

## 1. DIRECTV OPENS NEW CALL CENTRE IN NEW HUNTINGTON, WEST VIRGINIA

*July 1st - Businesswire.com*

DIRECTV a satellite TV provider announced on Monday (30 June) the opening of a new call centre in Huntington, West Virginia, USA. The center will house 550 customer service representatives and supervisory staff. The employees in the 114,567-square foot call centre, under PRC, had been working on the DIRECTV account since February 2007.

[http://www.businesswire.com/portal/site/google/?ndmViewId=news\\_view&newsId=20080627005729&newsLang=en](http://www.businesswire.com/portal/site/google/?ndmViewId=news_view&newsId=20080627005729&newsLang=en)

## 2. DOUGLAS LANDS 700 JOBS WITH ADVANCED CALL CENTER FACILITY

*July 3rd - Phoenix Business Journal*

Advanced Call Center Technologies is opening in Douglas, AZ with plans to employ up to 700 people. This will make the company the largest private employer in the immediate area. Recruiting efforts included a \$275,000 Economic Strength Project grant, for road widening and economic impact.

<http://www.bizjournals.com/phoenix/stories/2008/06/30/daily62.html>

## 3. KEYBANK TO SPEND \$5 MILLION ON NEW OFFICE

*July 4th - Dayton Business Journal*

KeyBank and its 200 employees will occupy 65,000 square feet of space in the 371,000-square-foot newly named KeyBank Tower, and plans to renovate its entire space. Renovations will include new walls, ceilings, floors and furnishings. Renovations include walls, floors and furnishings and should be complete by this December.

<http://www.bizjournals.com/dayton/stories/2008/07/07/story2.html>

## 4. INCENTIVE PACKAGE HELPS COMPANY PUT CALL CENTER JOBS IN SHERMAN, TEXAS

*July 15th - Expansion Management News Briefs*

The Sherman Economic Development Corp. (SEDCO) awarded Capio Partners LLC \$336,000, to be paid in five unequal installments, for a new call center here that is expected to bring nearly 170 jobs. The call center will handle collections operations for the medical industry. Sherman has a 4A sales tax and will be awarding \$2000 per job.

<http://www.expansionmanagement.com/smo/articleviewer/default.asp?cmd=articledetail&articleid=19585&st=5>

## 5. DENVER-BASED STARTEK TO OPEN CALL CENTER IN PHILIPPINES

July 17th - Associated Press

StarTek Inc. says it plans to open a new call center in the Philippines in the fourth quarter of this year to complement its 21 centers in North America. This will be a 78K square ft. call center that will house up to 1100 agents. StarTek is a service provider for cable and internet companies.

<http://money.cnn.com/news/newsfeeds/articles/apwire/4b219c52735bfe48b85b3a3bc1a401e3.htm>

## 6. TERRE HAUTE LANDS CALL CENTER, 480 JOBS

July 17th - Indianapolis Business Journal

N.E.W. Customer Services Cos. Plans to open a new customer service center in Terre Haute, IN. The company will hire residents of the city to service DirecTV customers. There were no state incentives offered in this deal.

[http://www.ibj.com/html/detail\\_page\\_Full.asp?content=17381&NoFrame=1](http://www.ibj.com/html/detail_page_Full.asp?content=17381&NoFrame=1)

## 7. VW BOOSTS FOREIGN INVESTMENT, JOB GROWTH

July 15th - Chattanooga Times – Free Press

Volkswagen's decision to build an assembly plant in Chattanooga is the latest in a growing trend of foreign investment in Tennessee. Spurred by rising fuel costs and the falling value of the dollar, four of the biggest business investments in Tennessee in as many years have come from companies headquartered outside the United States.

<http://timesfreepress.com/news/2008/aug/04/chattanooga-vw-plant-could-push-localwages/?local>

## 8. ARM OF INDIAN COMPANY IENERGIZER OPENS CALL CENTER IN NORTH AUSTIN

July 28th - Austin Business Journal

iEnergizer Inc. has opened a technology-focused call center in North Austin with hopes of hiring up to 300 people over the next year. The 29K square ft. call center launched with a staff of 25 with plans to ramp up to the full 300. The company views the move as strategic for its market leadership.

<http://www.bizjournals.com/austin/stories/2008/07/28/daily9.html>

## 9. CALL CENTER WILL EMPLOY 150 IN LAS VEGAS NEW MEXICO

July 30th - New Mexico Business Journal

Results Las Vegas is a company created by Paramount Multiservices, based in Corpus Christi, Texas. The firm will take over a site in the northern New Mexico community vacated by another call center, The Connection.

<http://www.bizjournals.com/albuquerque/stories/2008/07/28/daily24.html>

## 10. REYNOLDS MOVING CALL CENTER JOBS TO KETTERING

*July 30th - Dayton Daily News*

Reynolds and Reynolds informed the city of Dayton today, July 30, that it intends to move its technical assistance center from downtown Dayton to Research Park in Kettering. The move will take about 400 Reynolds employees from their West Second Street offices to Kettering over the next several months.

<http://www.daytondailynews.com/b/content/oh/story/business/2008/07/30/ddn073008reynoldsweb.html>