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Outstanding Service Earns National Award

Information Communications Group Wins ATSI Award. of Excellence

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

After six months of intensive testing, an independent panel of judges scored call-handling skills such as courtesy, response time, accuracy and overall service to their clients - the cornerstones of the Call Management Industry. If a company scored 80% or better in ALL categories, they are presented with the coveted Award of Excellence

"The ATSI Award of Excellence offers the industry the kind of quality testing and benchmarking that is essential to help us establish the kind of service levels that are being demanded by our customers. There are no winners and losers in this program; participation itself guarantees you will provide a higher level of service!" says ATSI President, Dennis O'Hara.

Now a four-time winner, Information Communications Group earned the **Silver Plus Award for four consecutive years**. ATSI extends its congratulations to the staff of Information Communications Group for 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 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.