

New York State Office Of General Services  
Procurement Services Group  
Corning Tower Building  
Empire State Plaza  
Albany, New York 12242  
<http://www.ogs.state.ny.us>

## **PURCHASING MEMORANDUM**

### **GENERAL INFORMATION BULLETIN**

**NUMBER:** CL-701

**DATE:** August 11, 2008

**GROUP:** 77017 – Award 20268

Comprehensive Telecommunications Services

**PLEASE ADDRESS INQUIRIES TO:**

**STATE AGENCIES**

Donna McNeil  
Purchasing Officer I  
(518) 474-4579  
[Donna.mcneil@ogs.state.ny.us](mailto:Donna.mcneil@ogs.state.ny.us)

**OTHER AUTHORIZED USERS**

Customer Services  
(518) 474-6717  
[customer.services@ogs.state.ny.us](mailto:customer.services@ogs.state.ny.us)

**SUBJECT:** Verizon Strike Averted

**TO ALL STATE AGENCIES AND OTHERS AUTHORIZED TO USE STATE CONTRACTS:**

Verizon and the CWA and IBEW have reached a tentative 3 year agreement. The threat of a work stoppage is averted. Verizon customer service remains in a business as usual mode.

New York State Office Of General Services  
Procurement Services Group  
Corning Tower Building  
Empire State Plaza  
Albany, New York 12242  
<http://www.ogs.state.ny.us>

## PURCHASING MEMORANDUM

### GENERAL INFORMATION BULLETIN

**NUMBER:** CL-701

**DATE:** August 8, 2008

**GROUP:** 77017 – Award 20268

Comprehensive Telecommunications Services

**PLEASE ADDRESS INQUIRIES TO:**

**STATE AGENCIES**

Donna McNeil  
Purchasing Officer I  
(518) 474-4579  
[Donna.mcneil@ogs.state.ny.us](mailto:Donna.mcneil@ogs.state.ny.us)

**OTHER AUTHORIZED USERS**

Customer Services  
(518) 474-6717  
[customer.services@ogs.state.ny.us](mailto:customer.services@ogs.state.ny.us)

**SUBJECT:** Verizon Business – Potential Strike 12:01AM August 11, 2008  
PS63765 **UPDATE**

**TO ALL STATE AGENCIES AND OTHERS AUTHORIZED TO USE STATE CONTRACTS:**

This office has been in constant contact with Verizon Business since our initial August 1, 2008 notice to contract users regarding a potential strike. The most recent news accounts detail a potential strike beginning 12:01 AM Monday August 11, 2008. In anticipation of a possible strike by Verizon Telecom employees, OGS has secured a contingency plan from Verizon Business on how they expect to address service during the possible walk out. The contingency plan originally detailed in the attached August 1 letter from Verizon has not changed. The contracts that provide some local telephone services for Verizon Business customers expired at midnight on August 2, 2008. The strike is not expected to impact day to day service and will not affect wireless communications.

Please be advised that Verizon's CTS SPOC (single point of contact) **866-757-9761** phone number for the Verizon contract remains in effect. All Verizon contract administrators will remain available to assist state agencies.

Attached is the official information letter on the current bargaining with Verizon Business labor unions in New York State.

August 1, 2008

Donna McNeil  
NYS Office of General Services  
Empire State Plaza  
Albany NY 12242



One Verizon Way  
Basking Ridge, NJ 07920

Dear Ms McNeil]:

We want to provide you with information about Verizon's labor negotiations and their potential impact on Verizon Business and services we provide to you. First of all, we have no reason to believe the current negotiations will lead to any kind of work stoppage—but in the event they do, this is what you should expect.

Verizon Telecom, which provides some local telephone services for Verizon Business customers in Verizon East, has contracts that expire at midnight on August 2, 2008 with two unions that represent approximately 65,000 employees. Verizon East includes Massachusetts, New York, New Jersey, Pennsylvania, Delaware, Maryland, the District of Columbia, Virginia, Rhode Island and West Virginia.

All other Verizon Telecom territories, as well as Verizon Business employees, are not covered by these expiring contracts. Verizon Wireless employees also are not covered. Accordingly, services furnished entirely by Verizon Business, Verizon Wireless and services furnished by Verizon Business outside Verizon East should not be impacted.

Verizon Telecom and the unions have publicly stated they are in bargaining discussions to agree upon new contracts that are fair for both union-represented employees and the company. Discussions are ongoing, and if for some reason the parties are unable to reach an agreement on a new contract prior to August 2, a work stoppage is a possibility. It is also possible the parties could continue bargaining while employees continue working.

In the event of a work stoppage, Verizon Telecom would add personnel for work activity associated with Verizon Business customers. Installation and maintenance time frames and customer service response intervals could be impacted for certain services in the Verizon East territory. Maintenance would be the top priority with the goal to maintain normal intervals for maintenance based on the volume of trouble tickets. Provisioning would be ramped up as the maintenance load is stabilized and balanced with maintenance activities. New provisioning project intervals would be negotiated based on size and scope of the project.

Verizon Business is committed to continue to provide its customers with normal high levels of service, and preparations are underway to address customer impacts of a work stoppage. Our Business Continuity plans have been assessed to ensure a business-as-usual service approach, and operational contingency plans have been developed for provisioning and maintenance activities in coordination with Verizon Telecom.

We value your business and trust.

Sincerely,

Sara Burkhardt  
Sales Engineer  
Verizon Business

New York State Office Of General Services  
Procurement Services Group  
Corning Tower Building  
Empire State Plaza  
Albany, New York 12242  
<http://www.ogs.state.ny.us>

## PURCHASING MEMORANDUM

### GENERAL INFORMATION BULLETIN

**NUMBER:** CL-701

**DATE:** August 1, 2008

**GROUP:** 77017 – Award 20268

Comprehensive Telecommunications Services

**PLEASE ADDRESS INQUIRIES TO:**

**STATE AGENCIES**

Donna McNeil  
Purchasing Officer I  
(518) 474-4579  
[Donna.mcneil@ogs.state.ny.us](mailto:Donna.mcneil@ogs.state.ny.us)

**OTHER AUTHORIZED USERS**

Customer Services  
(518) 474-6717  
[customer.services@ogs.state.ny.us](mailto:customer.services@ogs.state.ny.us)

**SUBJECT:** Verizon Business – Potential Strike Midnight August 2, 2008  
PS63765

**TO ALL STATE AGENCIES AND OTHERS AUTHORIZED TO USE STATE CONTRACTS:**

In anticipation of a possible strike by Verizon Telecom employees, OGS has secured a contingency plan from Verizon Business on how they expect to address service during the possible walk out. The contracts that provide some local telephone services for Verizon Business customers expire at midnight on August 2, 2008. The strike is not expected to impact day to day service and will not affect wireless communications.

Please be advised that Verizon's CTS SPOC (single point of contact) **866-757-9761** phone number for the Verizon contract remains in effect. All Verizon contract administrators will remain available to assist state agencies.

Attached is the official information letter on the current bargaining with Verizon Business labor unions in New York State.

August 1, 2008

Donna McNeil  
NYS Office of General Services  
Empire State Plaza  
Albany NY 12242



One Verizon Way  
Basking Ridge, NJ 07920

Dear Ms McNeil]:

We want to provide you with information about Verizon's labor negotiations and their potential impact on Verizon Business and services we provide to you. First of all, we have no reason to believe the current negotiations will lead to any kind of work stoppage—but in the event they do, this is what you should expect.

Verizon Telecom, which provides some local telephone services for Verizon Business customers in Verizon East, has contracts that expire at midnight on August 2, 2008 with two unions that represent approximately 65,000 employees. Verizon East includes Massachusetts, New York, New Jersey, Pennsylvania, Delaware, Maryland, the District of Columbia, Virginia, Rhode Island and West Virginia.

All other Verizon Telecom territories, as well as Verizon Business employees, are not covered by these expiring contracts. Verizon Wireless employees also are not covered. Accordingly, services furnished entirely by Verizon Business, Verizon Wireless and services furnished by Verizon Business outside Verizon East should not be impacted.

Verizon Telecom and the unions have publicly stated they are in bargaining discussions to agree upon new contracts that are fair for both union-represented employees and the company. Discussions are ongoing, and if for some reason the parties are unable to reach an agreement on a new contract prior to August 2, a work stoppage is a possibility. It is also possible the parties could continue bargaining while employees continue working.

In the event of a work stoppage, Verizon Telecom would add personnel for work activity associated with Verizon Business customers. Installation and maintenance time frames and customer service response intervals could be impacted for certain services in the Verizon East territory. Maintenance would be the top priority with the goal to maintain normal intervals for maintenance based on the volume of trouble tickets. Provisioning would be ramped up as the maintenance load is stabilized and balanced with maintenance activities. New provisioning project intervals would be negotiated based on size and scope of the project.

Verizon Business is committed to continue to provide its customers with normal high levels of service, and preparations are underway to address customer impacts of a work stoppage. Our Business Continuity plans have been assessed to ensure a business-as-usual service approach, and operational contingency plans have been developed for provisioning and maintenance activities in coordination with Verizon Telecom.

We value your business and trust.

Sincerely,

Sara Burkhardt  
Sales Engineer  
Verizon Business