

BUSINESS MANAGERS REPORT

May 3, 2019

Aloha sisters and brothers!

We have had a few conference calls with IT&E leadership regarding our Collective Bargaining Agreement. Both sides have exchanged ideas and we continue to work towards a new agreement that is good for our members in the CNMI. It is unfortunate that we have not come to an early agreement and that is a direct result of IT&E's HR department not making our members a priority. Instead of responding to our requests in a timely manner, our requests went ignored for months showing that IT&E refused to put our members first. We will continue to bargain in good faith with IT&E leadership and show them that our members deserve to be treated fairly. While we continue to bargain, we have agreed to extend the current CBA until May 31st.

I met with President and General Manager John Komeiji and Chief Operating Officer Tom Simpson last month. One of the items we discussed was the contractors that are still being used to supplement our workforce in the field. COO Simpson did reaffirm that the direction is still to eliminate contractors and use contractors only in times of dire need. Vice President Ben Morgan has been cutting down on the amount of contractors and that in itself is progress, however it is not as quick as the IBEW and its members would like. I did mention that the perception of our techs in the field is that HT leaders are more accommodating and taking better care of its contractors than its own employees. That is disappointing to hear when we all know that our members are the ones that do better work, but get micromanaged and bullied throughout the week. I ask all of our field techs to let either a Steward or our union office know when your tickets or installs are being taken from you to be given to a contractor. I have brought this up to HT and its leaders but they say that no work is being taken away from our members. Please have the courage to do what is right and provide us with examples so we can point it out when it occurs. We need to come to work and continue the high quality work that our members provide to remind the company that we are the ones that the company should be appreciative of.

Another topic we talked about is the Universal Call Center initiative. COO Simpson did share his long term vision of having a top notch call center in the Pacific to not only help with providing superior customer service to the people of Hawaii, but also the possibility to provide that same superior service for all of Cincinnati Bell's customers throughout its footprint. By modernizing the way our reps interact with customers, our call center will

BUSINESS MANAGERS REPORT

May 3, 2019

help support the other call centers throughout the United States and be instrumental in his “follow the sun” model.

We did meet with Executive Director Mike Contreras and his team along with some of our stewards about what they envision the Universal Call Center being. It was a good meeting and we have another scheduled in May however I would like to remind our members that this concept is still in its early phases. While we continue to discuss this idea, please reach out to our office or a steward to voice any concerns or suggestions you may have.

I would like to thank Director Ipo Morris and Senior Manager Denise Kahakui for spending time with our Executive Board last month and sharing upcoming initiatives in their organizations. The open and honest communication between both sides is critical to being able to comprehend the vision and direction of Hawaiian Telcom.

A big mahalo goes out to International Representative Harold Dias, Jr for providing refresher training to the Executive Board and going over the responsibilities of each position. The two hour training was informative and a great way for the newly elected members to ask questions about their new responsibilities.

May 27th is Memorial Day, when we honor those who have died defending this great country of ours. Please take time to remember those who have made the ultimate sacrifice in order to protect the freedoms we all enjoy.

Thank you to all of our hard working mothers who put in a full 8 eight hours at work and another 16 hours at home because we all know that mom’s never have a day off. Have a happy Mother’s Day!

In Solidarity,



Troy Benevides

Business Manager/Financial Secretary