



April 2, 2020

TO: Avaya Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: COVID-19 Update

Please see the [attached letter](#) from CWA T&T providing a quick update for Avaya technicians, customer service agents and the US Service Desk on the status of certain aspects of dealing with COVID-19 and work.

SJR/sv

opeiu#13

[Letter](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

**CWA District 6**  
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April 2, 2020

AVA – 004

To: All Avaya Local Presidents and Staff

From: Ken Saether, Assistant to Vice President

Re: COVID-19: Update

This is a quick update for our technicians, customer service agents and the US Service Desk to let you know the status of certain aspects of dealing with COVID-19 and work.

**Technicians** - With many of the Avaya customers closing offices and working remotely the number of dispatch requests are declining and much of the project work has been suspended. Having said that Avaya is committed to keeping our technicians as safe as possible. Prior to a technician being dispatched it is suggested that the following questions be asked of the local site contact:

- ) Has anyone at your location had COVID-19 symptoms, or have been confirmed to be infected with COVID-19 virus and has been in the office within the last 14 days?
- ) If yes, has the individual(s) quarantined away from the location for at least the last 14 days?
- ) Has the area that our employee will be working in been disinfected and sterilized?
- ) For those employees in the office; have they been provided awareness on the preventive measures they should be taking, to include regular handwashing, no touching of the face, social distancing, etc.?

Based on the responses, if the answers suggest the site isn't safe the technician should discuss their concerns with the TSM to see if they should deny the dispatch request at this time, or offer alternative solutions.

**Customer Service Agents and US Service Desk** – The remote/working from home trials appears to be running smoothly with very few hiccups. The trial is set to expire on April 12<sup>th</sup>. Mary Jo Reilly is in the process of setting up a call with the Local(s), Labor Relations and the Center Managers to discuss any outstanding issues/concerns and the feasibility of extending the trial. We will update you as soon as we have additional information.

KS:slr