

Date Received	May 13, 2011
Company Name	PCCW Teleservices (US), Inc.
Location (City/County)	Marietta, Washington County
Number of Affected Workers	74
Layoff Date(s)	Beginning June 13, 2011
Contact Phone Number	(614) 280-1600 ext.3008
Union Affiliation	N/A
WARN Identification No.	015-10-057
Completed by:	Gregory Warren



**Department of
Job and Family Services**

John R. Kasich, Governor
Michael B. Colbert, Director

MEMORANDUM

Date: May 13, 2011

WARN Identified Number: 015-10-057

TO: See Distribution Below

FROM: Jean Ann Carlson, Rapid Response Unit Manager

Subject: WARN Notification Received For: PCCW Teleservices Inc.

The Rapid Response Section has received notice of a plant closing or mass layoff which is scheduled to occur in your region. A copy of the notice is attached and is being provided for your information and action.

If you have any questions concerning this notice, please contact Debbie Allen at (614) 644-0568. If Debbie is not available, you may call Jean Ann Carlson, at (614) 466-9700.

Distribution:

Rebekah Woolley, USDOL
Dawn, Larzelere, Governor's Office
Julie Smith, Local Operations
Bruce Madson, Employment Services
Pam Mason, State Veterans Program
Stacia Edwards, Board of Regents
Ben Johnson, Communications

John Weber, OWD
Jeff Long, UC
Sara Hall Phillips, UC
Daniel Fitzpatrick, Legislative Liaison
Sue McKittrick, ODOD
Keith Ewald, Bureau of LMI

Primary Workforce Area: 015
Primary One-Stop Office: Marietta (Washington County)
Additional One-Stop Office(s): Morgan, Athens, Noble Monroe
Regional Rapid Response Coordinator: Bill McCoy
Attachment



May 13, 2011

Via E-Mail and Fax

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, after reevaluating the situation, it has decided to permanently close its Call Center located at 27851 State Route 7, Marietta, Ohio 45750 in its entirety. While an exact date for this closure has not been established, it is anticipated to occur between July 13, 2011 and July 26, 2011.

All positions and jobs at the Marietta Call Center will be terminated as a result of this closing. It is anticipated that 74 employees will be affected by the closure. 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 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 Lori Colussi-Junk, at 614-280-1600, ext. 3008 for further information or if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Acj".

Andrew C. Jacobs, President

**PCCW Teleservices Marietta, Ohio Call Center Closure
Affected Employees and Positions**

57	Telephone Representatives
2	Insurance Agents
4	Quality Assurance Agents
5	Supervisors
2	Shift Managers
1	Human Resources Manager
1	Call Center Manager
2	Clerical
<hr/>	
74	Total



Facsimile Transmittal Sheet

To: Ohio Workforce Dev. From: Lori Colussi-Junk
Fax: 614-728-5938 Date: 5-13-11
Re: PCCW Marietta Pages: 3
Warm Notice

Comments:

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