



Diane Bradley  
Labor Relations  
Assistant Vice President

January 19, 2010

Mr. Ralph V. Maly Jr., Vice President  
Communications Workers of America  
501 Third Street NW  
10th Floor  
Washington, DC 20001

Dear Ralph,

This is to advise you that Worldwide Customer Service will be offering a VTP on January 19, 2010. The attached file will list the titles, locations and cap information. This VTP information is preliminary and not all-inclusive.

Regards,

**Diane Bradley**

cc: L. J. Smith

## 1/19/10 VTP Appendix A (Worldwide Customer Service)

Union	FAR	BU	GCA	City	State	Job Title Description	Job Title Code	Full time/ Part time	VTP Cap
CWA	2	BK	0411	Kansas City	MO	CSSS	0018	Full time	20

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VTP Appendix A BK Jan 19 2010