



Canadian Call Management Association

FOR IMMEDIATE RELEASE

Friday, September 26, 2014

CONTACT: Linda Osip

(800) 896-1054

24 Olive St.
Suite 10
Grimsby, ON
Canada
L3M 2B6

Tel:
(905) 309-0224

Fax:
(905) 309-0225

Toll Free:
1-800-896-1054

www.camx.ca

info@camx.ca

Providing
Education and
Support for
Operator-Based
Service
Companies:

- Call Centre Services
- Telephone Answering
- Message Delivery
- Order Entry
- Emergency Dispatch

Outstanding Service Brings National Award Northern Telecommunication Services, Inc. Wins CAM-X Award of Excellence

Northern Telecommunication Services, Inc. of Sudbury, ON has been honoured with the exclusive 2014 **CAM-X Award of Excellence** for the 18th consecutive year. The Award is presented annually by the Canadian Call Management Association (CAM-X), the industry's Trade Association for providers of call centre services including telephone answering and message delivery. Northern Telecommunication Services, Inc. was presented with the Award recently at the CAM-X 50th Annual Convention and Trade Show held at the Fairmont Chateau Laurier, Ottawa, ON

Independent judges are contracted by CAM-X to evaluate message services throughout North America over a six-month period. The criteria for scoring include courtesy, response time, accuracy and overall service to their clients. If the company scores 80% or better in ALL categories, they are presented with the coveted Award of Excellence. The program is now in its 25th year.

"The CAM-X Award of Excellence is a bench marking program designed and proven to enhance customer service for the Telephone Answering Service Industry across North America and throughout the world." says CAM-X President, Bill Tucker. "Technological advancements combined with professional customer service provides the industry with the ability to deliver consistent excellent customer service solutions. The CAM-X award of Excellence Program ensures that consistent professional customer service levels are not only met but exceeded. Since the inception of this Awards Program, the level of customer service provided by member participants has improved significantly. I congratulate Northern Telecommunication Services, Inc. for their achievements. "

Now an eighteen-time winner Northern Telecommunication Services, Inc. earned the **Diamond Plus Award for eighteen consecutive years**. CAM-X extends its congratulations to the staff of Northern Telecommunication Services, Inc. on their proven quality service to their customers.

About CAM-X: Founded in 1964, CAM-X began as a national trade Association representing live answering services. The Canadian Call Management Association now encompasses companies across North America offering specialized and enhanced operator based services including: call centres, contact centres, inbound telemarketing (order entry), paging, voice messaging, emergency dispatch, fax, and Internet-based services, among others. Please visit www.camx.ca for more information.