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July 17, 2012

VIA REGULAR MAIL, FAX (618.728.5938) and EMAIL (rapdresp@jfs.ohio.gov)

Michael B. Colbert, Ohio Director of Job and Family Services
Office of Workforce Development
Rapid Response Section
OH Department of Job & Family Services
P.O. Box 1618
Columbus, Ohio 43216-1618

VIA REGULAR MAIL, FAX (440.988.3753) and EMAIL (mayor@amherstohio.org)

Mayor David A. Taylor
City of Amherst
206 S. Main
Amherst, OH 44001

Re: Notice of WARN

Dear Mr. Colbert and Mayor Taylor:

This letter is being provided pursuant to the Worker Adjustment and Retraining Notification (WARN) Act of 1988, which requires employers to give official notice to certain government units or officials of a pending mass layoff or permanent closure.

This is to advise you that on September 15, 2012, TeleTech intends to conduct a mass layoff at its customer service delivery center located at 1230 Park Avenue, Amherst, Ohio 44001 (the "Site"). The affected employees at the Site are being notified on July 17, 2012.

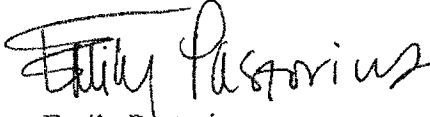
TeleTech provides customer service to the customers of its corporate clients. Unfortunately, current business needs are forcing our client to reassess its overall outsourcing arrangement and to switch to an internal customer service solution. This development will result in TeleTech having to eliminate 217 Customer Service Agent positions and 30 General & Administrative positions at the Site.

The position eliminations will occur on September 15, 2012. There are no bumping rights that exist with regard to these positions and the elimination of these positions is expected to be permanent. Employees at the Site are not represented by a union.

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OHIO DEPARTMENT
JOB & FAMILY SERVICES
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OFFICE OF
WORKFORCE DEVELOPMENT

TeleTech regrets having to conduct this layoff. If you have any questions regarding this letter, please call me at your convenience at 303-397-8228 or Sarah Chouinard, Director of Human Capital, at 303-397-9122. Finally, TeleTech will contact you if there are any significant new developments or changes to its plans with respect to the Site.

Very truly yours,

A handwritten signature in black ink, appearing to read "Emily Pastorius". The signature is fluid and cursive, with a long horizontal stroke extending from the end.

Emily Pastorius
Assistant General Counsel