



Received May 18, 2020 at 9:00am

May 15, 2020

VIA EMAIL (breeyn.handberg@jfs.ohio.gov)

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

Re: Second 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. Because of two earlier termination date extensions -- the second one for more than 60 days – this is Verizon’s second WARN notice for the affected employees who received it on May 11, 2020 and who were initially WARN-notified on February 6, 2020.

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 an overall loss of approximately 496 jobs (268 in July) in the job classifications/titles listed in the enclosed and updated Addendum.

The expected date of separation for the affected employees is on or within 14 days after July 10, 2020. These Verizon layoffs are permanent and affected employees will not be subject to recall and will not have any “bumping” rights.

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



UPDATED ADDENDUM: VERIZON—HILLIARD, OHIO
SECOND WARN NOTICE JOB TITLES

HILLIARD, OHIO		AFFECTED EMPLOYEES
Job Title	Number of Employees	
Advocate -CORe/LNP	3	
Analyst-Bus/Gov Cus Ops	6	
Analyst-Customer Svc Ops	1	
Analyst-WkForce Plng&Anlys	2	
Chat Coordinator	9	
Chat Supervisor	2	
Coord Customer Svc Ops	12	
Coord-Account Mgt	27	
Coord-Bus/Gov Cus Ops	87	
Coord-WkForce Plng&Anlys	4	
Cslt-Business Intel	1	
Customer Pro -CORe/LNP	2	
Customer Pro-CORe/LNP-HBA	2	
Engr(Spec)-Lifecycle A&E	1	
Exec Admin Asst-Exec Suppt	1	
GEA-Bus/Gov Cus Ops	37	
Lead Spec-Client Svcs Mgmt	1	
Mgr-Bus/Govt Cus Ops	2	
Mgr-HR Business Partner	1	
Secur Cslt IV-Netwk & Info Sec	1	
Sr Analyst-Bus/Gov Cus Ops	21	
Sr Mgr-Bus/Govt Cus Ops	7	
Sr Mgr-CORe/LNP	1	
Supv-Account Mgt	4	
Supv-Bus/Gov Cus Ops	8	
Supv-WkForce Plng&Anlys	1	
Tech Anlyst-Sys Anly & Prg	5	
Tech Customer Advisor-BGCO	1	
Tech Customer Advocate-BGCO	16	
Tech Customer Supervisor-BGCO	2	
Grand Total	268	