



February 17, 2020

VIA FEDERAL EXPRESS

Ms. Breeyn Handberg
Rapid Response Program Manager
Ohio Department of Job and Family Services
Office of Workforce Development
4020 E. Fifth Ave
Columbus, OH 43219

2020 FEB 19 AM 11:13

Re: WARN Act Notice—Verizon—Hilliard, Ohio

Dear Ms. Handberg:

Verizon Wireless is transforming and restructuring its customer services operations to better serve its customers and to maximize the utilization of Company facilities and resources. As a part of this transformation, Verizon will be closing its Business Government Customer Operations center and Customer Service Support Team operation, both of which are located at 5000 Britton Rd, Hilliard, OH 43026. Verizon will also be downsizing its Credit Order Review function – also located at the Britton Road facility in Hilliard.

Pursuant to the Worker Adjustment Retraining and Notification Act, 29 U.S.C. §§ 2101 *et seq.*, this document serves as Verizon’s WARN notice relating to its decision to restructure operations and close or downsize the above business functions at the above work location, which are expected to result in the loss of approximately 496 jobs in the job classifications/titles listed in the enclosed Addendum.

The expected date of separation for the affected employees is on or within 14 days after April 7, 2020. These Verizon layoffs are permanent and affected employees will not be subject to recall and will not have any “bumping” rights.

Previously, on February 6, 2020, affected employees at or connected to the above location were provided with their employee WARN notices.

Should you have any questions concerning this notice, or if you would like more information about these actions, please contact Roopa Oberoi of Human Resources at (908) 559-1075.

Director, Verizon Human Resources
Enclosure



ADDENDUM: VERIZON—HILLIARD, OHIO
WARN NOTICE JOB TITLES

HILLIARD, OHIO	AFFECTED EMPLOYEES
Job Title	Number of Employees
Advocate -CORE/LNP	31
Analyst-Bus/Gov Cus Ops	11
Analyst-CORE/LNP	3
Analyst-Customer Svc Ops	2
Analyst-WkForce PIng&Anlys	2
Chat Coordinator	11
Chat Supervisor	1
Coord Customer Svc Ops	14
Coord-Account Mgt	29
Coord-Bus/Gov Cus Ops	160
Coord-CORE/LNP	7
Coord-WkForce PIng&Anlys	4
Cslt-CORE/LNP	1
Cslt-HR Business Partner	1
Cslt-Marketing Ops	1
Customer Pro -CORE/LNP	44
Dir-Bus/Gov Cus Ops	1
Engr(Spec)-Lifecycle A&E	1
Exec Admin Asst-Exec Suppt	2
GEA-Bus/Gov Cus Ops	63
LEAD Supervisor - CORE/LNP	1
Mgr-Bus/Govt Cus Ops	3
Mgr-HR Business Partner	1
Secur Cslt IV-Netwk & Info Sec	1
Sr Analyst-Bus/Gov Cus Ops	24
Sr Analyst-Sys Anly & Prg	3
Sr Mgr-Bus/Govt Cus Ops	8
Sr Mgr-CORE/LNP	1
Supv-Account Mgt	8
Supv-Bus/Gov Cus Ops	14
Supvr-CORE/LNP	7
Supv-WkForce PIng&Anlys	1
Tech Anlyst-Sys Anly & Prg	6
Tech Customer Advisor-BGCO	1
Tech Customer Advocate-BGCO	25
Tech Customer Supervisor-BGCO	3
Grand Total	496