



**ATSI 2016 AWARD OF EXCELLENCE
AND
CALL CENTER AWARD OF DISTINCTION RECIPIENTS**

ATSI recognized the 2016 award recipients at the 2016 ATSI Annual Conference in Tampa, Florida. This award is presented annually by the Association of TeleServices International to providers of telecommunications and call center services including telephone answering and message delivery across North America and the UK.

Independent judges are contracted by ATSI to evaluate message services over a six-month period. The criteria for scoring include: the caller experience, courtesy, response time, accuracy and overall service to their clients.

Congratulations to all recipients for their commitment to excellence and service.

ATSI Award of Excellence Recipients 2016

Year 1

ProComm, Seneca SC
AAMCOM, Redondo Beach CA
Concorde Communications, Los Angeles CA
A.V. Luttamus Communications and Security, Weirton WV
AnSer - Southern States, Hopkinsville KY
Answer Watertown, Watertown NY



Year 2 Bronze

Combined Communications, Inc., Bowling Green KY
Edwards Answering Service Enterprises, Inc., Vernon CT
Northern Communications, Sudbury ON
Advantage TeleMessaging, Inc., West Reading PA
Answer Plus, Inc., Clive IA
Anserve Inc., Butler NJ
Call 4 Health, Boca Raton FL

Year 3 Silver

Alliance Communications Center, Orlando FL
CBSI, Marietta GA
The Perfect Answer, Inc DBA Torcom,
Answering Innovations, Director's Hotline, Madison WI
Sunshine Communications Services, Coral Gables FL
AnswerPro™ Limited, Mission KS
Bennett Answering Service, Flint MI

Year 4 Silver Plus

A Courteous Communications Corporation, Orlando FL
King's Telemessaging Services, Shreveport LA
PWC Message Center, Dothan AL

Year 5 Gold

AAA Message Connection, Chattanooga TN

Carolyn's Communications Inc, Snellville GA TOP TEN

Association of Teleservices International

222 S. Westmonte Avenue, Suite 101 ■ Altamonte Springs, FL 32714

p: 407-774-7880 ■ f: 407-774-6440 ■ w: www.atsi.org



Year 6 Pearl

Answer California, El Cajon CA
Ambs Call Cente, Jackson MI
Answer Plus, Las Vegas NV

Year 7 Emerald

Mid State Communications, Manchester TN
Commercial Telephone Exchange, Reno NV
Answer Bay Area, Tampa FL

Year 8 Ruby

The Legacy Connection, Tuscaloosa AL
Crocker Communications, Inc, Greenfield MA
Time Communications, White Bear Lake MN
Nationwide Inbound, Inc., Freeport IL
Central Communications Corp, Riverside CA
Secretariats, Inc., Norfolk VA

Year 9 Sapphire

Always On Call Answering Service, LLC, Concord NH
Billie Clarke's Answering Service, San Diego CA
Quick Connections, Greenbelt MD
LABELL EXCHANGE, Santa Ana CA
The Answer Network, Roanoke VA
Image 24, Montreal QC
Connections Call Centre, Squamish BC TOP SCORE

Year 10 Diamond

Association of Teleservices International
222 S. Westmonte Avenue, Suite 101 ■ Altamonte Springs, FL 32714
p: 407-774-7880 ■ f: 407-774-6440 ■ w: www.atsi.org



LEARNING BY ASSOCIATION
Sharing Ideas Is What We Are All About®

Keener Communications, Inc., Richmond VA
Action Telephone, Rochester NY
AnswerNow, Glendale AZ
Cosmopolitan Medical Communications, Glendale AZ
AnswerOne, Brooklyn NY
IPN Messaging Center, LaPorte IN

Year 11 Diamond Plus

MedConnectUSA, Las Vegas NV
Business & Professional Exchange, Inc., Beverly MA
Alphapage, LLC, Denver CO
King Communications, Inc., Saginaw MI
Main Line TeleCommunications, Aston PA
Call Experts, Charleston SC
Allgood Communications, Inc. dba Executive Services,
Professional Communication Services & NTC Answering Service, Pueblo
CO
Information Communications Group, Leawood KS TOP TEN

Year 12 Diamond Plus

CALLSTAR, St. Petersburg FL
Berkshire Communicators, Inc., Pittsfield MA
Answer Excellence, Inc, Clearwater FL
StatCall, Alexandria VA
Focus Telecommunications, Inc., Eldersburg MD
Com Net, LLC, Muncie IN
Messages & more, Inc., Flagstaff, AZ
Central Communications, Inc., Norwalk CT TOP TEN
Answer Center, Virginia Beach VA TOP TEN
Answer Syracuse, Syracuse, NY TOP TEN

Association of Teleservices International

222 S. Westmonte Avenue, Suite 101 ■ Altamonte Springs, FL 32714
p: 407-774-7880 ■ f: 407-774-6440 ■ w: www.atsi.org



LEARNING BY ASSOCIATION
Sharing Ideas Is What We Are All About®

Answer Finger Lakes, Auburn NY TOP TEN

Year 13 Diamond Plus

Extend Communications Inc., Brantford ON
Port City Communications, Port Huron MI
Antietam Call Center, Hagerstown MD
Contact One Call Center, Inc., Tucson AZ
Alliance Wireless Communications, Kingston ON
A Better Answer, Hurst TX
CallNet Call Center Services, Bloomington/Indianapolis IN
Dexcomm, Carencro LA TOP TEN

Year 14 Diamond Plus

TAB AnswerNetwork, Santa Ana CA
Corporate Message Services, Inc., Savannah GA
Answer Quick, Louisville TN
A Better Answer, Houston TX

Year 15 Diamond Plus

Direct Line Teleresponse, Berkeley CA
Answer Midwest, Inc., Alton IL
AnSer, Green Bay WI TOP TEN

Year 17 Diamond Plus

T.A.S. Communications, Inc., Madison WI

Association of Teleservices International

222 S. Westmonte Avenue, Suite 101 ■ Altamonte Springs, FL 32714
p: 407-774-7880 ■ f: 407-774-6440 ■ w: www.atsi.org



Year 18 Diamond Plus

A Better Answer, Plano TX

Year 19 Diamond Plus

Hastings Humans, Austin TX
Answer United, Kalamazoo MI
Business Connections, Salem OR
Keystone Answering Services, Newtown PA

Year 20 Diamond Plus

Rochester Telemessaging Center, Rochester Hills MI TOP TEN

Award of Distinction

The following recipients have been honored with the prestigious ATSI Call Center Award of Distinction by the Association of TeleServices International to providers of Call Center services including Inbound Order Desk/Help Desk and web enabled customer assistance. The Call Center Award of Distinction is a tool used to measure the skills of professional call center agents throughout North America and the UK.

After six months of testing, an independent panel of judges scores call-handling skills for "enhanced service" applications, focusing attention on customer relationship management (CRM), courtesy, etiquette, and the use of proper call techniques, as well as response time and accuracy — the cornerstones of the Call Management Industry.

Association of Teleservices International

222 S. Westmonte Avenue, Suite 101 ■ Altamonte Springs, FL 32714
p: 407-774-7880 ■ f: 407-774-6440 ■ w: www.atsi.org



Recipients

ATSI 2016 Call Center Awards of Distinction Recipients

Telelink, St. John's NL

Nationwide Inbound, Inc., Freeport IL

TransCore's Delaware Department of Transportation

Customer Service Center, Dover DE

Time Communications, White Bear Lake MN

Focus Telecommunications, Inc., Eldersburg MD

Extend Communications Inc, Brantford ON

Call 4 Health, Boca Raton FL

First American Payment Systems, Fort Worth TX

Answer Quick, Louisville TN TOP SCORE

Association of Teleservices International

222 S. Westmonte Avenue, Suite 101 ■ Altamonte Springs, FL 32714

p: 407-774-7880 ■ f: 407-774-6440 ■ w: www.atsi.org



Association of Teleservices International

222 S. Westmonte Avenue, Suite 101 ■ Altamonte Springs, FL 32714
p: 407-774-7880 ■ f: 407-774-6440 ■ w: www.atsi.org