



NEWS

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FOR IMMEDIATE RELEASE

February 17, 2004

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WEISS, PADILLA DENOUNCE ADELPHIA PROPOSAL TO SHUT DOWN LOS ANGELES CUSTOMER SERVICE CALL CENTERS

113 Adelphia Employees in Van Nuys, Glassell Park to be Affected

LOS ANGELES – Councilmember Jack Weiss and Council President Alex Padilla today denounced Adelphia's proposal to restructure its customer call center operation, impacting 113 jobs at Adelphia facilities in Van Nuys and Glassell Park. Weiss and Padilla raised concerns that the quality of customer service for Los Angeles cable customers would suffer as a result of call operators working from sites outside of the City. In addition, Weiss and Padilla noted that the prospect of jobs moving out of the City would have a direct impact on Los Angeles' economy.

"My office receives far too many complaints about Adelphia. I believe Adelphia should focus on improving customer service and access to high speed services rather than moving jobs out of the City of Los Angeles," said Weiss, Chair of the City's Information Technology and General Services Committee.

"Adelphia earns \$148 million annually in revenue from its customers in Los Angeles," said Padilla.

"Adelphia must demonstrate it is not only committed to providing the highest level of service to its customers, but that it recognizes the importance of keeping jobs in Los Angeles."

Adelphia's proposal to "segregate" customer service calls from sales calls would route customer service telephone calls to Ontario, California or Colorado Springs, Colorado. While some of the Los Angeles employees would be eligible for new positions, according to Adelphia, employees wishing to retain their existing job would need to relocate to call centers in Ontario, California or Orlando, Florida.

A motion introduced by Weiss and Padilla today calls upon Adelphia to halt the proposed service changes and would require each cable television company in Los Angeles to give a report on the status of cable-related jobs in the City.

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