

**FACT SHEET  
FEBRUARY 2012  
CONTACTUS, LLC**

**I. STATEMENT OF PURPOSE – Job Creation**

The Department of Development recommends a Jobs Growth Incentive of twenty-five percent (25%) for a period of five (5) years for the purpose of creating 150 new permanent full-time positions with an estimated total payroll of \$5.6 million.

**II. PROJECT HISTORY**

ContactUS, LLC was formed in December, 2011 by the Board of Directors of CallCopy, Inc. (a leading provider of innovative call recording and contact center solutions), and is a privately owned company. The product of cloud computing is the broader concept of infrastructure convergence and shared services. This type of data environment allows enterprises to get their computerized applications to work faster, with easier manageability and less maintenance. ContactUS, LLC will create and utilize cloud based performance software and perform quality monitoring while utilizing CallCopy's suite of software solutions.

ContactUS, LLC is proposing to establish its corporate headquarters and client support operation in the City of Columbus. The company will enter into a 7-year lease agreement on vacant office space consisting of approximately 11,000 square feet located at 1108 City Park Avenue. ContactUS, LLC will invest approximately \$1.0 million in building improvements, machinery, equipment, furniture and fixtures and create approximately 150 new full-time permanent positions with an annual payroll of approximately \$5.6 million.

The State has offered a Job Creation Tax Credit of 50% for 7 years for ContactUS, LLC.

ContactUS, LLC is requesting a 25%/5-year Jobs Growth Incentive from the City of Columbus to assist in establishing a corporate headquarters and an operation facility within the Columbus community.

**III. PROJECT INVESTMENT**

Improvements to Existing Buildings	\$135,000
Machinery & Equipment	\$615,000
Furniture & Fixtures	\$250,000
<b>TOTAL INVESTMENT</b>	<b>\$1,000,000</b>

#### **IV. DECISION & TIMING**

The project would begin in March 2012 with a scheduled time of completion for January 2013, contingent upon Columbus City Council approval of the recommended tax incentive.

#### **V. EMPLOYMENT**

The project will create 150 new full-time positions with an estimated annual payroll of \$5.6 million, which will be all new to Columbus.

Position	Number of New Jobs	Hourly Rate	Annual Salary	Total Estimated Payroll for New Jobs
Administrative	5	\$38.46	\$80,000	\$400,000
Operations	130	\$15.18	\$31,570	\$4,104,100
Information Technology	10	\$38.46	\$80,000	\$800,000
Sales	5	\$28.85	\$60,000	\$300,000
<b>Total</b>	<b>150</b>			<b>\$5,604,100</b>

Benefits provided to new employees of ContactUS begin upon hiring.

- Paid Holidays
- Paid Vacation/Personal Days
- Vacation Pay
- Annual Bonus
- 401k Retirement Plan
- Medical/Dental Insurance
- Severance Policy
- Training & Education Benefits

#### **VI. REQUESTED PUBLIC PARTICIPATION**

The Department of Development recommends a Jobs Growth Incentive equal to twenty-five (25%) of the amount of new employee city income tax withholding for five (5) years.

## VII. WORKFORCE DEVELOPMENT

Employers granted a tax incentive will meet with the Central Ohio Workforce Investment Corporation (COWIC) within 90 days to develop a relationship to assure continuing employment opportunities for Columbus residents who are unemployed or underemployed.

## VIII. NEW TAX IMPACT/ANNUAL AND 5-YEAR SUMMARY

<b>NEW REVENUE 5-YEAR SUMMARY</b>		
<b>Revenue</b>	<b>Average Annual</b>	<b>5-year Summary</b>
A. New City Income Tax Revenue	\$140,102	\$700,510
<b>Incentive</b>	<b>Average Annual</b>	<b>5-year Summary</b>
B. Proposed Incentive is equal to 25% of New Employee withholding	\$35,025	175,125
<b>Total</b>	<b>Average Annual</b>	<b>5-year Summary</b>
C. (A-B) Net Value to City	\$105,077	\$525,385

## IX. TAX BENEFIT

The recommended 25%/5-year Jobs Growth Incentive could yield cash payments totaling \$175,125 for ContactUS, LLC over the incentive period.

## X. AREA IMPACT/GREEN INITIATIVES

ContactUS will launch a recycling program for all paper usage within its corporate facility.