

Date Received	January 18, 2012
Company Name	PCCW Teleservices (US), Inc
Location (City/County)	Tiffin (Seneca)
Number of Potential Affected Workers	128
Layoff Date(s)	March 20, 2012 and April 3,2012
Contact Phone Number	(614) 280-1600
Union Affiliation	N/A
WARN Identification No.	007-11-028
Form completed by:	Debbie Allen



**Department of
Job and Family Services**

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

MEMORANDUM

Date: January 18, 2012

WARN Identified Number: 007-11-028

TO: See Primary Workforce Area and Regional Rapid Response Coordinator below*

FROM: Jean Ann Carlson, Rapid Response Unit Manager

Subject: WARN Notification Received For: PCCW Teleservices (US), Inc

The Office of Workforce Development, Rapid Response Section received notice of a plant closing or mass layoff, scheduled to occur in your region. A copy of the attached notice is for your information and action.

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

Distribution:

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Kevin Potter, Asst. Dir., ODOD

Kristi Tanner, Asst. Chief Investment Ofcr., JobsOhio

*Primary Workforce Area: 007

Primary One-Stop Office: Seneca County

Additional One-Stop Office(s): Sandusky, Erie, Huron Counties

Regional Rapid Response Coordinator: Holly Endicott

Attachment



RECEIVED
OHIO DEPARTMENT
JOB & FAMILY SERVICES

2012 JAN 18 P 3:33

OFFICE OF
WORKFORCE DEVELOPMENT

Via E-Mail and Fax

January 18, 2012

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 it has made the decision to permanently close its Call Center located at Tiffin Mall 870 W Market St. Tiffin, OH 44883 in its entirety. While an exact date for this closure has not been established, it is anticipated to occur between March 20, 2012 and April 3, 2012.

All positions and jobs at the Tiffin Call Center will be terminated as a result of this closing. It is anticipated that 128 employees will be affected by the closure, with the possible exception of 2 of the leaders and 5 Insurance Agents whom will be offered the opportunity to be retained in work from home jobs or for one of our other locations. 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 our 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 April Rogers, at 614-280-1600 for further information or if you have any questions.

Very truly yours,

Mark K. Attinger, President and CEO

**PCCW Teleservices (US), Inc Tiffin Ohio Call Center Closure
Affected Employees and Positions**

96	Telephone Representatives
10	Insurance Agents
5	Quality Assurance Agent
1	Quality Assurance Manager
9	Supervisors
2	Trainers
2	Shift Managers
1	HR Manager
2	Clerical
128	Total
