

SCACE WINTER DRIVE-IN

VERIZON WIRELESS
JANUARY 26, 2007

Who is Verizon Wireless?

Verizon Wireless owns and operates the nation's most reliable wireless network. Established in the Spring of 2000, Verizon Wireless is a joint venture of Verizon Communications and Vodafone and is headquartered in Basking Ridge, New Jersey. Verizon Wireless has 56.7 million customers, 61,000 employees and an annual revenue of 32.3 billion dollars.

Verizon Wireless built the nation's first wide-area wireless broadband network, delivered the nation's first wireless consumer 3G multimedia service, launched the most comprehensive mobile music service in the world and has the highest customer loyalty in the industry based on lowest-in-industry churn (turnover of customers to other carriers).

Verizon Wireless' Charleston Contact Center was opened in November of 2004. The Charleston center primarily services customers in the greater Philadelphia, Baltimore and Washington, D.C. markets. The center is home to approximately 900 employees working in customer service, collections, credit and order operations, information technology, training, human resources, operations and health & wellness. For these various opportunities, the Charleston Call Center recruits from nearly all programs of study at an Associates and Bachelors level.

Agenda

- 9:30-9:45 Registration
- 9:45-10:00 Welcome and Introduction to Verizon Wireless
- 10:00-10:45 Jeremiah Knight, Customer Service Director
 - ◆ Explore the importance of customer service, no matter your profession.
- 10:45-11:00 Break
- 11:00-11:45 Celeste Bethell & Mike Claypoole, HR
 - ◆ Learn about hiring and on-boarding practices.
- 11:45-1:00 Lunch provided by Verizon Wireless
 - ◆ Facility tours if time permits
- 1:00-2:00 SCACE Meeting
- 2:00-2:30 Conference Committee Meeting
- 2:30-3:00 Board Meeting

Hotel Accommodations

- ◆ The Embassy Suites - North Charleston, SC
- ◆ Mention Verizon Wireless for a corporate rate (\$119)
- ◆ Contact Information: 843-747-1882

- ◆ The Francis Marion Hotel - Historic Charleston, SC
- ◆ Mention SC Association of Colleges & Employers (\$109)
- ◆ Contact Information: 843-722-0600

Directions

From Greenville/Columbia --

Take I-26 East toward Charleston. Take exit 213-B onto E. Montague Ave. At the second traffic light make a left onto Mall Drive. At the third light make a right into VZW parking lot.

From downtown Charleston --

Take I-26 West toward North Charleston. Take exit 213 for Montague Avenue/Mall Drive. The exit will split; stay to the left for Mall Drive. At the light make a left onto Mall Drive. At the second light make a right into VZW parking lot.

From Myrtle Beach and points North --

Take Route 17 South toward Charleston. Once nearing Charleston, take I-526 toward North Charleston/Savannah. Take exit 17-A for I-26 East toward downtown Charleston. Take nearly-immediate exit 213-B for E. Montague Ave. At the second traffic light make a left onto Mall Drive. At the third light make a right into VZW parking lot.

From Hilton Head and points South --

Take 95 North to exit 33 for Rt. 17 North. Once nearing Charleston, take I-526 toward North Charleston/Mt. Pleasant. Take exit 17-A for I-26 East toward downtown Charleston. Take nearly-immediate exit 213-B for E. Montague Ave. At the second traffic light make a left onto Mall Drive. At the third light make a right into VZW parking lot.

Parking

Parking is immediately to the right once within the Security gate entrance.

