



HOTLINE

COMMUNICATIONS WORKERS OF AMERICA

LOCAL 2201

VOLUME 28, ISSUE NO. 4

June/July 2007

THE WAR IS ON AND WE ARE WINNING

Executive Officers

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Chris Lane

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Roy Shumaker

Outside Plant South

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East

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Financial Admin Services

Bre Armbrust

Commercial Directory Services

David Vincent



**VERIZON/VCSI
CONTRACT ENDS -**

385 days

(Aug 2, 2008)

AT&T/CINGULAR CONTRACT ENDS -

February 2, 2009

AVAYA CONTRACT ENDS -

May 23, 2009

IDEARC CONTRACT ENDS -

October 3, 2009

PRESIDENT'S LETTER



Brothers and Sisters,

The front of this newsletter has a powerful message. "We are winning the WAR."

For the past six months or so we have seen how the company has declared WAR against unionized employees. They are attacking on all fronts and are incrementally pushing us out. Contractors are being used everywhere, from changing the lights at Hungary Springs to doing about 85% of the Engineering work ; taking work and ultimately jobs away from union workers. We also see the call volumes down in our call centers but we all know that the calls are going somewhere. Employees are being forced to work outside of their job title and moved to other groups in the Company's desire for flexibility. Just about every employee has a similar story about how their work is changing or going away. So you are probably wondering how we can say that we are winning?

Any victory that has ever been won for Union workers has been won by everyone getting fed up, mad, and banding together to make a change, from the first Unions being formed to getting laws like the Family Medical Leave Act passed to local issues such as making a management change in Fredericksburg; workers united for a common goal can be a powerful force.

This is happening now. Not just in our Local but across the entire district and country. This Union recognized that filing grievances and the occasional informational picket was not enough to fight the battles that Verizon is waging. So because of this the Steward's Army was formed. A group of activists armed with the knowledge of what Verizon intends to do and

motivated enough to get involved and force the Company to listen. So far, Local 2201 has trained and mobilized over 200 members. Throughout our district, over 1300 have been trained. Never before have we had this many people trained and prepared to take the fight to the Company with this force and the help of all of you we have won some battles. We are steadily building strength to successfully bargain the best contract we can in little over a year.



Delegate Donald McEachin speaking to a Steward's Army class.

So far this year Verizon has tried to pass a bill in the General Assembly to allow them to sell off assets without oversight which we were able to defeat. This Local was able to support and help get the nomination for Donald McEachin, in the 9th Senate District, against a long-time incumbent, Benny Lambert, who was in Verizon's pocket and had the nerve to say so to our face when we tried to talk to him about our viewpoint. We are fighting, tooth and nail Verizon's efforts to Deregulate their retail services. We also, are making it clear to the citizens of Virginia that Verizon is purposefully failing to live up to their responsibility and maintain the telephone network. This fight has scared Verizon to the point that they carted around Robert Woltz, president of Verizon Virginia, to deliver a presentation all around the state trying to manipulate the truth. Until CWA came out and made a stand against Verizon they had no intention of giving these presentations. We

have scared them. With fear comes respect and since the Company has chosen to forget how to properly manage and respect us as employees we must force them to do so.

The job that all of you are doing to get involved and fight these battles is having a tremendous impact. We are doing more now than we have in years and not waiting until a few weeks before the contract expires. For the past few decades we have been forced to try to maintain and keep our benefits and power in the workplace. That time is over. Now we must join together to rebuild and gain strength. I for one am tired of playing defense. The time has come for the Company to start reacting to us. I urge all of you to continue to get involved. Building up to contract negotiations will be an excellent time to send a message to the Company that we are tired of their lack of respect and games and it is time that this profitable company give back to the people who made this company what it is.

It is also time to elect people into office who support us, the average working American, and not give free rein to corporations in the hope that they might be generous to their employees. This November every seat in the General Assembly will be up for election and we will be there fighting for candidates who fight for us.

All of you are doing a fantastic job and together we can secure a future for all of us to prosper and reap the rewards of hard work.

In Solidarity,

Chris Lane

President Local 2201

D2 VZ-SIF Coordinator

VERIZON DEREGULATION - UPDATE

As most of you have noticed Verizon has ramped up its fight for Deregulation in the State of Virginia.

Verizon filed for Deregulation and De-tariffing of their retail services on January 17th, claiming that competition was prevalent and widespread throughout the entire state. This Deregulation would remove the State Corporations Commission's ability to set prices and conditions on the retail services that Verizon offers.

Some of you have wondered why should the Union fight this? As employees, don't we want Verizon to be successful? The answer to this is, obviously, yes. Everyone wants Verizon to be successful and make a profit. We all want this company to be around for a long time in order to ensure that we have a career and the resources are there to provide the benefits and pay that we bargain for.

The problem is that the arguments that Verizon makes are wrong. These arguments, coupled with Verizon's policies and practices throughout the state, show that Verizon is not concerned with the customers of Virginia nor us, the employees.

Verizon's application for Deregulation is thousands of pages long. In it they claim that Verizon has competition in every single area that Verizon does business. Their definition of competition is so broad that it encompasses everything from text messaging to the cable company. Verizon makes a big deal about wireless but wants to discredit the fact that Verizon Wireless is the largest provider in Virginia. Verizon even claims that FIOS and DSL is competition to POTS service but Verizon is the one who is deciding where that is implemented. CLECS are listed but very little is spoken about CLECS being customers of Verizon and relying on the Copper network that Verizon

owns. The point being that Verizon is listing products and services that it owns as competitors as to why traditional retail services should be deregulated. For anyone that has been around awhile you know that the money that was made from these facilities paid for these "competitors." Whether it was spectrum licenses and equipment to expand wireless, to purchasing MCI and shifting work and customers to Verizon Business or building out FTTP, The work that we did went to build out these other networks and Verizon is doing all that they can to keep all of us employees out of much of that side of the business.

Many of you attended the closed door meetings held around the state by Robert Woltz, President of Verizon Virginia, that were supposed to explain why Deregulation was a good thing. In those meetings he talked about percentages in certain areas of competition. Hopefully you can see how these numbers are wrong by Verizon's loose definition. But he also mentioned a few "myths" that he said were being spread about what Verizon was after and offered protections that Verizon wanted to keep in place to protect us and the consumers.

One of these protections was that Verizon offered to limit the amount that Basic POTS service could rise for 3 years to \$1.00 a year. Is this a generous offer? Not if your elderly on a fixed income and live in a rural area where you don't have options. What Verizon fails to say, and that anyone in the Business office will tell you, is that they push very hard to lump POTS services into packages and that this protection would not include those packages. It would only apply to dialtone purchased separately. One of the other problems is that since Verizon is the largest provider in the state of Virginia and carries much of the traffic, CLEC and otherwise, the rates that Verizon charges set the standards that all the other carriers key off

of. So that when Verizon starts raising rates other rates will go up as well.

Another item that was mentioned was that Verizon was not touching "Service Quality Rules" and still had a commitment to making sure the customers were taken care of. Yet, in that same application, Robert Woltz' direct testimony he states "Service quality is one of the essential elements over which competitors should be permitted to compete and differentiate themselves in the marketplace. Therefore, Verizon recommends that the Commission open a proceeding to examine whether the service quality rules should be modified for all carriers in today's competitive marketplace." This is a direct contradiction to what he presented in these meetings. If you did not attend ask someone.

Furthermore, Verizon has filed a motion for a waiver from these same service quality rules on May 10th. Verizon signed and agreed to these rules which state that 80% of Out of Service troubles should be cleared within 24 hours and 95% should be cleared within 48 hours. Verizon has failed to live up to its obligations to its customers and now wants to be relieved of this burden. How do you remain in business without taking care of your customers?

We all want Verizon to do well against competitors but we also expect them to be up front and honest. Hopefully you can now see how Robert Woltz outright lied to all of us and what Verizon says and then does are two entirely different things.

The funny thing is that if Verizon made a commitment to its employees we all would work with them to defeat competition and make Verizon as successful as possible but the evidence shows that they want to "wall" us out and move work away from union employees. Our call centers have seen a tremendous drop in call volume, contractors are

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being used in many departments and Verizon is moving all resources away from the copper network and putting them all to FIOS.

Most of you see this on a daily basis. Technicians can't get supplies, equipment or time to do the work. Overtime is cut off for the copper world while FIOS writes its own check. Copper customers are being given commitments out to a week or more. Everyone talks about being over budget but Verizon has made billions in profit. The examples are prevalent in every department whether you are a consultant, MA, technician or engineer. It all boils down to the fact that Verizon no longer wants to be in the traditional telephone business.

We all want FIOS to be successful but the fact is that 95% of our current customers are still on copper. Verizon has only made plans to install Fiber along the I95/I64 corridor. What about the rest of the state? They are being left out in the cold but their resources are being siphoned away as well. This is not only their budget that is being lowered but technicians are being sent from these areas to install FTTP in other parts of the state. Who is left to work in there are where FIOS will never be installed. Ask any technician, in any part of the state, and they will tell you that the condition of the copper plant is horrible and almost no money is being spent to maintain it, let alone upgrade for profitable services like DSL. It appears that Verizon has no interest in keeping the copper plant and intends to either sell it off or let it die. This is a bold statement but if you plan to keep something you take care of it. It is common sense that you would spend less money in the long run if you spent a little money today but you would be herd-pressed to find a single area in Virginia that is not affected by Verizon's decision to not

maintain the copper plant. Exactly how many jobs will there be in Fiber? Especially once it is installed in the area that Verizon plans to install it.

If we look at the big picture it appears that Verizon wants to pick and choose where it provides service, to whom, and what products and services it offers. This is not good for all of our friends and neighbors as consumers in Virginia and it is not good for us as employees who want to put in 30+ years and retire.

Verizon enjoyed a monopoly for many years in this state. This allowed them to build a financial base and move into those areas such as fiber and wireless. With this benefit that they enjoyed Verizon has a responsibility to its consumers; to provide decent well-maintained service; and to its employees who built this company. The Verizon of today has forgotten those commitments and until they come to their senses we must fight them on all levels. Please take the time to visit the State Corporation Commission website at www.scc.virginia.gov. Search for PUC-2007-00008 (Application for Deregulation), PUC-2007-00040 and PUC-2007-00041 (waiver for Service Quality Rules) and look for CWA's comments along with what Verizon has to say. Educate yourself on what Verizon is trying to do and get involved. We have defeated them before and we can do it again and secure our future.

**Support Your Union brothers
and sisters.**

**Make the switch to
Cingular/AT&T Mobility
for your wireless phone.**

10% Discount offered to Union members.

**If you can
read this,
there's
someone who
needs your
help.**

Do you have one hour a week to help an adult obtain a GED or improve his or her reading, math or computer skills? If so the READ Center needs your help now.

The READ Center serves adult students in Chesterfield, Hanover, Henrico and Richmond.

www.readcenter.org

This message brought to you by the Local 2201 Education Committee. If interested contact Amanda Todd at 804 266-2201 or visit the READ center's website above.

VERIZON SHAREHOLDER'S MEETING - PITTSBURGH



Bowl-A-Thon for Charity

August 24, 2007

AMF Lanes
7317 Bell Creek Lane
Mechanicsville, Virginia

5:30 - 8:00 PM

Cost - \$100 for a team of Five

This includes two games, shoe rental, pizza and soft drinks

Deadline to register is August 10th. Please call the Local at 804 266-2201.

Silent Auction will be held with proceeds benefiting charity.

VERIZON "ONE BILL" - TAKING MORE UNION JOBS AWAY

We need to support our union brothers and sisters!!! Verizon has recently begun to encourage their employees and customers to combine their Verizon landline and Verizon wireless bills into one bill. Once the two bills are combined they are no longer printed by our union members but are printed by the non-union bill print of Verizon Wireless. There is no significant benefit to combining the bills except for only making one payment. You can not speak to one representative for explanation of the bills and still have to call each company for questions. Please do not combine your Verizon Telecom and Verizon Wireless bills until Verizon either keeps this work in our bargaining unit or allows us to organize Verizon Wireless! Thank you as always for your support. This is another small thing that each of us can do to make a BIG difference!

DEATH BENEFIT FOR BELL ATLANTIC EMPLOYEES

There is a death benefit that should be available to Union members who were on Bell Atlantic payroll as of **August 1986**.

This benefit is over and above the life insurance that our members receive from the company.

The death benefit is equal to one years salary but no more than \$39,000. This amount does not reduce with age.

This is different than the life insurance which is one years salary at the time of death or when you retired. That benefit begins reducing at the age

of 65 and goes to half of your salary at the age of 70. It does not reduce more than 50% of the years salary when you retired.

Verizon does not inform the membership of the Death Benefit. In order for you to take advantage of this you need to call the benefits center at **877-275-8947**. You should ask if you qualify for this benefit and ask them to send you a certificate acknowledging this benefit for your records.

A family member has one year from the time of death to collect this benefit. After that year they will no longer be allowed to collect.

Both Active and retired members are

eligible for this benefit as long as you were on payroll as of August 1986.

You should be aware that you may encounter problems when calling the benefits center. Some people who have called have had to speak to multiple representatives to find one who was familiar with this benefit.

Please advise everyone that you know who might qualify to call immediately. This was a bargained for benefit and we should make the company live up to its obligations.

A THANK YOU FROM FREDERICKSBURG

On Thursday, June 7, a general membership meeting was held in the Fredericksburg area. The meeting was attended by the Local Executives, area Vice Presidents, Committee chairs, Richmond members and several dozen Fredericksburg members.

This meeting and the attendance from our Local Officers and members from Richmond, shows the support and commitment to our Local and those of us in Fredericksburg. I would like to thank all of you that made the trip from Richmond and those members from Fredericksburg that

attended.

I would also like to thank everyone from the Fredericksburg area that presented me with the "Thank You" card and gift cards. That card means more to me than I can tell you! It is truly appreciated.

Shep

A "HEROES AWARD"- VERIZON STYLE

On March 29, 2006 Fredericksburg cable splicer, Eric Stewart, noticed smoke coming from the vehicle driving in front of him. The smoke intensified as the vehicle exited the highway and stopped at a gas station. Eric had followed the vehicle to this point, and alerted the occupants that the car was burning. The car became engulfed in flames and was destroyed.

A letter written to recognize Eric was signed by his entire crew, Fredericksburg BAU construction, and submitted to management on March 30, 2006. After several months, it appeared as though the Company would not recognize this selfless act. CWA Local 2201 recognized Eric on the front page of the June/July 2006 newsletter.

More than 14 months after this incident, June 5, 2007, Walter Jones and Larry Britton came to Houser Drive to recognize a local manager for 40 years of service. During their announcements, it was said that Eric Stewart would also be awarded. It had been so long, that Eric and most others did not even know why he was receiving an

award. Walter presented Eric with a plaque and two checks as a "Verizon Heroes Award". Was this a decent gesture on the part of the Company? Sure. Should it have happened about a year earlier? Absolutely!



The story gets worse from that point. The two checks given to Eric had been written on October 24, 2006 and had been sitting on someone's desk! When Eric went to cash the checks, he was told that they could not be cashed because of how long it had been since they were written. It was a good thing that he did not deposit the checks and pay bills against them. The "icing" on this event is that in February 2007, Eric received what appeared

to be a 1099 form for funds received from the Verizon Heroes Award Trust. He obviously had no idea what this was about, since it would be approximately 4 more months before he would receive the bad

checks. Also, if this was indeed a 1099, he had already filed his taxes, so it would have been late also.

The un-timeliness of this award will probably come as no surprise, as many of us have experienced the Company's, and many managers, lack of concern when it comes to timeliness of repairs, the grievance process or anything else related to their job function.

Walter Jones jokingly stating that this "award" had been just sitting on somebody's desk, once again shows the absolute disrespect and contempt that the Company has for its "head count" (also once known as employees).

Michael Shepard

Vice President-Fredericksburg



BOWL-A-THON A SUCCESS

On Wednesday, May 16, the local held its first Bowl-A-Thon at Schrader Lanes in Henrico County. By all accounts it was a success. Along with bowling a silent auction was held to benefit the Richmond Children's Hospital. Items donated included signed memorabilia from our own Justin Verlander. *(before the no-hitter so the win-*

ners have enjoyed a nice increase on their investment)

A thank you goes out to all of those that contributed items and worked to make this event a success. A check in the amount of \$1675.50 was delivered to the Children's Hospital by Missy Duff, Kerri Ross (event coordinators) and Richard Hatch.



LOCAL 2201 AND HABITAT FOR HUMANITY

On Saturday, June 9th, Local 2201 was involved in a Habitat for Humanity build in Richmond.

Habitat For Humanity is an organization that helps provide housing for low-income people in need who could not afford to purchase a home on their own. It relies on donations for supplies and on volunteers to help build homes in a short time. The homeowners are also required to put in a certain amount of time volunteering.

We had a number of members and family members show up on a Saturday to help their community. The pictures on this page show the hard work that they put in. They were

joined by Governor Kaine's wife, Anne Holton, and a number of local politicians to make this build a success.

A thank you goes out to Missy Duff, chair of the Community Services committee, for organizing this event and making it a success.

In the next few months there will be more opportunities to participate and get involved. Helping out in our community is a great way to spread the word about Unions and build public support. If you would like to help out please call Missy Duff at 804 266-2201 or send an email to Unityinthecommunity@cwa2201.org.



IMPORTANT NUMBERS

Verizon

Verizon Benefits Center-

877.275-8947

CWA Retiree Health Care Benefit-

888-324-4969

Aetna US Healthcare-

800-247-5482

Medco Health Prescription-

877-877-1878

MetLife Dental Plans-

800-988-8331

Aetna DMO-

800-843-3661

Davis Vision Network-

877-999-7006

Healthcare Coordinators-

FMLA, Disability

Bill Sonnik (888) 571-7218

Benefits (Active)

John Petrini (800) 627-0200

Benefits (Retiree)

Sue Anderson (888) 324-4969

Cingular/AT&T

Benefits Center

(877) 421-5225

Disability/FMLA

(866) 4-LEAVES

CINGULAR/AT&T MOBILITY ALERT

- IT DOES NOT PAY TO GIVE NOTICE -

Recently an employee of Cingular/AT&T was forced to leave the company earlier than they anticipated. A Retail Sales Consultant was forced to leave three weeks early after giving notice to leave the company even though it is standard to give some sort of warning. For smaller stores this allows employees and managers the ability to adjust schedules and make sure that everyone is not scrambling to staff the store.

In this case, management claimed that this person was going to work for another cell phone company. They pulled out a policy which advised to terminate out of a fear that the employee would steal proprietary information.

As everyone knows, protecting proprietary information is covered under the code of conduct. This was pointed out to Cingular/AT&T management as well as pointing out that employees who had plans to steal would have done so long before submitting any type of notice.

The Code of Business Conduct states "When an employee accepts a job with a competitor with the intention of terminating his or her employment with Cingular, the employee should immediately inform his or her supervisor of the impending employment plans. Employees who

leave Cingular remain legally obligated not to use or disclose confidential proprietary information they have acquired in the course of their employment."

Nowhere in this code does it state that a person will immediately be forced to leave. When asked when employees were advised of this, management advised that they had not been but that since it is a company policy that it had to be followed.

The Union cannot tell you to not abide by the Code of Conduct. You should, however, be aware of the possible consequences. No one wants to hurt their co-workers and friends nor make it more difficult for the customers to be serviced but you must understand that you could be negatively impacted by providing a standard notice to end employment.

Ultimately, this comes down to the inability of Cingular/AT&T to utilize common sense and realize when policies hurt more than help. This is a trust issue and this policy sends a clear message that they don't trust you. If this policy could hurt you than you must make the decision how to handle it as long as you realize that once you tell them you will be gone.

SUBMISSIONS FOR HOTLINE

Remember to send in your submissions for the HOTLINE to Suzanne @ the Local. She can be reached at 804 266-2201 or editor@cwa2201.org. Any fax submissions should be sent to 804 266-8572. This would include any articles, ideas for articles, condolences, congratulations, corrections and any questions or complaints that you might have. The HOTLINE goes out to the entire membership and is the best way to get your message out.

VERIZON WAGE INCREASE

The raise under the Verizon contract was announced for the current year. This is based on the National Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W).

The cost of living adjustment (COLA) will be 0.38%. This, along with the 2.00% wage increase will result in a wage increase of 2.38%.

The effective date of the increase is Aug. 5, 2007 and will be reflected in paychecks dated August 17.

NEW MEMBERS

CWA Local 2201 would like to welcome the following people who have joined our union.

Harold Anderson
 Thanayi Anderson
 Fernando Andrews
 Lorraine Berry
 Michael Booker
 Benjamin Bradt
 Chaya Braxton
 Christopher Burnette
 Andrew Bush
 Scott Carter
 Robert Delvecchio
 Leonard Dorigatti
 Rick Gilmore
 Frederick Goode
 Angela Graves
 Blake Hagins
 Shannon Harris
 Justin Harrison
 Daniel Hendricks
 Robin Henley
 Marie Holmes
 Barbara Hudgins
 Reynard Jackson
 Tori Jones
 Michael Kelly
 Maurice King, Jr.
 John Kipp

Jason Matthews
 Dennis Miller
 Chrischannah Mitchell
 Raquel Morrisette
 Charlene Pace
 Mitchell Rama
 Michael Raposo
 Adam Rees
 Delores Rich
 Denise Richburg
 Derrick Rippy
 Chuck Robinson
 Eric Sawyer
 Leotis Simmons
 Robert Simonds
 Larry Smith
 Stacey Sokol
 Bryan Talbert
 Pamela Taylor
 Jason Thompson
 Derick Washington
 Cherena Webb
 James Webb Jr.
 Brian Wells
 Chantelle White
 Daphne Wohlford

STAY HYDRATED THIS SUMMER

It is said that the body is a temple. That may be true, but the body is also a sponge & it functions most effectively when properly hydrated.

During the hot summer months it is very important to keep your fluid levels up so your body can keep up with all the demands that heat brings with it. Starting your day with a tall glass of water really helps and drinking water at regular intervals throughout the day will keep your body properly hydrated.

Staying away from coffee, tea, sodas and energy drinks can help too. Caffeine can dehydrate you. Water and non-caffeinated sports drinks work best.

Your skin is the largest organ of the human body and requires hydration as much or more than the other organs. Keeping your skin cool and moist can be easily accomplished with alcohol-free lotions (like mineral oil) and sun screen. Applying these early in the morning and reapplication during the day will keep your skin protected

from the heat and sun. Your body will thank you.

Mark B. Wood
 Health and Safety Committee

UPCOMING EVENTS

- July 3, 2007 Legislative Committee Meeting, 5:30 p.m., Local Office.
- July 5, 2007 Inside Plant Operations (IPO) Job Steward Meeting, 5:30 p.m., Local Office.
- July 5, 2007 Equity Committee Meeting, 5:30 p.m., Local Office.
- July 9, 2007 Executive Board Meeting, 6:00 p.m., Local Office.
- July 9, 2007 East Job Steward Meeting, 6:00 p.m., Ferebee's in Tappahanock.
- July 10, 2007 Commercial and Directory Services (CDS) Job Steward Meeting, 5:30 p.m., Local Office.
- July 10, 2007 Idearc Job Steward Meeting, 5:20 p.m., Local Office.
- July 11, 2007 Committee Chairperson's Meeting, 6:00 p.m., Local Office.
- July 12, 2007 Community Services Committee, 6:00 p.m., Local Office.
- July 17, 2007 Financial and Administrative Support (FAS) Job Steward Meeting, 5:00 p.m., Local Office.
- July 17, 2007 Outside Plant South (OPS) Job Steward Meeting, 7:00 p.m., Shoney's Oxbridge Square Shopping Center.
- July 25, 2007 Education Committee Meeting, 5:30 p.m., Local Office.
- July 26, 2007 Organizing Committee Meeting, 5:30 p.m., Local Office.
- July 26, 2007 Fredericksburg (FRED) Job Steward Meeting, 6:30 p.m., Pizza Hut.
- July 31, 2007 Health & Safety Committee, 5:30 p.m., Local Office.
- July 31, 2007 Outside Plant North (OPN) Job Steward Meeting, 6:00 p.m., Local Office.

GENERAL MEMBERSHIP MEETINGS

Next Membership Meeting:
Thursday August 16th, 6pm
at the Local Office

Retiree's Membership Meeting:

Wednesday Sep 12th,
12pm @ the Local Office

RICHMOND CENTRAL LABOR COUNCIL

Thursday, July 12th
231 East Belt Blvd
Richmond, VA

Communications Workers of America
Local 2201
5809 Lakeside Avenue
Richmond, Virginia 23228

Non-Profit Org.
U.S. Postage
PAID
Permit No. 749
Richmond, VA

Time Valued

