

**MEDIA CONTACT:**

Jay Urbiztondo
press@24-7intouch.com
1.800.530.1121
www.24-7intouch.com

FOR IMMEDIATE RELEASE

24-7 INtouch Appoints Jeff Fettes as Chief Operating Officer

TORONTO, Ontario. May 12th, 2008 – 24-7 INtouch, a leading multi-channel contact center outsourcer, last month announced an organizational change appointing Jeff Fettes as their new Chief Operating Officer. This move highlights a list of other structural changes made to further strengthen the company's operational efficiencies and quality performance.

Prior to the move, Fettes acted as Chief Information Officer focusing on the IT and Client Management side of the business. This includes overseeing the IT infrastructure and management, facilitating IT functionality, developing new proprietary software, and managing client implementations along with ongoing accounts. 24-7 INtouch Merlin Agent Interface™ was a notable software development project among others which Fettes and his team developed, used by agents to increase usability resulting in higher quality and productivity. As COO, Fettes' portfolio will remain but also include quality, workforce management, and other operational areas of the business. He will work with the current Vice President of Contact Center Operations, Patricia Fraser, to proactively manage service delivery and infrastructure.

"Over the years, I've enjoyed focusing on IT related projects for the company and our clients. Our technology is one of our company's strengths." says Jeff Fettes. "With my added responsibilities I now have the opportunity to further focus on our other strengths within operations, our people and processes. Patricia continues to do a stellar job, and I'm eager to support her and the team as a whole."

"Jeff's move to the operations side will have a positive impact on the entire team," says Patricia Fraser Vice President of Operations at 24-7 INtouch. "He will serve as a great resource for myself as I have no doubt that this, along with the few other operational changes, will benefit not only us internally, but also our clients and their customers."

Fettes' proven leadership that he brings to operations will prove to be beneficial in fortifying the company's quality standard. In 2007, Fettes along with his brother Greg represented Saskatchewan, Canada in winning the BDC Entrepreneur of the year award for the province. His vision and passion to grow the business will support the entire operations team and assist in the overall growth of the company.

About 24-7 INtouch

24-7 INtouch (www.24-7intouch.com) is a multi-channel contact center outsourcing company that provides practical and affordable customer relationship management solutions across various industries. Using the most advanced technology in the industry and Certified Sales and Customer Service Representatives, 24-7 INtouch is dedicated to helping clients increase their sales and strengthen their customer service. Currently, the company's primary products are the outsourcing of inbound call center services and live online customer support solutions such as Live Web Chat.