

## Important information for PSAC members

### What should you as a PSAC member do if you encounter a picket line on your way to work?

As per the PSAC picket line policy, "It is a union right and obligation of every member of the PSAC to respect the picket line established by a union of workers, and to not cross such a picket line unless permitted to do so by the union concerned."

If you encounter a picket line on your way to work, approach the picket line, ask for the picket captain and identify yourself as a PSAC member. Inform the picket captain that you are obligated to report to your regular place of work but would like to do so with respect and solidarity to the picket line. If you feel intimidated, or if you have any concern for your safety, you can always step away from the picket line and call your supervisor to advise him/her of the situation. Your manager must provide you with safe passage to your place of work.

### How can I show support for the Telecommunication Workers?

You can show your support for TWU members by walking the picket line with them outside of your normal working hours. You can also provide them with coffee, water, etc. Also, if they are picketing your building, it is probably because Telus has sent scab workers to do non-essential work at the request of someone in the building. To discourage this you can express your opinion to your colleagues and managers that you disapprove of non-essential requests for Telus service.

You can also do the following actions items to help save jobs and ensure good service from Telus:

**Call Telus** and cancel one or more of your special calling features (call waiting, call forwarding, voice mail, smart ring, call alert, call display). If you pay your phone bill through automatic deductions, you could cancel that and request a printed copy of your bill and pay by cheque.

To contact Telus and make changes to your special calling features, call them toll free at 310-2255 or go to [telus.com](http://telus.com).

**Call Telus Mobility** and make changes to your monthly cell phone plan. If you receive your Telus Mobility bill electronically, ask for it to be mailed to you instead. Cancel one or more of your special features, like call waiting, call forwarding, or call display.

To contact Telus Mobility, call them toll free at 1-866-558-2273 or go to [www.telusmobility.com](http://www.telusmobility.com).

If you've experienced poor service or long delays from Telus, **contact the CRTC** and register an official complaint. Two years ago, when the elimination of thousands of jobs led to poor customer service, it was the complaints of thousands of Telus customers like you that forced the CRTC to order Telus to act.

To contact the CRTC, visit [www.crtc.gc.ca](http://www.crtc.gc.ca) and click on 'Complaints and Inquiries' or call them toll free at 1-877-249-2782



[www.psacbc.com](http://www.psacbc.com)

## TELUS: Another Wrong Number

The Telecommunications Workers Union (TWU) has entered its fifth year without a revised, respectful Collective Agreement.

Negotiations began on November 1, 2000. Ever since then TELUS has refused to negotiate in a meaningful way. TELUS wants to take job security out of the Collective Agreement, which will give the company the freedom to move jobs out of Canada.

In January 2004, the Canada Industrial Relations Board ordered TELUS to offer binding arbitration to the Union. They said it was the only way for the parties to effectively reach a deal. In February 2005, the CIRB quashed its own order for binding arbitration, but upheld that TELUS had committed unfair labour practices.

TELUS then implemented a lockout against TWU members, effective April 25, 2005, suspending sections of the Collective Agreement but keeping the doors open.

TELUS has since turned down the Minister of Labour's offer for a special mediator to resolve this dispute.

TWU members continued to go to work until TELUS announced it would impose its offer effective July 22, 2005. The TWU set up picket lines on July 21, 2005, the day before the offer would have been forced on the membership.

CEO Darren Entwistle made \$6.55 million last year while nearly 13,700 workers have gone five years without a raise.

TELUS wants to take job security away from its employees.

Help TWU members stand up to TELUS' corporate greed. TELUS will continue to trample the rights of workers and customers unless you take action.



[www.anotherwrongnumber.com](http://www.anotherwrongnumber.com)