

FOR IMMEDIATE RELEASE

CONTACT: Laura Lechner, 571-323-7146



NEW Brings Jobs to Indiana Workers

N.E.W. Customer Service Companies Hiring Hundreds in Terre Haute for Work-at-Home Program to Support DIRECTV Customers

(Terre Haute, Ind.—July 17, 2008)— N.E.W. Customer Service Companies, Inc. (NEW), the leading provider of extended service plans and buyer protection programs for consumer products, is pleased to announce the expansion of their Work-at-Home program into Terre Haute, Ind. The home-based jobs will be dedicated to delivering technical troubleshooting to DIRECTV customers creating approximately 480 work-at-home customer care representative jobs over the next three years depending on applicant interest. DIRECTV is the nation's leading satellite TV service with more than 17 million customers.

With the average cost of gas at an all-time high, *NEW's* work-at-home program will eliminate that expense for employees and save an individual an estimated \$1100 per year. On a whole, the home-based customer care positions will save Terre Haute close to 42,000 gallons of gas a year.

After considerable research and evaluation of communities across the United States, the Virginia-based company selected Terre Haute as a best fit for the company because of the warm reception, infrastructure and the strong workforce the city offered.

"A fundamental role of information and communication technologies has long been a catalyst for transformation and change. Terre Haute continues its efforts to offer a strong technology environment for network readiness. Having a company such as *NEW* select Terre Haute for its expansion reflects the quality of this community's technology infrastructure," said Duke Bennett, Mayor, City of Terre Haute.

"More and more successful customer care companies such as *NEW* are recognizing they need not go overseas to fill their labor needs. The advancement of telecommunications technology, coupled with our Hoosier work ethic, will make more of these opportunities possible here at home," said Steve Witt, president, Terre Haute Economic Development Corporation.

The announcement of *NEW's* work-at-home program expansion into Indiana is the result of partnerships between the City of Terre Haute and Vigo County Indiana, Ivy Tech Community College-Wabash Valley, and Terre Haute Economic Development Corporation.

"When a company like *NEW* can expand anywhere they choose, and Vigo County is the site of choice, it shows that our community is doing things right," said David Decker, president, Vigo County Commissioners.

"*NEW's* continued growth and success has made it necessary to expand the company's contact center operations," said *NEW's* senior vice president of customer experience, Ray Zukowski. "Our extensive research indicated that Terre Haute is a good fit for our company due to the well-educated work force and

the residents' desire to work in the customer care field. We are ecstatic to be a part of Terre Haute and offer this unique work environment to the community.”

Interested job candidates can meet with *NEW* representatives at hiring events on July 22 from 9:00 a.m. to 10:30 a.m.; 12:00 to 1:30 p.m.; and 6:30 p.m. to 8:00 p.m. and July 23 from 4:00 p.m. to 5:30 p.m. and 6:30 p.m. to 8:00 p.m. at the Ivy Tech Community College-Wabash Valley, Rm W100, 1700 E. Industrial Drive, Terre Haute. Virtual job fairs are also available on the website at www.newhomebasedccr.com.

Interviews begin immediately and the first six-week, company-paid training program begins September 8th at the Ivy Tech Community College-Wabash Valley. For more information about career opportunities as a Customer Care Representative with *NEW*, or to apply for a job online, visit www.newhomebasedccr.com.

About N.E.W. Customer Service Companies, Inc. (*NEW*)

NEW is the leading provider of extended service plans, buyer protection services and product support, providing coverage to more than 150 million consumers worldwide. Founded in 1983 with headquarters in Sterling, Va., *NEW* provides award-winning, post-sale consumer care for leading retailers, consumer service providers, wireless carriers and financial services firms. *NEW* has expanded its product offerings and now delivers a comprehensive customer care solution that begins on day one of the product purchase and extends through the end of the product lifecycle. For more information, please visit *NEW* at www.newcorp.com or call 1-800 WHAT'S NEW (1-800-942-8763).

#