



Commonwealth of Virginia *Office of Governor Terry McAuliffe*

FOR IMMEDIATE RELEASE

Date: October 21, 2015

Office of the Governor

Contact: Brian Coy

Email: brian.coy@governor.virginia.gov

TeleTech Holdings, Inc

Contact: Elizabeth Grice

Phone: (303) 397-8507

E-mail: ElizabethGrice@teletech.com

Virginia Economic Development Partnership

Contact: Suzanne Clark

Phone: (804) 545-5806

Email: sclark@yesvirginia.org

Governor McAuliffe Announces 300 New Jobs in Scott County

~TeleTech to establish \$4.07 million customer experience center~

RICHMOND - Governor Terry McAuliffe announced today that TeleTech Holdings, Inc. (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, will invest \$4.07 million to establish a customer experience center in Scott County. Virginia successfully competed against North Carolina, Georgia, and Tennessee for the project, which will create 300 new jobs.

Speaking about today's announcement, **Governor McAuliffe said**, "I am thrilled to announce this big win for our Commonwealth and for a region that will certainly benefit from this increase in jobs and economic activity. Companies like TeleTech play a key role in our efforts to build a new Virginia economy, and we look forward to growing the partnership for years to come."

"Creating 300 new jobs in Scott County, a county that is transforming itself in the new Virginia economy, is wonderful news for the region and a testament to the outstanding workforce, business climate, infrastructure and great quality of life in the Commonwealth," **said Secretary of Commerce and Trade Maurice Jones**. "We welcome the partnership with TeleTech and look forward to doing everything we can to help the company grow and add even more jobs."

TeleTech is a leading global provider of customer experience, engagement and growth solutions. Founded in 1982, the company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TeleTech partners with business leadership across

marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. Servicing over 80 countries, TeleTech's 40,000 employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other.

“Scott County, in the e-region of Virginia, was a natural choice for TeleTech’s domestic expansion for a number of reasons, including an outstanding labor force, low cost of living, and great access to the market through the Tri-Cities airport,” **said Todd Baxter, senior vice president of Global Operations at TeleTech.** “The local community and State of Virginia have been incredibly supportive and fantastic partners. Scott County is in a beautiful part of the country and we look forward to working directly with the community on designing a state-of-the-art facility in picturesque surroundings.”

The Virginia Economic Development Partnership (VEDP) worked with Scott County and the Virginia Coalfield Economic Development Authority to secure the project for Virginia. Governor McAuliffe approved a \$100,000 grant from the Commonwealth’s Opportunity Fund to assist Scott County with the project. The Virginia Tobacco Region Revitalization Commission approved \$645,000 in Tobacco Region Opportunity Funds. Funding and services to support the company’s employee training activities will be provided through the Virginia Jobs Investment Program, administered by VEDP.

“With employment being what it is here in Southwest Virginia, this is an exciting announcement for Scott County, as well as the region,” **said Danny Mann, Chairman, Scott County Board of Supervisors.** “I appreciate the partnership and teamwork between the locality, region and the Commonwealth to make this project a reality.”

"The Virginia Tobacco Commission is proud to participate in this project," **said Delegate Terry Kilgore, Chairman of the Virginia Tobacco Region Revitalization Commission.** “TeleTech will be a great partner for Scott County and the entire region because they have positioned themselves as a leading innovator in customer satisfaction. The Tobacco Region Opportunity Fund (TROF) has been committed to adding new jobs in the tobacco region and this announcement adds to the many jobs that have been created due to the TROF investments.”

"As a state senator representing the 40th district, and as a member of the Tobacco Region Revitalization Commission, I want to congratulate TeleTech on their decision to locate in Scott County, bringing 300 new jobs to the area," **said Senator Bill Carrico.** “In addition to the \$645,000 from the Tobacco Region Opportunity Fund, this announcement is highlighted by Teletech's capital investment of \$4.07 million, which demonstrates their commitment to Scott County and the region. This is great news for the 40th district as we continue to develop a vibrant, dynamic economy in Southwest Virginia."