



# IBEW 2213 NEWSBEAT

February 26th 2021

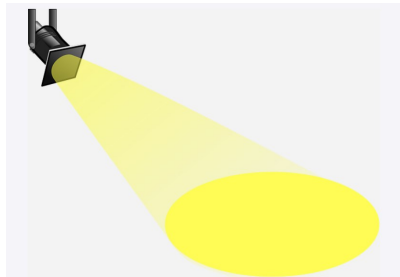
IN SOLIDARITY



Our monthly Unit meeting is going to be Monday March 1, 2021 @ 7:30pm please reply to Barb's email to receive the zoom link. There are some changes that Verizon is implementing immediately due to new legislation passed in New York State. We want you well informed on these changes.

**DON'T MISS THIS MEETING !!!**

**REMINDER !!!** Next Friday March 5th you may be receiving an Absence Lump Sum Payout ( please see your contract page 66 Article 44.06) The CPS Award will be included in your paychecks .



**LOCAL IBEW 2213 NEWS BEAT !!!**

Our month of "In the Spotlight" will close out with our Customer Service and Sales Center (CSSC). This group is located across our IBEW 2213 footprint in Binghamton, Buffalo, Elmira and Syracuse. The CSSC has a wide range of duties that include sales, billing, some financial issues as well as dealing with repairs to name a few.

The sales range from setting up new services, placing move orders and adding or upgrading existing services. The billing questions that we get can be easy explanations or very complicated system issues that we need to reach out to other departments to get resolved. We also assist with some repair calls whether it be trouble shooting set top boxes and router issues to resetting passwords for [verizon.com](http://verizon.com) and more.

The stewards for the Buffalo CSSC are Alicia Johnson, Nicole Fairfax, Louis Decarolis, Marvin Stallworth, and Tammy Robinson. In the Binghamton CSSC the steward is Monica Walter-Byrne, in Elmira the steward is Marisa Shoemaker, and in Syracuse the steward is Annette Goodnough.



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