



# Teleperformance

GLOBAL CUSTOMER RELATIONSHIP MANAGEMENT

December 11, 2008

Ohio Department of Job and Family Services  
Dayton Branch  
Attn: Layoff/WARN  
4429 Interpoint Boulevard  
Dayton, OH 45424-5708

To Whom It May Concern:

This is to notify you, pursuant to the provisions of the Worker Adjustment and Retraining Notification Act, that beginning February 13, 2009, in connection with the decision made by a significant client to consolidate operations within fewer locations, Teleperformance USA will conduct a mass reduction in force at the Fairborn facility located at 57 Dayton-Yellow Springs Road, Fairborn, Ohio 45324.

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

1	Call Center Manager
6	Assistant Call Center Managers
6	Trainers
21	Supervisors
6	Quality Analysts
3	Support Staff (Includes HR AND Recruiting)
374	Customer Service Representatives
417	TOTAL

Please be aware that Teleperformance USA will continue to pursue alternative clients for the Fairborn location with the objective of keeping the site open and retaining the current workforce. However, there is no guarantee that the company will be able to retain any portion of the employee population after our current client's business has concluded on February 28, 2009. There is a possibility that some administrative employees will remain employed beyond the closure date to assist with administrative duties.

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 Gary L. Woodward, 44 W. Hebble Avenue, Fairborn, OH 45324