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August 22, 2012

**VIA ELECTRONIC MAIL AND OVERNIGHT DELIVERY**

Mr. Bill McEntaffer  
South Dakota Department of Labor and Regulation  
700 Governors Drive  
Pierre, SD 57501-2291

*Re: Important Notice Regarding Stream Global Services, Inc. Facility  
Located at 1215 W. Cherry Street, Vermillion, SD 57069*

Dear Mr. McEntaffer:

Stream Global Services, Inc. (with its parent(s) and subsidiaries, "Stream") regrets to inform you that the company has reviewed its operations and has made the decision to discontinue operations at its facility located at 1215 W. Cherry Street, Vermillion, SD 57069 (the "Vermillion Facility"). Pursuant to the federal Workers Adjustment and Retraining Notification Act ("WARN"), 29 U.S.C. § 2101, *et seq.*, Stream hereby provides notice of this decision.

As of the date of this notice, Stream expects to terminate the employment of all employees at the Vermillion Facility (approximately 180 employees) and expects that the shutdown of operations at the Vermillion Facility will be permanent. The terminations are expected to commence on October 22, 2012 or within fourteen (14) days thereafter, although some employees may continue to be employed longer because the closing of operations at the Vermillion Facility will take place in a series of workforce reductions, the timing of which will be dictated by client needs. In addition, no bumping rights exist for any of the employees affected by this layoff.

All affected employees have been notified of this closure and that their separation from employment will be permanent. Stream also has notified all affected employees that certain positions may be open or soon come available in Stream's Sergeant Bluff, Iowa facility, and employees at the Vermillion Facility are encouraged to apply for such positions if they are interested.

The information provided in this notice is based on the best information available to Stream as of the date hereof. Please contact Shari Crahan, Human Resources Manager at the Vermillion Facility, at 866-697-9881 with any questions or requests for additional information.

Respectfully,

  
Matthew A. Ebert  
General Counsel

## **Porch, Kari**

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**From:** McEntaffer, Bill  
**Sent:** Wednesday, August 22, 2012 3:49 PM  
**To:** Molseed, Bill; Hart, Daniel; Hultman, Marcia; Roberts, Pamela; Dovre, Dawn  
**Cc:** McEntaffer, Bill; Halling, Deb; Ringstmeyer, Kendra; Porch, Kari; Armstrong, Pam; Williams, Dawn  
**Subject:** FW: Stream Vermillion  
**Attachments:** DOC082112-08212012183228.pdf

As seen below the decision to close is on again and attached is the newest WARN notice.

Bill

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**From:** Matthew A Ebert [<mailto:Matthew.Ebert@stream.com>]  
**Sent:** Wednesday, August 22, 2012 3:42 PM  
**To:** McEntaffer, Bill  
**Subject:** Stream Vermillion

Dear Bill,

Thank you again for your time yesterday and your consideration in this matter. Unfortunately, after additional consideration, we are proceeding with the WARN notification for Stream's Vermillion facility.

Employees at the company's Vermillion site are being informed today, and I've attached a revised letter to this note reflecting today's date. A hard copy is also being sent to your attention via overnight delivery.

Thank you again, and please let me know if you need any additional information.

Kind regards,

Matt

Matthew A. Ebert  
General Counsel  
Stream Global Services, Inc.  
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