



# REVIEW COMMITTEE



# IBEW

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**RECEIVED JAN 31 1996**

INTERNATIONAL BROTHERHOOD OF  
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(510) 933-6060  
R.W. STALCUP, SECRETARY

**CASE CLOSED  
FILED & LOGGED**

MARGARET A. SHORT, CHAIRMAN

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

San Francisco Call Center Grievance No. SFO-95-51  
Fact Finding Committee No. 6183-95-200  
Pre-Review Committee File No. 2020  
Review Committee File No. 1794

**CAROL QUINNEY**  
Company Member  
Local Investigating Committee

**ERIC C. WOLFE**  
Union Member  
Local Investigating Committee

Subject of the Grievance:

This case concerns the discharge of a 14 year Service Representative for making threatening and harassing phone calls to a customer.

Facts of the Case:

On March 23, 1995, the grievant took a call from a customer concerning the customer's last bill. According to the customer, the grievant was indifferent to her concerns, became hostile, and refused when asked to connect the customer with a supervisor. The customer called the grievant a name and hung up. She then called a friend and while on the phone, the call waiting activated. She switched to the new caller and recognized the voice of the grievant who began to threaten and harass her. The customer again hung up.

While the customer was still on the phone, the call waiting feature again activated but this time she let the recorder pick up the call. It was the grievant again. During this third contact with the customer, the grievant made comments that were graphically sexual and racially derogatory. Additionally, grievant threatened to have the customer's service shut off and made statements that implicitly threatened the customer's personal safety. This final contact between the grievant and customer was recorded by the customer's answering machine. A transcript of the recording is included with the LIC Report.

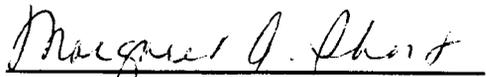
Discussion:

The Review Committee reviewed a verbatim transcription of the message recorded by the customer and agreed it was extremely inappropriate and that it included an implied threat of physical violence as well as a threat to cut off service. The importance of providing excellent customer service has been a consistent message since the formation of the Call Centers. The grievant, as are all Service Representatives, had been advised to pass on difficult or harassing calls to a supervisor and that there is a red button at each work station expressly for that purpose. The grievant chose not to do this but resorted to self-help.

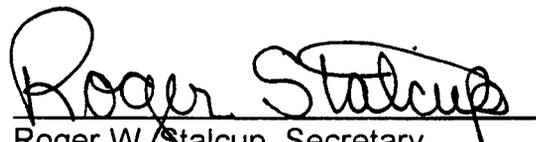
This case differs from others involving discipline for making inappropriate comments to customers in the vile nature of the comments, the implied threat of physical violence and the threat to disconnect service. Further, in this case, the grievant enlisted the aid of another employee to access the customer's records in an attempt to cover up her actions.

Decision:

Based on the facts of this case, the committee agrees that the discharge was for just and sufficient cause. This case is closed without adjustment.

  
\_\_\_\_\_  
Margaret A. Short, Chairman  
Review Committee

1/30/96  
Date

  
\_\_\_\_\_  
Roger W. Stalcup, Secretary  
Review Committee

1/30/96  
Date