



IBEW 2213 NEWSBEAT

February 19th 2021

IN SOLIDARITY



Thursdays are for RED!! We invite you to showcase your solidarity as our very own Buffalo steward

Nicole Fairfax introduces

“ **Show us your Thursday RED**” you can send us your pictures via text, email or FB messenger to any steward or directly to

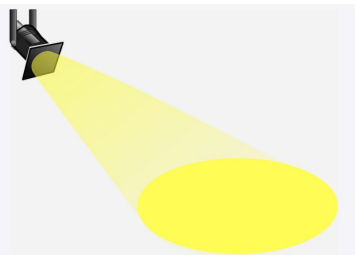
Nicole at : 716-553-3066 . Show us that smile in Red and you may be featured in one of our upcoming newsletters and Facebook page.

College can be expensive don't miss out on an opportunity to lighten the load !!

Our **IBEW 2213 SCHOLARSHIP**

Application deadline is 5/31/2021

Please submit those applications !!!



LOCAL IBEW 2213 NEWSBEAT !!!!

The **Regional Business Customer Care (RBBC)** is located in Utica, NY. They are responsible for billing issues with Verizon's Large Business Accounts. The representatives handle online customer service inquiries. The online group works in several systems but mainly Carrier Access Billing Systems(CABS) for all of the East which includes NY, NJ, PA, MA and DC.

The online representatives answer customer questions resolving customer billing issues and consultant claims. The ICRIS billing representatives work in OPTIX V5, which is a billing system for Verizon customers. Billing inquiries may include but are not limited to, billing address change orders (NSOP), issuing refunds and finding payments and billing claims.

We also have a group that supports Transparent Lan Service (TLS) for billing issues in Express Trak (ETRAK) and OPTIX V5. The Union Steward for this group is **Cindy Laino**.



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