



VIA E-MAIL

L – 013

September 5, 2019

To: All CWA T&T Local Presidents

Re: Customer Service Week of Action

Dear Local Presidents:

I am writing to ask for your participation in this year's CWA Customer Service Week of Action from October 7-11, 2019. For this year's action, the Customer Service Program is supporting CWA's [organizing campaign](#) at MAXIMUS call centers.

As trade unionists we understand the significance of having a voice at work. We have the ability to sit across from our employers and go to bat for our members. The call center workers at MAXIMUS also want this right.

Federally contracted customer service professionals at MAXIMUS are organizing with CWA to form a union. With wages as low as \$10.60 an hour, MAXIMUS workers are fighting for better pay and working conditions they deserve. But the company is conducting an anti-union campaign to try to scare workers from uniting for a voice on the job. We need your help to show our fellow customer service workers that we have their backs.

Over the course of the week of action, we are asking you show your solidarity with MAXIMUS workers and make it loud and clear that the customer service members of CWA are standing strong with MAXIMUS workers in their fight for good jobs and a union. Members can show their solidarity by signing a petition and by taking group photos and selfies with messages of support and solidarity.

For local unions that want to join in, please make sure to [register](#) for the Week of Action by September 13. Your local must register in order to receive a toolkit of materials and our tokens of appreciation, celebrating your contributions as customer service workers. Again, here is the [link to register](#).

Please reach out to Sara Walling with any questions: swalling@cwa-union.org

I thank you in advance for your participation.

RM:wrc
opeiu-2, afl-cio