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*Outstanding Service Earns National Award*

*Keystone Answering Service Wins ATSI Award of Excellence*

Keystone Answering Service of Allentown, PA has been honored with the exclusive **2008 Award of Excellence** for the **third consecutive year**, earning a combined score of 93.6%. The 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. Keystone Answering Service was presented with the award at ATSI's 2008 Annual Convention held at the Hyatt Regency Hotel in St. Louis, MO.

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 Award of Excellence is a mystery shopper program that provides independent testing for quality assurance in customer service levels,"* stated ATSI President Allan Fromm. *"We congratulate Keystone Answering Service for their achievement."*

Now a three-time winner, Keystone Answering Service has earned the **Silver Award for three consecutive years**. ATSI extends its congratulations to the staff of Keystone Answering Service 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, paging, voice messaging, emergency dispatch, fax, and internet services among others.