

Wayne County Development Alliance, Inc.

P R E S S R E L E A S E

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AT&T TO LOCATE A TECHNICAL SUPPORT CALL CENTER IN GOLDSBORO

Goldsboro, NC – The Wayne County Development Alliance announced today that AT&T, the world's largest communications holding company in the United States, is planning to locate a technical support call center in Goldsboro and will create 300+ jobs. The announcement was made today at a Press Conference at the former Winn Dixie facility on US Highway 117 South, which is currently being renovated for AT&T.

According to Development Alliance President Joanna Thompson, "Goldsboro, Wayne County was one of 5 communities seriously considered for the project after a site location consultant initially reviewed literally thousands of sites in the US. The workforce demographic in Wayne and surrounding counties, specifically the availability of tech support talent, was a deciding factor in putting Goldsboro, Wayne County at the top." Ms. Thompson also added that the successful acquisition of a \$300,000 Building Reuse & Restoration Grant from the NC Rural Economic Development Center also tipped the scales in Wayne's favor.

The center's employment will be approximately 50 full time equivalents at the project's inception and could reach up to 350 (333 agent workstations plus supervision) after the first year. The estimated total capital investment is \$5,000,000. The targeted occupancy date is February/March 2008.

Regarding types of employees, this center will be a technical support center for its broadband customers, with approximately 90% of the calls being inbound. There will be 100% full time employees. High school graduates and individuals with some college experience will be preferred. While the hours of operation are not yet determined, there is potential for the center to operate 24/7.

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