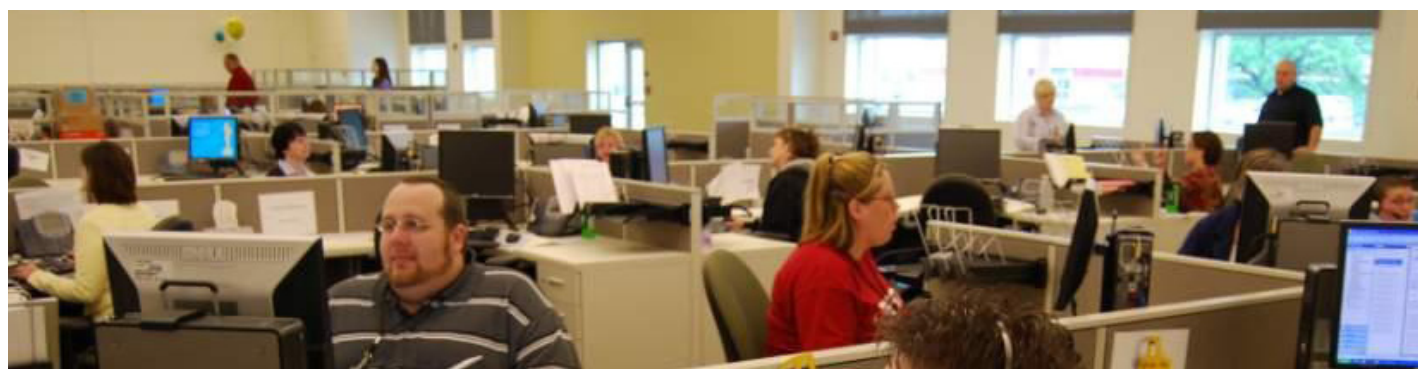


CASE STUDIES

AT&T Call Center



Project Result

- AT&T located a call center in Vanderburgh County, Indiana.
- An empty big-box store was put to beneficial re-use, being converted into a state-of-the-art telecommunications center.
- The community diversified its business base.

Project Description

- Two sites were competing for the AT&T Call Center.
- Telecommunications law in Indiana made locating in Indiana an attractive option.
- AT&T was interested in tax increment financing, as well as tax abatement to support its offsite employee training program that would be moved onsite once the main facility was open.
- Because of the quality of the available workforce, AT&T increased its initial employment numbers from 425 to 600 and then to 750 jobs.

How the Economic Development Coalition of Southwest Indiana Contributed

- Was flexible and willing to work with AT&T to address issues
- Met with AT&T's senior adviser for tax credits and incentives and created a package of tax increment financing and grants for low-income employees to purchase homes in Vanderburgh County
- Proposed using 10-year tax abatement to help fund the company's employee training
- Supplemented training funding from the state, in order to help meet the company's needs for offsite employee training prior to opening the call center

Investment and Jobs

- \$22 million
- 750 jobs

Timeframe of Project:

November 2006
through site selection
announcement in April
2007

Website:

www.att.com

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