

Lawsuit claims Time Warner violated overtime laws for 400-plus Colorado Springs workers

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By **Ned Hunter** (</author/ned-hunter>) Updated: September 16, 2013 at 3:25 pm • **0**

Ten current and former Time Warner Cable employees filed a lawsuit against the company's Colorado Springs call center on Monday, claiming "systemic wage theft."

The lawsuit was filed in U.S. District Court in Denver on behalf of about 400 workers. Nine of the plaintiffs live in Colorado Springs; the 10th lives in Fountain. Each was an hourly employee eligible to earn overtime, the lawsuit states.

The employees claim the company made them "work in excess of 40 hours per week without paying them overtime compensation," according to the lawsuit.

Time Warner declined to comment. Attorneys for the plaintiffs did not return phone calls.

The employees are suing for wages owed under provisions of the Colorado Minimum Wage Order and Fair Labor Standards Act. They are seeking monetary damages "equal to the unpaid overtime compensation, pre-judgment and post-judgment interest on those wages, attorneys' fees and costs, and such other relief as the Court sees fit to award," the lawsuit states.

The workers have requested a jury trial.

Specifically, according to the suit, employees say they had to arrive at work "20 to 30 minutes or more prior to their scheduled start time" to boot up computers and log onto several programs. Workers were not paid for this time.

Because incoming customer calls at the Colorado Springs center were continuous, and because the plaintiffs had to fill out numerous forms - including establishing service calls at a person's home - plaintiffs also had to work through their 15-minute unpaid breaks at least two or three times per week, and after their shifts, the lawsuit claims.

The Time Warner call center in Colorado Springs has more than 700 employees. In July, the company announced it would add 150 employees by year's end. The company said it wanted to fill several positions each month as it increases staffing in technical customer service jobs, outbound sales agent positions, customer service representatives and technical customer service representative positions. The jobs start at \$11 an hour to \$13.25 an hour. At least one of those positions also pays a commission.

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