



Via E-Mail and Fax

January 18, 2012

Office of Workforce Development
Rapid Response Section
P.O. Box 1618
Columbus, Ohio 43216-1618
Fax: 614-728-5938
Email: rapdresp@jfs.ohio.gov

Dear Sir or Madam:

Pursuant to the federal Worker Adjustment and Retraining Notification Act, PCCW Teleservices (US), Inc hereby notifies you that it has made the decision to permanently close its Call Center located at Tiffin Mall 870 W Market St. Tiffin, OH 44883 in its entirety. While an exact date for this closure has not been established, it is anticipated to occur between March 20, 2012 and April 3, 2012.

All positions and jobs at the Tiffin Call Center will be terminated as a result of this closing. It is anticipated that 128 employees will be affected by the closure, with the possible exception of 2 of the leaders and 5 Insurance Agents whom will be offered the opportunity to be retained in work from home jobs or for one of our other locations. These employees will not have bumping rights to other locations. However, all employees will be given the opportunity, if they wish to apply for jobs at our other locations. None of them are represented by a union.

Attached is a list of the affected positions and the number of employees holding each position.

Please contact April Rogers, at 614-280-1600 for further information or if you have any questions.

Very truly yours,

A handwritten signature in black ink that reads "Mark K. Attinger".

Mark K. Attinger, President and CEO

**PCCW Teleservices (US), Inc Tiffin Ohio Call Center Closure
Affected Employees and Positions**

| | |
|-------|---------------------------|
| 96 | Telephone Representatives |
| 10 | Insurance Agents |
| 5 | Quality Assurance Agent |
| 1 | Quality Assurance Manager |
| 9 | Supervisors |
| 2 | Trainers |
| 2 | Shift Managers |
| 1 | HR Manager |
| 2 | Clerical |
| <hr/> | |
| 128 | Total |