to the immediate attention of the committee, regardless of your employer, in order to ensure our members are not subject to unsafe conditions. Our members' safety is more important than any job, productivity metric or budgetary issue. The only metric we are concerned with is ensuring that 100% of our membership work in a safe environment and return home to their families at the end of each workday. We look forward to working with all of you going forward. Stay Safe.

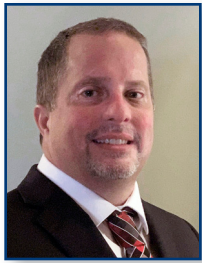
***In Solidarity,
Local 13000 Safety Committee***



WESTERN REGION UNIT PRESIDENTS

Unit 31	Mike Bowman	Unit 57	Bob Gourdie
Unit 32	Mike Reeder	Unit 59	Andy Miller
Unit 35	Anthony D'Angelo	Unit 101	Joseph Kopec
Unit 41	Justin Felt	Unit 103	Patrick Catalano
Unit 42	Vacant	Unit 111	Jaytricia Tremel
Unit 43	Vacant	Unit 115	Mark Onofrey
Unit 44	Shawn Langan	Unit 116	Larry Coyne
Unit 54	Dana Bialek	Unit 119	Jamie Fetterman
Unit 56	Dan Murphy		

Western Region



Summertime is here in the Western Region. Every member needs to remember to watch the temperatures outside; temperatures are already in the high 80's and low 90's and we need to remember to stay hydrated and stay cool for the next few months.

Since the last article there has been a lot going on. The Verizon contract was overwhelmingly ratified. Congratulations to all the members on a 4-year extension.

The Local also completed the AT&T Orange contract for mobility workers and cell tower technicians. This was a 4-year contract with increases of 5% for the first year and 3.25% for the other 3 remaining years, a \$1000 signing bonus, retro pay since bargaining went past the expiration of the contract, there were other increases for members that work from home (13500) and again another contract with no givebacks. Congratulations to our members on ratifying this contract.

The Unit 119 Comcast Alle-Kiski contract bargaining reached an agreement and ratified their new 3-year contract. This included every employee receiving an up-front increase and 2% every year for the 3 years of the new contract, increased maintenance on call/standby pay, changes to the temporary assignment, increased starting rates for new hires, we also have two new areas that are now covered by our members (Kittanning and Freeport) and best of all no givebacks! This was another contract that was overwhelmingly ratified. I would like to thank Unit 119 President Jamie Fetterman for his hard work and long hours to secure this contract.

Up next, we have the Consolidated (Fidium) ILEC contract Unit 54 branch 104 expiring September 30, 2026. We have a meeting on June 24, 2026, for this group and bargaining surveys will be done at this meeting. Make sure to attend so the bargaining team can understand what you are looking for in a new contract. As we get dates for bargaining, we will get it out to the membership.

All grievances have been heard with all companies. We do still have some that are company pending for answers and as usual when we are done with your grievance, we will send out a letter with the status of it to you.

There are a few other contracts that we have due this year. Comcast unit 116 South Hills is set to expire on November 6, 2026, and RS Bellco Federal Credit Union (the only union represented credit union in Pennsylvania by the way) whose contract is set to expire on December 31, 2026. If you see any of these members please give them your support through their bargaining.

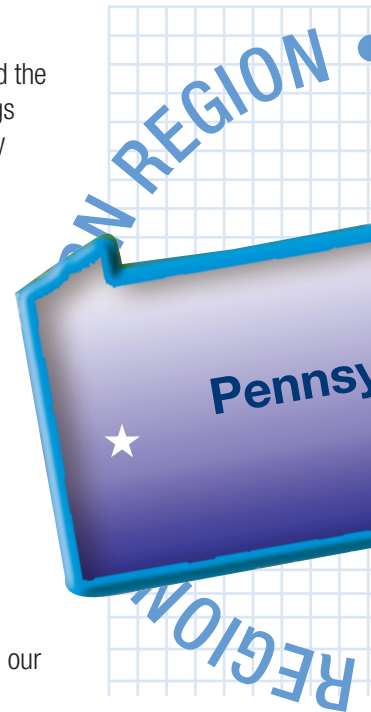
It was my honor and pleasure to have attended and speak to the delegation at our CWA Local 13000 81st Convention. It was great to see everyone from both sides of the state and discuss issues and concerns with everyone. This was my fourth convention as an Executive Board member.

On June 1, 2026, I was able to attend the CWA Legislative and Political meetings in Washington DC. We attended many discussions on AI in the workplace and heard from many senators and representatives, with discussions on all union topics. We also went to Capitol Hill to meet with some State Representatives from Pennsylvania; these were Democrats and Republicans that support our issues. This work is vital in making sure we keep our work in Pennsylvania and not in non-union areas or other countries. This is why making donations to our PAC fund is important so we can help our candidates win elections and keep all our members gainfully employed.

Lastly, I would like to thank all of you for your support over the last eight years. We have done some magnificent work together and I look forward to the future with all of you. ■

In Unity,

Gregg Bialek
Western Region Vice President



EASTERN REGION UNIT PRESIDENTS

Unit 1	George Balzer	Unit 23	Duke McShane
Unit 11	Jaime Schools	Unit 25	Dave Gain
Unit 13	Charlie Butz	Unit 33	Craig Brasten
Unit 14	Andrew Somvung	Unit 34	Daisy Ellerbee
Unit 15	Sean Beal	Unit 37	Dave Baker
Unit 21	Larry Windstein	Unit 211	Megan Bach
Unit 22	Joseph Peruggia		

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Eastern Region



Around the Region

The following is a portion of the Eastern Region Vice President's Report delivered to the delegates at the 81st Biennial Local Convention in Hershey Pa on May 14, 2026. The convention is a

Biennial event in which the committees established by the local are required to read the report to the delegates as a formal presentation.

The report began with me addressing the delegates and guests. I read out the grievance report from the Eastern Region, where I illustrated the grievances that were processed within the Eastern Region over the past two years since our last convention.

It was mentioned that the Eastern Region Office, along with the Unit Presidents, discussed and gave due consideration to every grievance filed by the membership, and feedback was provided to each grievant. The grievances that were advanced to the District 2-13 Office for arbitration consideration are being reviewed in early June by the District 2-13 Staff Representative. The primary purpose is to review each grievance to determine whether or not it will be scheduled for arbitration.

It was discussed that there were five terminations in AT&T over the last two years, one of which was reversed in Arbitration, where the arbitrator awarded full backpay to the grievant. I want to say that Unit Presidents Drew Somvung and Dave Baker collaborated to assist the Eastern Region Office and District 2-13 Staff Rep Chris Wackerman with enough evidence to warrant the decision to arbitrate and ultimately convince the arbitrator to award in the Union's favor.

There have been twelve terminations in Verizon since May 2024. Five of those members were brought back to the payroll through the grievance process. This was a result of the hard work done by their Unit Presidents.

As stated in previous articles, there is still an abundance of contract labor grievances being filed, and that is partly because the Company has increased in the past two years, with most of them being contractors doing OPT work. The efforts of Unit Presidents and their councils were instrumental in gathering information needed to make arguments on the Union's behalf.

Practically every instance involving the EVRC or FSC, whether it was work being done from a different state or a different department, the Unit Presidents in those departments addressed it in real time so that it was rectified.

Unit 21 and Unit 23 Councils have voted to merge and become the newly created Unit 20. This will take place before the upcoming triennial election in the fall, making the process much easier for everyone. This decision by the Units is not only selfless because it puts the members' concerns ahead of their own, but they also become more powerful when negotiating with the Company.

I want to wish each one of you a healthy and happy summer with your family and friends. The fact that there will not be a labor dispute between the two largest employers and the Union is a great reason to spend the summer with your family and friends.

If you have any questions, please contact your Union Representative or the Eastern Region Office at 215-561-1321. ■

In Unity,

Richard R. Dezzi
Eastern Region Vice President



The Local Buzz The Local Buzz The Local Buzz

2026 EXECUTIVE VICE PRESIDENT REPORT

To the 81st CWA Local 13000 Convention



I'd also like to start my report by welcoming all of you, the officers, delegates, and guests, to our 81st Local Convention. As in previous years, the topic of my report remains the same, Our Collective Bargaining.

I will, again, as in previous years, apologize ahead of time for the length of this report and for not going into great

detail for each. But we've had 14 rounds of bargaining since our last convention. So, without delay I'll get right into it.

If you recall at the time of our last convention, we had 2 open rounds of ongoing unresolved bargaining.

First, our newest Local 13000 members in Unit 11 at Fastmail, at least at that time they were our newest, were involved in bargaining for their first contract after winning their NLRB representation election. That bargaining, that began on March 18, 2024, continued through the balance of 2024 and on January 16, 2025, a milestone 2-year tentative agreement was reached on a first contract.

Second, our Unit 111 members at the American Red Cross started bargaining on April 9, 2024, via the Coalition of Labor Unions representing ARC members for a National Addendum Agreement, and I would be wrong if I didn't recognize her and her dedicated hard work throughout this process, was chaired by our own Unit 111 President Jaytricia Tremel. That bargaining continued into the Fall of 2024 and on November 4, 2024, a 4-year tentative agreement was reached.

Post Convention 2024, next up came our Unit 103 members at Windstream whose contracts were set to expire on September 30, 2024. Contract bargaining for all 4 of our Local 13000 contracts began on September 9, 2024. On September 20, 2024, 3-year Tentative agreements were reached at the table for all 4 contracts.

Moving into 2025, came our members at AVAYA who were previously living under a Company imposed contract since late fall 2024 when negotiations with the Company and the National CWA T&T office stalemated. After discussions with the Company, those negotiations again resumed in early 2025 under the jurisdiction of National CWA T&T office and in Mid-March of 2025 a tentative agreement was ultimately reached with the Company in bargaining.

Next up in 2025, our Unit 116 members at Comcast Corliss entered into bargaining on April 29, 2025, for their contract set to expire

on May 20, 2025. In true Comcast fashion, the Company fought us over every penny, but our bargaining team held steadfast in our goal to settle for nothing short of a fair contract and on December 10, 2025, a tentative agreement was reached in bargaining.

Roughly 1 month after the beginning of that Corliss bargaining began, the opening day of Verizon contract extension talks began on May 21, 2025. Those limited scope talks, aimed at securing contractual provisions that would result in an early contract extension of our contract that wasn't set to expire until August of 2026 lasted roughly 2 months. In Mid-July, when it became apparent that a path to a contract extension was not there, those talks broke down and ended. Our focus at Verizon then turned to the full-fledged contract bargaining that was set to occur in the summer of 2026.

Also in July of 2025, local bargaining for our new Wells Fargo members in Havertown, Pa began. The talks that began earlier in the year on a national level, in attempts to bargain a national contract for all the newly organized members at Wells Fargo across the entire country, ended when Wells Fargo announced it was not interested in bargaining a national contract. Notice was then sent by the CWA to Wells Fargo that we would be bargaining each of these individual branches locally. On July 9, 2025, Local bargaining began at our Local table for our members at the Havertown, Pa Branch, chaired by VP Dezzi. Those bargaining meetings have continued throughout the course of 2025 and into 2026 and the next scheduled bargaining meetings with the Company are slotted to occur next week.

On August 6, 2025, bargaining began for our members in Unit 25 Branch 11, after the required notice was sent under PA Act 195 in June of our intent to begin bargaining for a successor agreement with the Township for our membership covered under the Municipal contract at Newtown Township, whose contract was set to expire on December 31, 2025. After 4 months of bargaining a tentative agreement was reached on December 19, 2025.

Just 2 days after the onset of Newtown Bargaining in August, our newest Local 13000 members at PA United in Unit 41, began bargaining for their first Contract on August 8, 2025, after the Company voluntarily recognized representation without the need for an NLRB election. That bargaining, chaired by VP Bialek, went on for months and on October 25, 2025, a tentative agreement was ultimately reached on a milestone first contract that not only provided substantial wage increases, but also provided paid Company healthcare and retirement. Provisions that did not exist for these members prior to bargaining.

On September 3, 2025, bargaining began for our members at EveryAction/Bonterra for a new successor contract as their first



The Local Buzz The Local Buzz The Local Buzz

contract was bargained and ratified 3 years earlier and was slotted to expire on September 30, 2025. After that contract expiration came and went and multiple contract extensions were agreed to as bargaining continued, a tentative agreement was ultimately reached in late January of 2026.

That covers our bargaining from 2025 and brings us into present year 2026.

In early January of 2026, the 2nd round of Verizon contract extension talks began that catapulted President Gardler back to the Verizon Bargaining table, after a request was received from the Company in late December of 2025 requesting to enter yet again, into potential talks for a possible extension. The talks, which had a limited scope, and a definitive timeframe associated with them were extended multiple times as progress continued to be seen at the table. Ultimately on March 2, 2026, a 4-year tentative agreement was reached on an extension of our existing contract. Ratification ballots were then sent to the membership and after numerous contract explanation meetings were held across the entire State of PA for our local 13000 membership, on March 26th those ballots were tallied and the membership of Local 13000 voted overwhelmingly to ratify the agreement. All vote tallies from individual Locals were then sent to District 2-13 to be included in the count and on March 27th, the final vote count results were released that the membership of the VZ Locals comprising District 2-13, District 1, and the IBEW, voted to ratify the agreement.

Literally within a few days after those Verizon talks first began, came the opening day of bargaining on January 12, 2026, for our membership at AT&T Mobility covered by the Orange Contract that spans from New England to Hawaii that was set to expire on February 13, 2026. And after almost 4 months of what was at times, very contentious bargaining, included multiple short term contract extensions while bargaining continued and a multitude of mobilization efforts from the membership, a 4-year tentative agreement was reached on April 29, 2026. The agreement provides a retroactive 5% wage increase for our Wireless techs and our RSCs a retroactive 7% wage increase upon ratification as well as the best Healthcare plan in all of AT&T whether it be any of the Core contracts or the other 2 Mobility contracts in the south in terms of coverage levels and cost share. I've had the privilege of serving on this National Bargaining team for 4 straight contracts now and this is truly the best agreement that we've ever been able to secure for our membership. In Local 13000, three separate contract explanation meetings were held with the membership last week and ratification ballots are now out in the mail and slotted to be tallied on May 20, 2026. Those results will then be included in the full vote count across the country on May 22, 2026.

Also, in January of this year, bargaining began for our Unit 54 members at Consolidated Communication (CLEC) on January 20, 2026. After a few short days of productive bargaining, a tentative agreement was reached to merge those CLEC members into the CCI(ILEC) contract that is slotted to begin bargaining later this year and set to expire on September 30, 2026.

Last, but certainly not least, last week on May 6, 2026, marked the opening day of bargaining for our Unit 119 members at Comcast Alle-Kiski. This, as with all previous rounds with Comcast, will no doubt prove to be a knock down drag out bargaining. Our bargaining team is committed and solidified in our goal to fight and bargain and bring back nothing less than a fair contract for our membership. Bargaining is slotted to resume next week on May 18, 2026.

And.. That concludes our bargaining to date. As we look ahead this year there are 2 more rounds of bargaining ahead of us. One in November for Unit 115 at Comcast South Hills and one in Unit 54 at RS Bellco Credit Union that expires in December. I'd personally like to thank all of our bargaining team members over the last two years for their relentless dedication and hard work in ensuring our membership are presented with nothing less than fair contracts to vote on. A true testament to that is all the tentative agreements I've covered in my report that are not still open were ratified by the membership. Regardless of my role, whether it was serving as chair or bargaining committee member, it's been my honor to work with all of you.

In closing, I'd like to thank the rest of the Executive Board members for their hard work and dedication every day. Also, thanks to Mike Davis and the District 2-13 staff for all their support on the issues we face. Thanks also to the staff in all 3 of our Local offices. Lisa is here with us today. Say hello and thank you to her if you haven't already. She's running around making sure everything goes smoothly.

And last but certainly not least, thanks to all of you for your hard work and dedication in representing our membership. And for giving me the honor of standing up here for now 13 Local Conventions and continuing to work for you as your Executive Vice President. ■

That concludes my report.

Thank you and enjoy the rest of convention.

In Unity,

***Jeff Reamer
Executive Vice President
CWA Local 13000***

Grey Matters



Since this is memorial weekend it is a good time to highlight the work of the RMC and Local 13000 in regard to Veterans. I think we all agree that Veterans in this country these days are neglected and forgotten. Which as a country we should be ashamed of ourselves. So let

me highlight a few things being done to help Veterans. I will start with unit 33 (my old unit) because I am aware of their efforts. I will say that all units and RMC groups are involved in helping Veterans, which you should be applauded. Here are a few things being done in the Lehigh Valley Reading area:

Unit 33 and our Retired Members Council are working with former Marine Dave Hargraves (branch 6 member) Unit 33 President Vinny Brasten, and RMC 13033 member Rich Artis and 10 members on unit 33 Veterans committee to provide assistance to our Veterans through our relationship with a Local Veterans association Valor Foundation. Through their work with the Valor Foundation, they purchased 120 pairs of blue jeans, donated enough food for 7056 holiday meals, and 1296 pairs of socks and coats all for homeless Veterans. They also were able to raise \$1300 for a disabled Veteran so he did not lose his home. Valor Foundation President Mark Baylis has stated that Local 13000 members and its retirees are the primary source of donations and volunteers supporting the Valor

Foundation. Thank you everyone for your participation and support.

In Pittsburgh, all units and Deb Sutherland RMC Chapter 13359 and all RMCs continue to support the Pittsburgh VA hospital with donations of coats and socks. In RMC unit 13021/23 Kathy Massi and crew donated \$400 in food to Coatesville Veterans Hospital and continue to work with them.

This is just a small snapshot of the RMC'S and Local 13000 efforts to help Veterans and you all should be extremely proud. All of you keep up the good work this is something we can all get behind. God Bless all those who served.

*In Solidarity,
Mark Boehmer
District 2-13 RMC VP*



ATTENTION WESTERN REGION RETIREES

Hope all is well with you and your family. Want to invite all retired CWA members to join our club. We hold meetings every other month and have a guest speaker and a lunch. We welcome all retired CWA members and your spouse. We meet at the American Legion Post 82 located at 421 Jane St Carnegie. Our yearly dues are \$10. Please consider joining us and meeting new friends. Our next meeting is August 11th at 11:30am.

Hope to welcome new members.

Contacts:

Deb Sutherland
President-RMC
412-276-5455

Mary Ellen Voelker
412-915-8042



CWA National Legislative Agenda

Corporate Money In Politics – The growing influence of money in politics and widespread voter

suppression by state and local governments have made it harder for working families to have their voices heard. Many feel that Washington serves the interests of the rich and powerful, not everyday Americans. That’s why our CWA Legislative Political Action Teams in every district and our progressive allies are fighting for legislation that strengthens workers’ rights and curbs Wall Street’s destructive influence on our democracy.

Collective Bargaining Rights – Anti-worker politicians, backed by powerful corporate donors, have rigged the system to silence working people and dismantle our collective bargaining powers. CWA continues to stand up for workers in the United States and across the globe, and carries on the fight for the right of people everywhere to organize for fairer wages, benefits and working conditions.

Affordable High-Speed Internet for America – Universal, affordable access to high-speed Internet is essential for working people to connect to jobs, education, healthcare, and a better quality of life. CWA supports efforts to ensure that broadband investments support good union jobs and prioritize the buildout of reliable, high-quality fiber infrastructure—so no community is left behind. That includes ensuring high-quality customer service by keeping call center jobs here in the U.S. —not offshored by corporations that take public dollars, then ship those jobs overseas.

Lowering the Cost of Healthcare – The rising costs of healthcare is forcing working families to choose between meeting their basic needs and caring for their loved ones. CWA continues to advocate for legislation that will reduce the prices of prescription drugs, protect the healthcare plans of union workers and all working families, and expand access to affordable, high-quality care—so no one has to sacrifice their health or their family’s well-being to make ends meet.



PA DEMS State Committee meeting.
Newly reelected Chair Eugene DePasqualie, Vice Chair, and Northeast Caucus members.



How Artificial Intelligence is Impacting CWA Customer Service Professionals

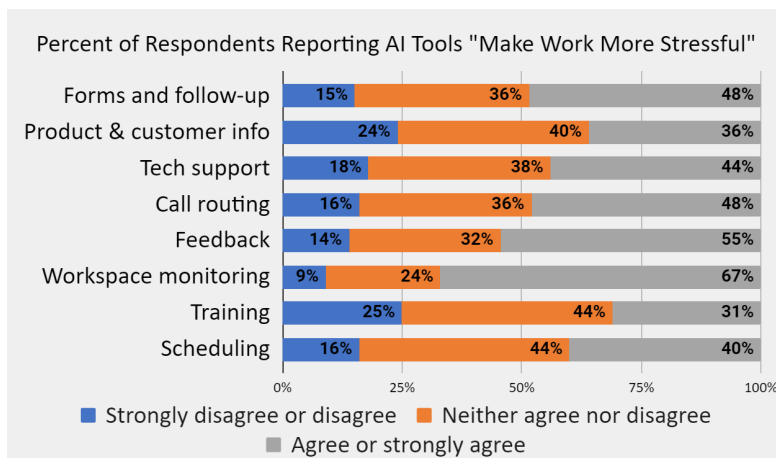
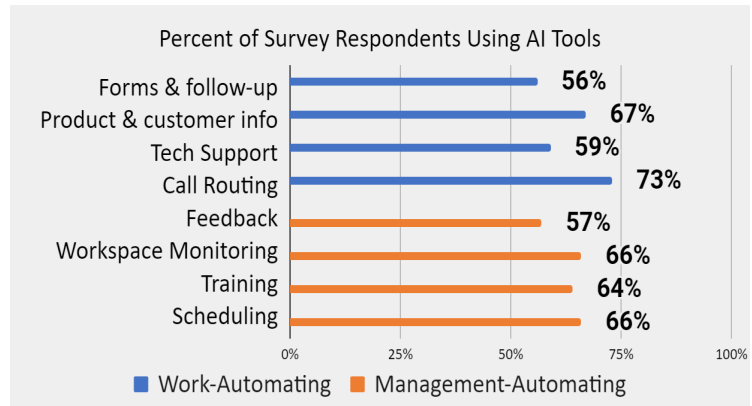
This factsheet highlights key findings from a survey of 2,891 CWA-represented call center employees conducted from December 2022 to January 2023 in collaboration with scholars at Cornell and McMaster University.

Respondents Report A Variety of AI Tools Used

Majorities of respondents reported that AI tools performing all of the functions covered in the survey were used in their workplace:

Management-Automating Functions: (1) Scheduling hours and breaks; (2) training and development; (3) workspace monitoring; and (4) feedback on voice tone, pace, and script or call content

Work-Automating Functions: (1) Routing calls based on fit or performance; (2) finding or fixing network or equipment faults; (3) finding product or customer information; and (4) filling-in online forms or follow ups



AI Monitoring and Feedback Increase Workplace Stress

Majorities of respondents felt that management-automating AI tools that provide automated feedback and monitoring do not make work more fair, easier, or interesting and do not improve customer service. Respondents felt that automated feedback and monitoring tools had a negative impact on stress in the workplace. Respondents' views of monitoring tools' impact on stress were 67% negative, 24% neutral, 9% positive, with similar views on tools used for feedback (55% negative, 32% neutral, and 14% positive).

Survey respondents were more favorable about AI tools that supplemented their work. For example, AI

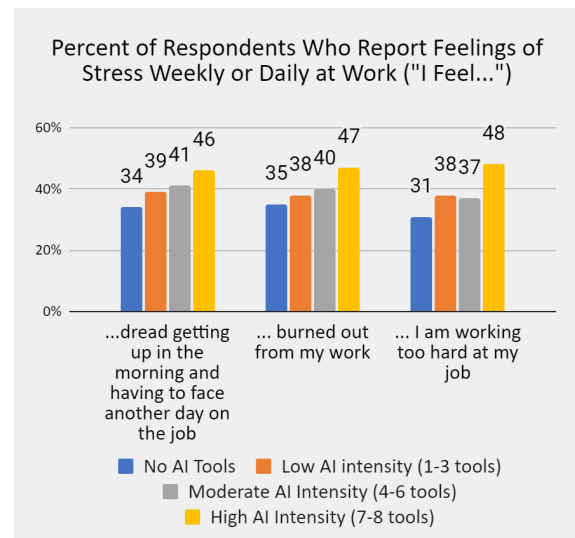
tools that find info during calls and support training were less likely to be associated with workplace stress. Majorities reported that AI tools that find information had a positive impact on customer service (53% positive, 26% neutral, 21% negative).

Higher AI Intensity is Associated with Decreased Employee Well-Being and Less Time Off Calls

"AI intensity" is a measure that captures the number of AI tools respondents report are used in their workplace. High intensity workplaces use the highest number of AI tools (7 – 8). Low intensity workplaces use the fewest (1 - 3), while some respondents report no tools in use. High AI intensity was reported by 14% of respondents, 32% reported moderate AI intensity, 42% reported low AI intensity, 12% reported no AI tools in use.

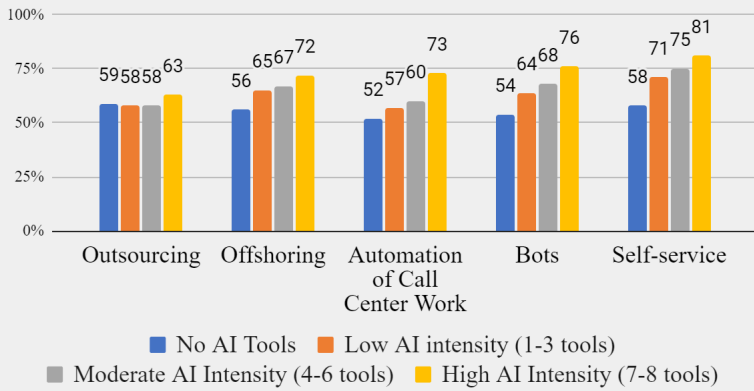
Higher AI intensity is associated with more customer abuse, lower job satisfaction and increased work intensity. As shown in this chart, self-reported stress and emotional exhaustion increase with AI intensity.

Higher AI intensity is also associated with less work time between calls, less paid break time, and more overtime. For example, those reporting high-intensity AI use average 48 minutes of closed key time per week as compared to 107 minutes reported by those who report no AI intensity.





Percent of Respondents Reporting Layoffs Somewhat or Very Likely As a Result of...



Higher AI Intensity is associated with increased monitoring and greater layoff fears

On average, those with high-intensity AI use report 6.3 monitoring tools in use, compared to 4.9 for those working without AI tools. Among respondents with high AI intensity, 80% report that voice interactions with customers are monitored often during the day or constantly.

Higher AI intensity is also associated with increased concern about future layoffs resulting from new technologies (automation and bots), self-service, outsourcing and offshoring.

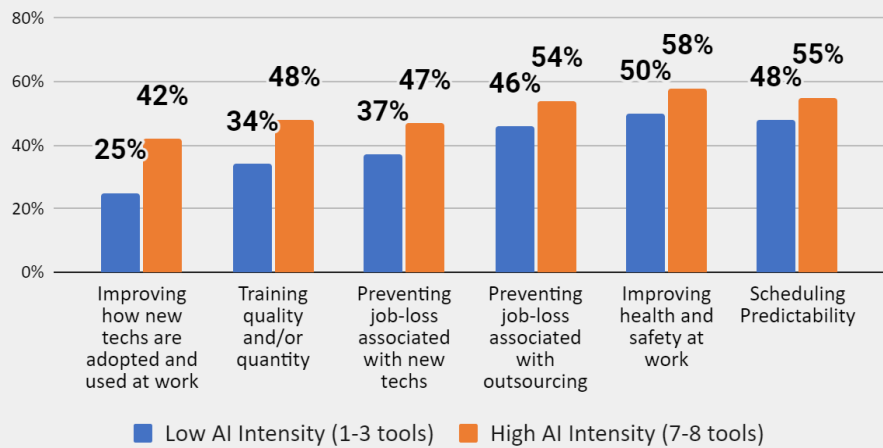
Union Efficacy and Protest Intentions

Across all issues, survey respondents with high AI intensity were either more likely or equally likely to report that the union's activities were somewhat or extremely helpful, when compared to respondents with low AI intensity. Respondents with high-intensity AI use were most likely to find union activities helpful in protection from discipline and unfair dismissal (62%), improving health and safety at work (58%), keeping schedules predictable (55%) and preventing job-loss from outsourcing (54%).

Across all levels of AI use, survey respondents report that the union is least helpful with improving how new technology is adopted at work (32%) and training quality and or quantity (28%).

AI intensity does not have a significant effect on respondents' willingness to protest. The majority of respondents report a willingness to protest across a range of issues, with issues of highest priority being: rights to work from home (79%); protections against abuse of electronic monitoring (76%); and protections of worker data and privacy (75%).

Percent Respondents Who Find Union's Activities 'somewhat or extremely helpful' by 'Low' and 'High' AI Intensity



Survey Findings: Key Takeaways

- AI tools that supplement agent work, specifically tools that assist in training and development and finding product or customer information, have the potential to improve call center jobs. Agents need a voice in the implementation of these technologies and control over how they're used in their day-to-day workflow.
- AI tools that automate management functions and limit worker discretion result in worse outcomes for respondents. Bargaining language should focus on protections against these systems and limiting their adoption.
- Existing contract language preventing abusive monitoring should be used to prevent the misuse of AI technologies, as increased monitoring enabled by these tools is associated with higher stress levels.
- Respondents are interested in mobilizing on issues related to work from home, abusive monitoring, and data privacy.
- Technology adoption that impacts working conditions is a mandatory subject of bargaining and unions should negotiate with employers over both the design and implementation of new technologies in the workplace.



Local 13000
www.cwa13000.org

CWA Brothers, Sisters, Retirees and Families:
**DOWNTOWN PITTSBURGH
LABOR DAY
PARADE**

September 7, 2026

➤ Shuttle bus service departs from Fairhaven Park • Andrews Shelter •
Kennedy Twp., PA 15136 @ 8:15 AM Sharp!
Gathering on Crawford Ave. (Above PPG Paints Arena) before 10:00 a.m.
Following the Parade:
CWA PICNIC @ FAIRHAVEN PARK till 3pm
Andrews Shelter (Lower Level)
Fairhaven Road – Kennedy Twp., PA, 15136

- Parade shirts will be distributed downtown at the start of the parade.
- One shirt per person - **MUST** be present.
- No shirts will be distributed after the parade.
- Pets must always be leashed as they are prohibited to run at large in Fairhaven Park.

Please contact your Local or
CWA Local 13000 Western Region office
412-429-9292

Fraternally, CWA Labor Day Parade Committee – Pittsburgh



SAVE THE DATE

39th Annual Tri-State
LABOR DAY
Parade & Family Celebration

Monday, September 7th
1301 S Columbus Blvd

