



## 1,000 jobs coming to Central Valley

- *They'll be at a new T-Mobile customer call center in Kingsburg*
- *Company says it will offer a new level of customer service*

T-Mobile U.S. and Sprint have picked Kingsburg in Fresno County as the location for their previously announced Central Valley "Customer Experience Center."

The new call center will have more than 1,000 employees.

The companies say the new workers will earn wages on average over 50 percent higher than the average wages in Fresno County, which will also make the the call center one of the highest-paying employers in the area.

The Kingsburg call center is to have what T-Mobile terms its "Team of Experts" service model, which provides customers direct personal access to a dedicated team of specialists when they call or message for assistance. The specialists are to work with local retail and engineering

teams to address a wide variety of topics and tackle complex challenges for customers primarily based in California.

The combined company will have 7,500 more customer care workers in 2024 than the two stand-alone companies would have employed, they say.

It all depends, however, on the closing of their merger to become what the companies want to call the “New T-Mobile.”