

Statement of Sergio Salinas

As union of low-wage workers—janitors and security guards working in downtown buildings—we are outraged that a telecommunications giant like Qwest is asking its customers to subsidize its service failings. Our members depend upon their telephones for dispatch to work, and for coordination of their work teams. When their telephone service is interrupted, they pay for it with lost wages, or even with their jobs. Our members, many of whom are immigrants with little fluency in English, often tell us of their frustration with the poor quality of telephone service and their inability to have their complaints resolved. And given their language difficulties and the long, irregular hours they work, our members cannot easily research and switch to a more satisfactory provider. We ask that the Commission not terminate the Service Quality Agreement.

Sergio Salinas
President
Service Employees International Union Local 6