



Association of TeleServices International, Inc.  
12 Academy Avenue, Atkinson, NH 03811  
Phone (603)362-9489 fax (603)362-9486  
cglorieux@earthlink.net

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**CONTACT:** Charlene Glorieux  
(866) 896-2874

## **Outstanding Service Earns National Award**

*Alliance Wireless Communications wins ATSI Award of Excellence*

Alliance Wireless Communications of Kingston, ON been honored with the exclusive 2010 **Award of Excellence** for the **seventh 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. Alliance Wireless Communications was presented with the award at ATSI's 2010 Annual Convention held at the Westin Gaslamp Quarter, San Diego, CA.

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 training the agents of ATSI members receive in preparation for professionally handling these test phone calls is the best assurance that an Award of Excellence Winner is a high quality provider of telephone answering services!" says ATSI President Larry Goldenberg.

Now a seven-time winner, Alliance Wireless Communications earned the **Emerald Award for seven consecutive years**. ATSI extends its congratulations to the staff of Alliance Wireless 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 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.