

# Canada's telecom workers urge Bell to bring the work home

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On this Canada Day, Unifor demands that Bell follow the example set by Rogers, and bring all offshore customer service work back to Canada permanently.

“Yesterday’s announcement by Rogers along with our experience with Bell during the past several months has shown that Canada's telecom workers are able not only to step in and do the work, but can provide better and more reliable service to customers in Canada,” said Jerry Dias, Unifor National President. “This crisis has caused many Canadians to rethink their priorities, and I urge Bell Canada leadership to do the same today. Bring the work home, and help rebuild our economy that better supports workers in Canada.”

Unifor commends Roger’s decision yesterday to bring all remaining customer service jobs back to Canada, and set a path that others should follow.

At Bell, work was brought home on a temporary basis during the pandemic as a result of low wage call centres in the Philippines, India, and Tunisia that were forced to close, while workers in Canada stepped up to do work here.

Bell and BTS technicians quickly retrained to handle the massive increase in customer support calls and they continue to provide service to customers today.

“After COVID-19, Canadian companies will have to help rebuild our capacity to not only manufacture in Canada, but fix the damage that’s been done to telecom and customer service by decades of outsourcing,” said Renaud Gagné, Unifor Quebec Director. “Unifor members have fought back against years of decline in the industry and it’s time for Bell to refocus on workers in Canada and stop the race to the bottom.”

Read more on [www.bellrealtalk.ca](http://www.bellrealtalk.ca) and share this with your networks.

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Unifor · 205 Placer Ct, Toronto, ON M2H 3H9, Canada

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