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Outstanding Service Earns Award of Excellence

Tel-Us Call Center wins coveted ATSI Award of Excellence

Tel-Us Call Center of Los Angeles, CA has been honored with the exclusive ATSI 2025 **Award of Excellence for the 16th year**. This 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 across North America and the UK. Tel-Us Call Center was presented with the award at ATSI's 2025 conference in Pheonix, AZ.

Independent judges are contracted by ATSI 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

"Year after year, the ATSI Award of Excellence (AOE) serves as a powerful benchmark for customer service success. Now in its 29th year, this program gives our members a chance to celebrate what's working, identify areas for improvement, and strengthen their commitment to service quality. With every call graded by an unbiased third party, participants gain credible, actionable feedback. Companies who earn this recognition are not just delivering excellent service—they're setting the standard. At ATSI, we're proud to offer a program that continues to challenge and inspire our members," says ATSI President, Brianna Burke.

The award started **29 years ago** as a means to improve the overall quality of the call center industry by setting expectations and measurements to ensure a successful call handling experience.

Now a **sixteen-time winner** Tel-Us Call Center earned the **Platinum Plus Award**. ATSI extends its congratulations to the staff of Tel-Us Call Center 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 North America and the UK 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.