



Association of TeleServices International, Inc.
12100 Sunset Hill Rd., Ste 130, Reston, VA 20190
Phone (866) 362-9489 Fax (703) 435-4390
admin@atsi.org

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CONTACT: Bob Dziuban or Pam Owens
(866) 896-2874

Outstanding Service Earns National Award
Northern Communications wins ATSI Award of Excellence

Northern Communications of Sudbury, ON has been honored with the exclusive ATSI 2013 **Award of Excellence**. This award is presented annually by the Association of TeleServices International (ATSI), the industry's Trade Association for providers of telecommunications and call center services including telephone answering and message delivery across North America and the UK. Northern Communications was presented with the award at ATSI's 2013 Annual Convention held at the Kansas City Marriott Downtown, Kansas City, MO.

Independent judges are contracted by ATSI to evaluate message services 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 ATSI Award of Excellence. The program is now in its 17th year.

"The Award of Excellence allows the participating companies to benchmark their customer focused culture and processes against proven standards of excellence. Winning the award brings industry and community recognition to our members' call center staff for their valued commitment and dedication. Although winning the award is an honor, all participating companies are winners! The feedback received is a valuable component to their continual commitment of providing a world class customer service experience with every interaction performed on behalf of their clients," says ATSI President Maryann Wetmore.

ATSI extends its congratulations to the staff of Northern Communications on their proven quality service to their customers.

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 North America and the UK 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.