

**NEWS RELEASE:**

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**The Legacy Connection Promotes Two Staff**

Tuscaloosa— Announced today by Robin Bailey, president of The Legacy Connection, John Whitehead and Lisa Channell have recently been promoted to supervisor positions.

Mr. Whitehead has been in the industry for 15 years and with TLC for four; Ms. Channel has been in the industry for four years. Both are certified CSRs and now supervise other CSRs with the 55-year old answering service-telecommunications company.

Ms. Bailey says, “We are very proud to have such career-oriented staff members as John and Lisa, whose leadership skills and attention to superior service is evident to clients and co-workers alike. These two take ownership of any issues and are proactive in helping to manage the TLC team.”

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 approximately 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 tele-service 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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