

# The Pueblo Chieftain

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Published: Thursday February 08, 2007



**CHIEFTAIN PHOTO/JOHN JAQUES**

**Sue Knox (right), vice president of Cingular/AT&T's Rocky Mountain region, joins City Councilman Randy Thurston (left), and Jack Johnston, director of Cingular, at a dedication ceremony Wednesday for the new call center.**

## Cingular/AT&T Dedicates Call Center

**By JEFF TUCKER  
THE PUEBLO CHIEFTAIN**

The first calls to Cingular/AT&T's call center in Pueblo came nearly three months ago, but that didn't stop company representatives from dedicating its new state-of-the-art operation Wednesday near the Historic Arkansas Riverwalk of Pueblo.

Employees of the center joined with representatives from local government, both chambers of commerce, the Pueblo Economic Development Corp, the Pueblo Urban Renewal Authority and others to celebrate the opening of a center Cingular/AT&T officials call the flagship of its customer service facilities.

"I'm very proud to be here today to dedicate this customer-care center," said Sue Knox, the company's vice president of its Rocky Mountain region. "I would be remiss if I didn't thank City Council President Mike Occhiato, the Pueblo City Council and the entire community. The combination of their commitment, our employees, this state-of-the-art building and leading edge technology already has established this as our flagship facility across the country."

City Council released \$5.67 million from the half-cent sales tax for economic development funds to help bring the center here.

The deal was negotiated between the city and Cingular/AT&T, without the assistance of PEDCo.

Councilman Randy Thurston spoke on behalf of City Council, saying that the center was part of a number of positive developments taking place around the riverwalk.

"A lot of great things are taking place here and one of the greatest things is this partnership between Cingular/AT&T and Pueblo," Thurston said. "With Cingular Wireless, we have an international icon in technology and communications."

Thurston also recognized City Councilman Ray Aguilera, who made the starting wage at the center a key issue in his decision to support the project.

The average starting salary for Cingular/AT&T workers in Pueblo is \$10 an hour.

Jack Johnston, manager at the call center, said he has been impressed with the quality of workers from Pueblo.

"I've taken every opportunity to let the Cingular/AT&T executives know how proud we are of the quality of staff here," he said.

Knox said the reason her company is among the leaders in communications technology is because of the importance it places on its customers.

The open building with its large windows and comfortable spaces will allow employees to continue to provide the customer service necessary to keep the company on top, she said.

"It's the people of this company that make it great, not the sign out front," she said of Cingular's move to re-brand itself AT&T. "We're very proud to be located in Pueblo."

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