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## **FOR IMMEDIATE RELEASE**

### **24-7 INtouch Ranked as a 2008 Top 50 Teleservices Agency for Third Consecutive Year**

TORONTO, Ontario. March 12th, 2008 – 24-7 INtouch, a leading multi-channel contact center outsourcer announced today their ranking as a Top 50 Teleservices Agency for the third consecutive year by Technology Marketing Corporation's (TMC®) Customer Interaction Solutions® Magazine. The company is acknowledged in two categories: Inbound International, increasing its ranking four positions from last year to #15, and Global Aggregate Inbound, ranking #43.

Customer Interaction Solutions magazine's exclusive 23rd Annual Top 50 Teleservices Agencies Ranking recognizes the top outbound and inbound teleservices agencies, both domestic and international, as well as interactive inbound, as measured by the amount of billable teleservices minutes they have completed during the past year.

"This is the third consecutive year receiving this honor, which represents a benchmark we continually strive to meet," says Patricia Fraser, Vice President of Operations at 24-7 INtouch. "It is important for us to remain consistent and reliable for clients and their customers, especially as we continue to grow. We are pleased with our ranking increase in the Inbound International category, which validates our efforts, demonstrating our ability to maintain excellence and ensure scalability to meet our clients' needs."

"Through this ranking benchmark, we are proud to be recognized as a large sized teleservice agency, but still continue to maintain and offer a 'boutique' approach to clients," says Greg Fettes, President and CEO of 24-7 INtouch. "We emphasize the importance of quality service that's flexible, and are delighted that it is valued by clients with varying needs and recognized within the industry."

24-7 INtouch met the criteria set by the editors of Customer Interaction Solutions, and billable minutes were verified for accuracy and reliability. Companies were required to submit a letter of verification from each of its telephone service providers certifying the number of minutes for which the provider billed the agency during the 12 month period from November 1st, 2006 to October 31st, 2007.

For more information regarding Customer Interaction Solutions Magazine's Top 50 Agencies Award, visit <http://www.tmcnet.com/usubmit/2008/03/04/3307467.htm>.

#### **About 24-7 INtouch**

24-7 INtouch ([www.24-7intouch.com](http://www.24-7intouch.com)) is a multi-channel contact center outsourcing company providing flexible communication solutions across various industries. The company's primary products are the outsourcing of inbound call center services and live online customer support solutions, such as Live Web Chat, and Email Response. The company is committed to delivering a complete contact center, offering the best people, proven processes, and advanced technology to create custom solutions that maximize value for clients and their customers.

#### **About TMC**

Technology Marketing Corporation (TMC) publishes Customer Interaction Solutions, INTERNET TELEPHONY, Unified Communications, and IMS Magazine which have a combined readership of over 600,000 including pass-along readers. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. Ranked in the top 7,500 most visited Web sites in the world by alexa.com\*, TMCnet serves two to three million unique visitors each month globally. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. In addition, TMC produces INTERNET TELEPHONY Conference & EXPO, and Call Center 2.0 Conference. (\*alexa.com is an amazon.com company that ranks Web sites by their traffic levels. Neither alexa.com nor amazon.com is affiliated with TMCnet.) For more information about TMC, visit [www.tmcnet.com](http://www.tmcnet.com).