



# Teleperformance

October 29, 2009

Summit County Department of Jobs & Family Services  
Sarah Klsner, Director  
47 North Main Street  
Akron, OH 44308-1991

Dear Ms. Klsner:

This is to notify you, pursuant to the provisions of the Worker Adjustment and Retraining Notification Act, that beginning December 31, 2009, in connection with the decision made by the client to consolidate operations within fewer locations, Teleperformance USA will conduct a mass reduction in force and site closure at the Akron facility located at 150 E. Market Street, Akron, OH 44308.

The current employee population of the Akron location consists of the following positions:

1	Call Center Manager
2	Assistant Call Center Managers
22	Supervisors
5	Quality Analysts
3	Support Staff
270	Customer Service Representatives
303	<b>TOTAL</b>

Please be aware that Teleperformance USA will continue to pursue alternative clients for the Akron location with the objective of retaining the current workforce. However, there is no guarantee that the company will be able to do this after the current client's business is reduced on December 31, 2009.

If you have any questions regarding this matter, please contact Mark Pfeiffer, Executive Vice President of External Communications, at (801) 257-5811.

Sincerely,

Jackie Stiteler  
Vice President, Human Resources

Cc: Mayor Donald L. Plusquellic, Suite 200 Municipal Building, 166 South High Street, Akron, OH 44308