



For Immediate Release
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Consolidated Operator Services achieves Master Call Center Certification

MATTOON, Ill. – The Consolidated Operator Services centers in Mattoon and Taylorville, Illinois, were recently recognized by national consulting firm The Paisley Group Ltd. as Master Call Centers for providing exceptional customer service to directory assistance customers. According to The Paisley Group Ltd. data, Consolidated ranks higher than major local and long distance carriers in the areas of fulfillment and customer care for directory assistance.

The Paisley Group is an independent consulting firm recognized as a leader in coaching and auditing centers that provide directory assistance. To be certified, a center must achieve and consistently retain scores of 90% or above in customer service during The Paisley Group monthly audits.

This Master Call Center award certifies that Consolidated's agents in both locations provide a superior level of service while following efficient search and call-handling strategies, with most recent scores of 97.5% in customer fulfillment and 94.5% in customer care.

Rick Hall, Consolidated Operator Services general manager, said The Paisley Group scores assure customers that Consolidated Operator Services consistently provides accurate and high quality service. "As a certified center, our customers can expect exceptional service and responsiveness with every call," he said.

Consolidated Operator Services maintains two call centers in central Illinois. In addition to national directory assistance, Consolidated Operator Services also offers retail directory assistance, corporate operator services, message center services and wholesale and retail operator assistance and serves clients across the U.S.

Founded in 1894, Consolidated Communications Inc., is a family of companies providing voice and data communications services to both business and residential customers including local and long distance, Internet, business systems, retail and wholesale operator services, public services and fully-integrated telemarketing and fulfillment services.