



Nancy Olson
Director- Midwest
Customer Information Services
Wireline Call Center Operations

AT&T Illinois
117 E. Church St. FL 1
Libertyville, IL 60048
847-549-5298

October 22, 2008

Rapid Response Section
Attn: Wendy Patton, Rapid Response Administrator
Bureau of Workforce Services
Ohio Department of Job & Family Services
Worker Adjustment Retraining Notification (WARN) Act
4020 East Fifth Avenue
Columbus, Ohio 43219

Dear Ms. Patton:

The Ohio Bell Telephone Company has developed plans to permanently close its Customer Information Services' Call Center Operation, located at 401 Cleveland Avenue NW, Canton, Ohio 44702, effective on or about December 22, 2008. (Note that this action does not constitute a shut down of all operations at this location.)

There are fifty-six (56) non-management employees and two (2) management employees at this location, all of whom are expected to suffer a loss of employment effective on or about December 22, 2008 (non-management), or December 27, 2008 (management). A list of the job titles and numbers of affected employees in each title is enclosed. Management employees at this location do not have bumping rights. Any bumping rights for bargained-for employees would be governed by the union agreement. The Communications Workers of America (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: Dennis E. Milota, Lead HR Specialist/Generalist, 45 Erieview Plaza, Cleveland, Ohio 44114, or by telephone at (216) 822-0790.

Sincerely,

A handwritten signature in cursive script that reads "Nancy E. Olson".

Nancy E. Olson
Director - Customer Information Services

Enclosure

AT&T Customer Information Services
Canton, Ohio
Employee Headcount by Job Title

Operator	40
Operator Services Assistant	5
Service Assistant	1
Technical Associate	1
Service Operator	9
Manager CIS	2
Total	58