

Date Received	October 28, 2011
Company Name	AT&T Business Solutions (ABS) Global Customer Service
Location (City/County)	Cleveland (Cuyahoga)
Number of Potential Affected Workers	61
Layoff Date(s)	December 28, 2011
Contact Phone Number	(972) 234-7097
Union Affiliation	CWA
WARN Identification No.	003-11-017
Completed by:	Debbie Allen



**Department of  
Job and Family Services**

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

**MEMORANDUM**

Date: October 28, 2011

WARN Identified Number: 003-11-017

TO: See Distribution Below\*

FROM: Jean Ann Carlson, Rapid Response Unit Manager

Subject: WARN Notification Received For: AT&T Business Solutions (ABS) Global Customer Service

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, Management Analyst, 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  
Bruce Madson, Assistant Director  
Stacia Edwards, Board of Regents  
Daniel Fitzpatrick, Legislative Liaison  
John Weber, OWD

Julie Smith, Local Operations  
Jeff Long, UC  
Sara Hall Phillips, UC  
Pam Mason, State Veterans Program  
Keith Ewald, Bureau of LMI  
Ben Johnson, Communications

Primary Workforce Area: 003

Primary One-Stop Office: Cleveland (Cuyahoga)

Additional One-Stop Office(s): Cleveland

Regional Rapid Response Coordinator: Dan Koncos

Attachment



Thomas C. Pelto  
President  
AT&T Ohio

AT&T Ohio  
150 East Gay Street  
Room 4-A  
Columbus, OH 43215

T: 614.223.5115  
F: 614.223.4017  
thomas.pelto@att.com

RECEIVED  
CUMULATIVE  
JOB & FAMILY SERVICES

2011 OCT 28 P 1:09

OFFICE OF  
WORKFORCE DEVELOPMENT

October 27, 2011

Via Overnight Delivery

Rapid Response Section  
Office of Workforce Development Agency  
Ohio Department of Job & Family Services  
4020 E. Fifth Avenue  
Columbus, Ohio 43219

Dear Sir/Madam:

AT&T Business Solutions ("ABS") Global Customer Service ("Company") has developed plans to permanently close its Customer Care Billing center, located at 45 Erieview Plaza, Cleveland, Ohio 44114, effective on or about December 28, 2011. (Note that this action does not constitute a shut down of all operations at this location.)

There are sixty-one (61) non-management employees at this location, all of whom are expected to suffer a loss of employment effective on or about December 28, 2011. A list of the job titles and numbers of affected employees in each title is enclosed. Any bumping rights for bargained-for employees would be governed by the collective bargaining agreement between AT&T Midwest and the Communications Workers of America (CWA), District 4. The CWA represents the affected bargained for employees. By separate letter, the Company has described its plans to Mr. Seth Rosen, Vice President, CWA District 4, 20525 Center Ridge Road, Suite 700, Cleveland, Ohio 44116.

This letter is intended to satisfy any statutory notice requirements under the Worker Adjustment and Retraining Notification Act. By providing this notice the Company does not concede that the act applies or that notice is otherwise required. All requests for additional information should be directed to Mike Lindt, Lead HR Specialist/Generalist, 275 North Greenville Avenue, Room A13, Richardson, Texas 75081, or by telephone at 972-234-7097.

Sincerely,

Tom Pelto

Enclosure

**ABS Global Customer Service  
Customer Care Billing  
Cleveland, Ohio**

<b>Job Title</b>	<b>Employees Affected - Count by Title</b>
CLERICAL ASSOCIATE (CLD)	1
SERVICE REPRESENTATIVE (SRL)	57
TECHNICAL ASSOCIATE (CLB)	2
TECHNICAL SPECIALIST (CLA)	1