



# Northern Communications



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## **Northern Communications Wins National ATSI Award of Excellence !** *Quality of Answering Services exceeds all industry standards in U.S.!*

Northern Communications, has been honored with the exclusive **ATSI 2009 Award of Excellence**. The award is presented annually by the Association of TeleServices International (ATSI), the industry's trade association in the United States for providers of telecommunications and call centre services including telephone answering and message delivery. Northern Communications was presented with the award at ATSI's 2009 Annual Convention held at the Westin Convention Center Hotel, in Pittsburgh, PA. on June 22, 2009.

To win the award, an independent panel of judges examines data from over six months of intensive random testing. Northern Communications was scored on key call-handling skills such as courtesy, response time, accuracy and overall service to their clients - the cornerstones of the Call Management Industry. Northern Communications scored 80% or better in **ALL** categories, and so were presented with the coveted Award of Excellence.

"The ATSI Award of Excellence is an extremely prestigious honour within the teleservices industry. This really confirms that our company's emphasis on quality and customer service are really paying off." says Northern Communications vice president Mike Shantz.

Northern Communications extends its congratulations to its staff for achieving this important award based on their proven high quality of service to their customers.

### **About Northern Communications**

Northern Communications has been providing custom contact and answering service solutions since 1954. From its startup as a small answering service in Northern Ontario, it has grown into an organization with multiple offices and other related divisions servicing clients across North America. Its focus on customer service has enabled to win the prestigious CAMX (Canadian Call Mgmt. Assoc.) award for 12 straight years. Services range from basic answering service to custom responses involving complex services, database updates and call escalations. Find out more at [www.Northerncom.com](http://www.Northerncom.com)

### **About ATSI**

The Association of TeleServices International was founded in 1942 as a national trade association representing live answering services. ATSI now encompasses companies across the United States offering specialized and enhanced operator based services including: call centers, contact centers, inbound telemarketing (order entry), paging, voice messaging, emergency dispatch, fax, and internet services among others. Find out more at [www.ATSI.org](http://www.ATSI.org)