



For Front-line managers only. Please do not print, post or distribute.

**TO:** T-Mobile Leaders  
**FROM:** T-Mobile Human Resources

Recently, paid organizers from a union called the Communications Workers of America have visited a number of our stores, call centers and regional business offices around the country. Feedback from our employees indicates that they are not interested in the union, that they are confused by many of its claims, and that they are annoyed by the interference.

If CWA organizers attempt to communicate with T-Mobile employees, managers should do the following:

- Inform employees that they think it is better for employees and managers to continue to engage in direct, one-to-one communication, rather than through a third party representative.
- Refresh their understanding of and enforce T-Mobile's no-solicitation and no-distribution policies which prohibit all third parties, including union organizers, from soliciting or distributing materials on T-Mobile premises.
- Require that any solicitation by employees be on their non-working time and that any distribution of written materials be confined to non-working time and non-working areas.
- Remind employees that T-Mobile's email system is for business use only, except for limited personal use, and may not be used for solicitation on behalf of unions or other outside organizations.
- Remind employees of their superior benefit package without having to pay union dues or be subject to the many other obligations of union membership.
- Tell employees they are not required to sign a union card and that if they are approached by a union organizer and asked to do so they have the right to say no.
- Inform employees that unions can make promises but cannot guarantee anything, and that collective bargaining could result in the loss of certain benefits.
- Inform employees that no union can require T-Mobile to provide better wages or benefits than it is already providing.
- Inform employees of any untrue or misleading statements made by union supporters and correct them.

To clear up any misconceptions that may have arisen from the most recent CWA communications, following are facts that managers can share with their teams:

- Any communication about "T-Union, a new union for T-Mobile workers" is not coming from T-Mobile but rather from the Communication Workers of America, a union that has been unable to interest T-Mobile employees in representation for years.

- T-Union is not sanctioned or endorsed by T-Mobile USA.
  - The existence of this organization does not change the relationship between T-Mobile USA and its employees in any way
  - T-Union does not represent any T-Mobile employees.
  - T-Mobile believes that management and employees work best together without a third party intermediary, where they can engage in direct, open and honest communication in an atmosphere of mutual trust, dignity and respect.
- CWA communications state that T-Mobile's employees in Germany have higher wages and better benefits and working conditions than T-Mobile USA employees because they are represented by the union. The truth is that comparisons should consider all aspects including the different laws, taxation, economies and work environments. T-Mobile's wages are highly competitive, our call centers are state of the art, we aggressively promote from within and we respond to the feedback from our employees with positive changes.
- The CWA's communications contain many statements that are not accurate under U.S. labor laws:
  - The communications claim that belonging to the union is free. But all unions charge dues.
  - The communications suggest that unionized employees cannot be "fired for any reason." But virtually all contracts recognize the employer's right to terminate employees and to otherwise manage the business.
  - The communications suggest that terms and conditions of employment are guaranteed. But all terms and conditions of employment are negotiable.
- The union is promising better job security for T-Mobile employees. In fact, T-Mobile has grown in headcount by more than 15,000 over the past five years through growth of our business, new stores and new call centers. And T-Mobile continues to grow. In the last year, the company filled non-entry jobs through internal promotions at a rate of 87.4 percent in Customer Service, 76 percent in Retail Sales, 72.1 percent in Engineering and 73.2 percent in Business Operations.
- By contrast, thousands of workers in the telecommunications industry who are represented by unions have been laid off, including Cingular employees represented by the CWA and workers at Deutsche Telekom.
- T-Mobile is firmly committed to being a great place to work. T-Mobile's values are the building blocks that allow us to accomplish that. Being a great place to work requires us to constantly focus on our employees, to recognize them, to value and reward them, to coach them and provide opportunities for advancement, and always to listen to them. The better we do at carrying out these responsibilities, the closer we'll get to making T-Mobile a Best Place to Work.

Please visit your learning plan for web-based training on this topic. If you are unable to locate the course, please contact your human resources generalist.