

WIRELESS WORKERS STATEMENT OF PRINCIPLE

We are a group of wireless workers at AT&T Mobility, Verizon Wireless and T-Mobile who have come together to demand better from our industry. We work in call centers and retail stores and as technicians.

We have found that no matter the company, our issues at work are often the same. As workers, we make our companies run, yet **we have all seen our pay, benefits, and working conditions get worse while our employers make more and more in profits.**

We put out this statement because we believe that we are all stronger together and in making these demands we want to keep our employers accountable. The wireless industry makes billions of dollars in profit per year. We are invested in making sure that this industry continues to be successful and that we are able to share in that success and work with dignity and respect.



RESPECT FOR EMPLOYEES AS PEOPLE & AS WORKERS

Management must respect our right to organize and speak out on the job. By joining together to advocate for better conditions we can ensure that management hear us and take us seriously. We need stability and peace of mind in order to do our best work.

SUPPORT, TRAINING, & COMMUNICATION WITH MANAGEMENT

We need the ability to provide feedback to the management team to improve accountability in our work groups. And we need worker advocates, including union representatives, at stores and call centers.

FAIR WAGES, COMMISSIONS, & BENEFITS

As our workloads have increased, our wages and benefits have not kept up. Workers need fair wages that reflect the cost of living, profit sharing, and fair commissions. All these things allow us to take care of our families and save for the future—even in cities where the cost of living is high.



HONESTY & INTEGRITY IN CUSTOMER RELATIONS

Sales and customer service are both essential to the customer experience. We should be able to work together to make sure customers are satisfied. But customer care must always be separate from sales, technical support, and billing issues to ensure the best outcomes.



IF YOU AGREE, ADD YOUR FIRST NAME TO THE GROWING LIST OF WIRELESS WORKERS AT WIRELESSWORKERSUNITED.ORG