



Canadian Call Management Association

FOR IMMEDIATE RELEASE

Thursday, October 14, 2010

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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 COMMUNICATION SERVICES INC. Wins CAM-X Award of Excellence

NORTHERN COMMUNICATION SERVICES INC. of Sudbury, North Bay, Timmins & Sault Ste. Marie, ON has been honoured with the exclusive 2010 Award of Excellence for the **fourteenth 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 COMMUNICATION SERVICES INC. was presented with the award recently at the CAM-X 46th Annual Convention and Trade Show held at the Hard Rock Hotel & Casino, Las Vegas, NV

Independent judges are contracted by CAM-X to evaluate message services throughout Canada 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 21st year.

"Participation in the AOE helps create a focus on service quality that runs levels deep throughout an organization and not just during the program period, but each and every day of the year. This translates into satisfied customers and allows everyone, at all levels, to take pride in their personal participation as well as in the company as a whole. And in a service industry, nothing builds employee confidence more than positive feedback from satisfied customers." says CAM-X President Gary Blair. "We congratulate NORTHERN COMMUNICATION SERVICES INC. for their achievements."

Founded in 1964, CAM-X began as a national trade Association representing live answering services. The Canadian Call Management Association now encompasses companies across Canada offering specialized and enhanced operator based services including: call centres, contact centres, inbound telemarketing (order entry), paging, voice messaging, emergency dispatch, fax, and internet services among others.

Now a fourteen-time winner NORTHERN COMMUNICATION SERVICES INC. earned the **Diamond Award for fourteen consecutive years**. CAM-X extends its congratulations to the staff of NORTHERN COMMUNICATION SERVICES INC. on their proven quality service to their customers.