



Organising and fight against outsourcing in the USA

■ UNI's Global Solidarity Action sticker was well in evidence across the United States in the organising efforts of the Communication Workers of America.

Organising wireless workers - and customer service professionals in particular - has long been a major priority for the CWA.

Over eight years the union has organised 17,000 workers at Cingular Wireless.

AT&T Wireless is now a major focus with CWU building a national network among workers there - who include 10,000 in customer service.

Verizon Wireless and T Mobile are also campaign targets.

■ The battle for quality service and quality jobs and challenging outsourcing are key to CWA policies in the sector. "Outsourcing is a major issue for us in UNI Telecom," says

UNI Telecom's World President Larry Cohen - from the CWA. In the USA it's already an issue in the up-coming presidential election.

■ More than 300 operators and customer service reps from the CWA got together in Fort Worth Texas for their first combined conference.

Telephone operators and service reps, airline reservation agents, newspaper ad sales workers and public employees found common ground in the challenges they face - including globalisation and the off-shoring of jobs.

UNI unions had an input in Texas - with speakers from CWU UK and the CPSU Australia.

■ A global study on customer service work by Cornell University in the USA and involving UNI is underway.

We're wearing our stickers in Croatia



UNI sent out 100,000 solidarity stickers for the campaign month. They were part of a strategy to underline the point that customer service workers worldwide face similar problems - and all need the help and protection of trade unions. Our photo shows members of the Croatian telecom union HST.