



Comcast Cable  
41112 Concept Drive  
Plymouth, MI 48170

September 22, 2011

**VIA EMAIL AND HAND DELIVERY**

Mickey Kinder  
Supervisor, Dislocated Worker Unit  
Indiana Department of Workforce Development  
10 N. Senate Ave., Ste. SE302  
Indianapolis, IN 46204-2277

Re: Exit Five Parkway Location Organizational Changes and Layoff Notice

Dear Mr. Kinder:

I am writing today to inform you of upcoming changes at Comcast's Fishers, Indiana facility.

Comcast has selected our Fisher's Indiana facility to be the regional call center dedicated primarily to billing and repair work. The Fishers facility has capacity to host just over 320 customer account executives plus supervisors, managers and support staff. Currently, Comcast employs 230 billing and repair customer account executives at the Fishers facility. To refocus and build the capacity, Comcast is in the process of adding an additional thirty-seven (37) employees at the Fishers facility for billing and repair calls this year. The timing and continued growth of this capacity will be tied to our progress in remodeling the Fishers facility as well as customer needs.

Making room for additional billing and repair representatives will also require realignment of current staffing. Specifically, we are relocating thirteen (13) employees from the Fishers facility to our Indianapolis location at 65<sup>th</sup> Street. Also, we will relocate our Retention group from the Fishers facility to Sterling Heights, Michigan where that call center will focus primarily on Retention.

Please be advised that the relocation will result in a permanent layoff at Comcast's Fishers, Indiana facility located at 11988 Exit Five Parkway, Fishers, IN, 46037 affecting approximately fifty-seven (57) employees. It is expected that the first separation will occur between November 22 and December 5, 2011 and the separations are expected to be concluded by December 5, 2011. As part of these layoffs, the business unit known as the Customer Care Retention group will be permanently closed. No bumping rights exist at this location.

We will be working with each of the Retention employees to consider them for other positions, including the new customer account executive positions at Fishers. If affected employees do not successfully transfer to another job with Comcast, they may be entitled to severance benefits.

For further information, contact me, Lisa Nolen Birmingham at 248-233-4626.

Sincerely,

Lisa Nolen Birmingham  
Vice President, Government and Regulatory Affairs