



Canadian Call Management Association

News Release
For immediate release

Outstanding Service Brings Home National Award

- Tel-Us Call Center, Inc. Earns CAM-X Award of Excellence -

Grimsby, ON (September 23, 2019) — Tel-Us Call Center, Inc. of Beverly Hills, CA has been honoured with the exclusive 2019 Award of Excellence for 9 years. The Award is presented annually by the Canadian Call Management Association (CAM-X), the industry's Trade Association for providers of call centre services including telephone answering and message delivery. Tel-Us Call Center, Inc. was presented with the Award recently at the CAM-X 55th Annual Convention and Trade Show held at the Fairmont Macdonald Hotel in Edmonton, AB.

"I am very proud our team of agents who continually aim to make every call an excellent experience for our customer's callers!"

- **Stacy Polinsky, President Tel-Us Call Center, Inc.**

Independent judges are contracted by CAM-X to evaluate message services over a six month period. The scoring criteria includes:

- Response Time
- Courteousness of Rep
- Accuracy of Call
- Knowledge of Account
- Overall Impression of Call

"A benchmarking program with the depth and longevity of the CAM-X Award of Excellence, 30 years, has indeed stood the test of time. Winners of this award have often spent years honing their in-house call quality programs before either entering this program or winning for the first time. Receiving this esteemed award is a testament to consistent, excellent service over a long period of time. A hearty congratulations to every award winner." says CAM-X President Pat Vos.

Now a nine-time winner, Tel-Us Call Center, Inc. earned the **Sapphire Award for nine years**. CAM-X extends its congratulations to the staff of Tel-Us Call Center, Inc. on their proven quality service to their customers.

- 30 -

About CAM-X

CAM-X is a Canadian based trade Association for the Call Management industry which includes call centres, telephone answering services, telemarketing services, and other communication services. Their goal is to contribute to their members' profitability by fostering a willingness to exchange ideas,

experiences and solutions while promoting the general welfare and ethical standards of our industry.
Please visit www.camx.ca for more information.

MEDIA CONTACT:

Linda Osip, CAM-X

905.309.0224 | info@camx.ca