

# Has someone you know been victimized by PacBell's high pressure sales tactics?

**T**en years after PacBell was slapped with multimillion dollar fines for forcing extra-cost services on unsuspecting customers including the elderly and those with limited English, the company is at it again.

PacBell, now owned by out-of-state telecommunications predator Southwestern Bell Communications, is pressuring its employees to use hard-sell techniques to get customers to buy unnecessary and extra-cost services like Call Waiting, Call Return, Call Forwarding, 3-Way Calling and Caller ID for residential phone lines.

Employee job security and pay now depends on meeting unrealistic sales quotas set by PacBell managers who can lose up to 15% of their salaries if quotas are not met.

**IF YOU OR SOMEONE YOU KNOW IS THE VICTIM OF PACBELL'S HIGH-PRESSURE SALES TACTICS, CALL (408) 441-6122.**

That number is your direct connection to the Telecommunications International Union, the trade union that represents PacBell service



representatives who are resisting management pressure to join in the company's program of high-pressure sales tactics.

We want to be of genuine service to you, the customer, not a boiler-room operation set up to sell-sell-sell.

If you want information about your phone service, we'll be happy to help you make an informed choice. But we won't sell a sight-impaired man Caller ID service he can't use, as recently happened.

To learn more about this problem, call or mail the coupon at right.

*The Telecommunications International Union has said no to this program of customer rip-offs. We want you to know...*

- Since PacBell sold out to SBC, hard-sell has become the rule in Customer Service Centers. Abuses that led to multimillion dollar fines against PacBell in 1986 are happening again.
- Targets include those residential customers who have the least information about their phone service...and the most trust in their phone company.
- If you suspect that you or someone you know has been victimized, call the TIU Telephone Consumer Watch at **(408) 441-6122** today.

**Telecommunications International Union**  
Attn: Telephone Consumer Watch  
1590 Old Oakland Road, Suite B213  
San Jose, CA 95131

Thank you for alerting me to SBC/PacBell's aggressive sales tactics. Most vulnerable are those households that still think of the telephone company as a service, not a sales force. The Customer Service Representatives who belong to the TIU are resisting the revival of questionable sales programs involving individual incentives and management surveillance. Tell me more about the problem and how I can protect the people I care about.  
 I enclose my report of a suspected sales abuse.

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

**If you think your phone service rep is crossing a line — they probably are. TIU workers want no part of sleazy sales tactics. Join with us and together we'll get SBC/PacBell to cut it out.**