

2. a) Penn's Northeast Existing Call Centers

Company Name	Address	Location	Product	# of Employees
Alltel Information Services	60 Public Square Wilkes-Barre, PA 18701	Wilkes-Barre	Information services outsourcing	120
* Altria (Philip Morris Management)	50 New Commerce Boulevard Wilkes-Barre, PA 18706	Wilkes-Barre	Customer service, financial services, telesales and order processing for food products	468
BabyAge.com	360 Stewart Road, Wilkes Barre, PA 18706	Wilkes-Barre	Baby Products	42
Bank of America	1 Fleet Way Scranton, PA 18507	Scranton & Moosic (Glenmaura)	Customer Service (Inbound)	1,000
* Benco Dental Supply	289-299 CenterPoint Boulevard Jenkins Township	Pittston	Dental Supply Company	100
* Blue Cross of NEPA	19 Norht Main Street Wilkes-Barre, PA 18711	Wilkes-Barre	Health insurance Co.	765
* Boden	180 Armstrong Road Pittston, PA 18640-9628	Pittston	Online clothing and accessories	205
C3i	100 Baltimore Drive Wilkes-Barre, PA 18702	Wilkes-Barre	Customer relations management services	125
* CIGNA	53 Glenmaura National Blvd Moosic, PA 18507	Scranton (Glenmaura)	Customer Service (Health Insurance)	850
* Cornell Storefront Systems	140 Maffet St. Wilkes-Barre, PA 18705	Wilkes-Barre	Foundation, Structure, and Building Exterior Contractors	40
* CVS Caremark	1 Great Valley Boulevard Wilkes-Barre, PA 18706	Wilkes-Barre	Mail order pharmacy fulfillment center	540
* Diversified Info Tech - Scranton	123 Wyoming Avenue Scranton, PA 18503	Scranton	Document management and information management	340
Eagle Rock Resort c/o Double Diamond Companies	1031 Valley of Lakes Hazleton, PA 18202	Hazleton	Call center for viewing properties (Inbound)	42
Frontier	Dallas and Wilkes-Barre	Wilkes-Barre	Telecommunications (Inbound)	10
Gateway Energy	190 Welles Street, Exeter, PA, 18643	Wilkes-Barre	retail energy marketer supplier	35
Genpact (Formerly Creditek)	335-365 New Commerce Boulevard Wilkes-Barre, PA 18706	Wilkes-Barre	Financial information center (inbound and outbound)	295
Guard Insurance	16 South River St. Wilkes-Barre, PA 18703-0020	Wilkes-Barre	Insurance co.	15
* H.A. Berkheimer	10 EastSouth Street Wilkes-Barre, PA 18701	Wilkes-Barre	Accounting, Tax Preparation, Bookkeeping, and Payroll Services	10
* igourmet.com	508 Delaware Ave. West Pittston, PA 18643	Pittston	Online retailer of gourmet foods	50
* Intermetro	651 North Washington Street Wilkes-Barre, PA 18705-0557	Wilkes-Barre	Metal Products Manufacturer	500
Kemper (formerly Unitrin)	50 Glenmaura National Boulevard Moosic, PA 18507	Moosic	Insurance	130
Keystone Automotive	44 Tunkhannock Avenue Exeter, PA 18643	Pittston	Distribution of auto parts & accessories	15

Company Name	Address	Location	Product	# of Employees
Lord & Taylor	Highland Blvd.	Wilkes-Barre	Distribution for L&T products	122
Network Solutions	10 Azalea Drive Drums, PA 18222	Hazleton	Service Provider enabling businesses and consumers to communicate (Inbound)	180
notifymd	O'Neill Highway & Monahan Ave.	Dunmore	Call center services to health care providers	75
* Penn Foster	925 Oak Street Scranton, PA 18515	Scranton	Telemarketing & Customer Service (Inbound & Outbound)	541
Penn Warranty	1081 Hanover Street Wilkes-Barre PA 18706	Wilkes-Barre	Provide service contracts	50
* Pennsylvania Millers Insurance	72 North Franklin Street Wilkes-Barre, PA 18773- 0016	Wilkes-Barre	Insurance Co.	90
Pets United/Fifth Gear	1 Maplewood Dr Hazle Twp, PA 18202- 9790	Hazleton	Catalog Co. specializing in pet supplies (In & Outbound)	30
PG Energy	One PEI Center Wilkes-Barre, PA 18711- 0601	Wilkes-Barre	Utility Company	30
PPL Solutions	1 Scotch Pine Drive Hazle Township, PA 18202	Hazleton	Call center for building and energy service questions (Inbound & Outbound)	150
Prudential	50 Glenmaura Blvd and 30 Scranton Office Park	Moosic	Insurance	125
RCN	100 Baltimore Drive Wilkes-Barre, PA 18702	Wilkes-Barre	Data processing, hosting and related services for telecommunications company	360
* Sallie Mae	220 Lasley Avenue, Hanover Industrial Estates Wilkes-Barre, PA 18706	Wilkes-Barre	Student Loan Service Center (Inbound)	900
Solid Cactus	10 Azalea Drive Drums PA 18222	Drums	E-commerce marketer	30
Sundance Vacations (formerly Dowd Marketing)	264 Highland Park Blvd. Wilkes-Barre, PA 18702	Wilkes-Barre	Travel Services	80
Telerox	600 Lasley Avenue Wilkes-Barre, PA 18706	Wilkes-Barre	Financial Services (Inbound)	290
* TMG Health	201 Lackawanna Ave Scranton, PA 18503	Scranton	Health Care Processing	950
TMS	Glenmaura Corporate Center	Moosic	health care communications company	28
Travelocity	1061 Hanover St. Wilkes-Barre, PA 18706	Wilkes-Barre	Travel Services (Inbound)	210
VaxServe	111 N Washington Avenue Scranton, PA 18503	Scranton	Health Care	20
Vector Security	30 North Franklin Street Wilkes Barre, PA 18701- 1301	Wilkes-Barre	Supplier of electronic Security	20

\* Employee count indicates total employees at company, a portion of which is a call center  
**Note: All employee counts are estimates and subject to change.**