

**FACT SHEET
CONTACTUS, LLC
JANUARY 2014**

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 350 new full-time permanent positions with an annual payroll of approximately \$10.192 million.

II. PROJECT HISTORY

ContactUS, LLC was formed in December 2011 by the Board of Directors of CallCopy, Inc. (dba Uptivity), a leading provider of innovative call recording and contact center solutions, and is a privately owned company. ContactUS, LLC is a leader in the business process outsource (BPO), speech & desktop analytics managed service, and third-party quality monitoring arena. The company’s executive leadership team has managed thousands of contact center professionals over the past several decades and has developed and deployed best-in-class contact center technology that is currently being used on hundreds of thousands of workstations around the world.

ContactUS, LLC is proposing to expand its client support operation in the City of Columbus. The company will purchase and renovate approximately 100,000 square feet of vacant commercial space located at 3700 Fishinger Blvd., Columbus, OH 43026. ContactUS, LLC will invest approximately \$4.0 million related to building acquisition and improvements and create approximately 350 new full-time permanent positions with an annual payroll of approximately \$10.192 million.

ContactUS, LLC is requesting a twenty-five percent (25%)/five (5) years Jobs Growth Incentive from the City of Columbus to assist in expanding operations within the Columbus community.

III. PROJECT INVESTMENT

ACQUISITION OF BUILDINGS	\$2,500,000
IMPROVEMENTS TO EXISTING BUILDINGS	\$1,500,000
TOTAL INVESTMENT	\$4,000,000

IV. DECISION & TIMING

The project is expected to begin in January 2014 with a scheduled time of completion of June 2014, contingent upon Columbus City Council approval of the recommended tax incentive.

V. EMPLOYMENT

The project will create 350 new full-time positions with an associated annual payroll of approximately \$10.192 million.

Position Title	Number of New Positions	Hourly Rate	Annual Salary	Total Estimated Payroll for New Positions
Contact Center Specialists	320	\$13.00	\$ 27,040.00	\$ 8,652,800.00
Technology and Software Specialists	30	\$24.66	\$51,306.00	\$ 1,539,180.00
TOTAL	350			\$ 10,191,980.00

Benefits provided to full-time employees of ContactUS, LLC are listed below and include the following:

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

Most benefits begin within 60 days of date of hire.

VI. REQUESTED PUBLIC PARTICIPATION

The Department of Development recommends a Jobs Growth Incentive equal to twenty-five percent (25%) of the amount of new employees 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) 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		
Revenue	Average Annual	5-year Summary
A. New City Income Tax Revenue	\$254,800.00	\$1,274,000.00
Incentive	Average Annual	5-year Summary
B. Proposed Incentive is equal to 25% of New Employee withholding.	\$63,700.00	\$318,500.00
Total	Average Annual	5-year Summary
C. Net Value to City (<i>i.e.</i> , A. - B.)	\$191,100.00	\$955,500.00

IX. TAX BENEFIT

The recommended twenty-five percent (25%) / five (5) year Jobs Growth Incentive could yield cash payments totaling up to approximately \$318,500.00 for ContactUS, LLC over the incentive period.

X. AREA IMPACT/GREEN INITIATIVES

ContactUS, LLC participates in the recycling of paper, packaging, and garbage waste (bottles and cans).