



## The Start of the Information Age

*Bell Craft Bargaining History, Issue 6 of 8*

In the late 90's and early 2000's high-speed, non-dial up internet became an available service to the public. Digital Subscriber Lines meant there was no need for a second phone line for the dial up computer modem. It started first with Nortel 1Mbs modems and then with Alcatel modems capable of 3Mbs and higher.

Bell Craft Technicians worked tirelessly to deliver these new services to customers, working through bugs, distance issues, in home/business setup on computers and wiring issues within the customer's premises, to deliver a product that would revolutionize the company's business.

However, after only a few short years, once the bugs had been fixed, with the help and feedback of these highly skilled technicians, the company used our experience and knowledge to develop training programs in order to contract out our work.

They then disbanded these high-speed technician crews, forcing them into other jobs, which at the time remained within the craft bargaining unit. Not the type of recognition you would expect for being at the forefront of a technological shift that has made the company the leader in broadband services that it is today.

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**Bell, it's time for respect and job security for the Craft and Services Bargaining Unit.**

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