

NEWS RELEASE:

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**The Legacy Connection Wins International Award
for Excellent Service**

Tuscaloosa, AL--The Legacy Connection was recently awarded the **2009 Award of Excellence** by the Association of TeleServices International (ATSI), the industry's trade association for providers of telecommunications and call centre services (including telephone answering and message delivery).

The award is based on six months of intensive "mystery" testing that allowed an independent panel of judges to score call-handling skills such as courtesy, response time, accuracy and overall service to their clients - the cornerstones of the call management industry. Companies that score 80% or better in ALL categories are presented with the coveted Award of Excellence.

"The ATSI Award of Excellence offers the industry the kind of quality testing and benchmarking that is essential to help us establish the kind of service levels that are being demanded by our customers. There are no winners and losers in this program; participation itself guarantees you will provide a higher level of service," says ATSI president, Dennis O'Hara.

Owned by Robin Bailey, The Legacy Connection also earned the Award Of Excellence in 2002, 2005, 2006, in addition to other industry awards.

The Legacy Connection, an award-winning teleservices company formerly called DCAS (Druid City Answering Service), is based in Tuscaloosa and serves clients throughout the country, with a concentration in the Tuscaloosa and Birmingham areas. The company employs more than 25 staff members. In addition to offering 24/7 emergency and non-emergency answering service solutions, the company handles overflow calls, order taking, dispatch, disaster back-up, and a variety of other teleservice solutions to clients around the US. It offers total and flexible customization of how calls are answered and how the messages are delivered to each client.

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