



Workers stunned to lose jobs at IQT

July 24, 2011

Re: **A matter of worker rights, Editorial, July 21**

I am one of more than 1,200 employees of IQT Solutions in Oshawa and Quebec who was told on July 15 to gather my personal belongings and leave the building. We were stunned to find we were now unemployed and owed a month's wages.

As a call centre for Bell Canada, we assisted customers with billing questions, provided technical support and customized their Bell services to give them optimum services, while saving them money.

To those customers who expressed relief to us that they were speaking to someone in Canada; I'm afraid you may now find more of your calls going overseas, where you may encounter communication problems and find a lack of the dedication to your needs and concerns that you were assured of when reaching one of our agents.

We have no record of employment, have not been paid since early June and do not know when we can collect employment insurance. None of us worked at IQT just for some extra pocket money — we lived paycheque to paycheque and are struggling to make ends meet.

Kudos to the mayor of Oshawa and all members of city council, NDP Leader Andrea Horwath, the CAW, Ontario Federation of Labour president Sid Ryan and all others involved for their support and guidance during this difficult time.

Conspicuous in their absence of support are: Bell Canada, for whom we provided an excellent customer service environment, not to mention making the company money while satisfying its customers' needs; MP for Oshawa Colin Carrie, who was otherwise engaged when we called on him for assistance; and the federal government, which remains silent while an American-based company pulls the rug out from under more than 1,200 Canadian workers.

We are committed to making the co-owners of IQT, Alex and David Mortman, accountable for the predicament we find ourselves in and will continue to pursue the wages, termination pay and vacation pay owed to us.

Anne Kumano, Pickering

