

July 1, 2009

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

Dear Ms. Kisner:

This is to notify you, pursuant to the provisions of the Worker Adjustment and Retraining Notification Act, that beginning August 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 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:

- 2 Assistant Call Center Managers
- 2 Trainers
- 26 Supervisors
- 3 Quality Analysts
- 5 Support Staff (Includes HR AND Recruiting)
- 467 Customer Service Representatives
- 505 TOTAL

We plan to retain approximately 248 employees from this group to support the remaining business.

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 a portion of the current client's business is reduced on August 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

Jackie Stitelle

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