



April 28, 2008

Ms. Deborah Hennessey
Section Manager
Bureau of Work Force Programs
Victor Office Center, Fifth Floor
201 N. Washington Square
Lansing, Michigan 48913

Re: Relocation/Closing of ACN

Dear Ms. Hennessey:

We are following up on our communication in January regarding our decision to move our North American operations from Michigan to North Carolina. This letter is to officially notify you that ACN will be relocating and closing its office located at 411 Third Street, Marquette, Michigan 49841. We will be moving our North American operations to a new facility in Concord, NC.

Enclosed is a Notice to the Michigan Dislocated Workers Unit. Please contact Keith Kuder, General Counsel, North America at 248.699.3434 if you are in need of further information.

Kind regards,

A handwritten signature in black ink, appearing to read 'Dave Stevanovski'.

Dave Stevanovski
COO, ACN North America

Enclosure

RECEIVED

APR 25 2008

RAPID RESPONSE
WORKFORCE PROGRAMS

NOTICE OF OFFICE CLOSING
GIVEN TO MICHIGAN DISLOCATED WORKERS' UNIT

1. Name/address of employment site where closing will occur: ACN, 411 Third Street, Marquette, Michigan 49841.
2. This closing of the entire office is expected to be permanent.
3. The first employees affected by the closing are to be separated from the employer commencing on July 1, 2008. Additional employees will be separated according to the following anticipated schedule:

July 8, 2008 – 6

August 1, 2008 - 39

4. Attached is a list of the job positions affected and the number of employees in each job title.
5. There are no applicable bumping rights.
6. There is no Union.
7. For further information contact: Keith Kuder, General Counsel, North America at 248.699.3434.

Job title	# of Employees in Job	Status
Correspondence Clerk	2	Active
Cust Svc Assoc	111	Active
Facilities Assistant	1	Active
HR Coordinator	1	Active
HR Manager	1	Active
Mgr Telecom	1	Active
Office Manager	1	Active
Process Associate	1	Active
Program Manager	1	Active
Program Quality Analyst	1	Active
Real Time Coord/Auditor	1	Active
Research Analyst	5	Active
Sr Mgr Call Center	3	Active
Supv Corp Services	1	Active
Supv CSA	10	Active
Systems Engineer	1	Active
Trainer	3	Active
VoIP Svc Program Specialist	1	Active
Workforce Analyst	3	Active

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