

Date: 9/21/09

Re: Office Closures; Midwest, Southwest and West Regions

The Freedom Platform is the technology of choice for CIS and has been implemented in our Directory Offices. The Platform supports Operator Assistance and we have begun the process of migrating the OA traffic to the platform. This process has caused several office closures to migrate to a single technology platform. Below are the announcements that have been made in each Region.

Midwest Closing Offices

- Cleveland OA ; Cleveland, OH
- Harvey OA; Harvey, IL
 - OA Traffic will be handled in Eau Claire office located in Eau Claire, WI office during the day and Mount Clemens office located in Mount Clemens, MI at night

Southwest Closing Offices

- Alamo OA; San Antonio, TX
 - OA Traffic will be handled in the Summit office located in Houston, TX

West Closing Offices

- West Coast OA; Orange, CA
 - OA Traffic will be handled in the Fresno office in Fresno, CA office during the day and Spanish Centre located in Orange, CA during the night

If you have any question please see your Manager.

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