

NEWS RELEASE:

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For additional information, contact:

Robin Bailey 205-349-2702

The Legacy Connection CSR Certifications Reflect
Commitment To Excellence

Tuscaloosa— Robin Bailey, president of The Legacy Connection, is pleased to announce that five of the company's customer-service representatives (CSRs), **Ashley Bosch, Kendralyn Merriweather, and Leighann Bryant** recently received their CSR certification after completing a rigorous training program with oral and written tests.

The certification is provided through the Association of Teleservices International (ATSI) and National Amtelco Equipment Owners group. This recently-introduced certification program is the industry's way of ensuring excellence to call-center clients around the world.

Ms. Bosch, a resident of Tuscaloosa, has been with TLC for over a year. Ms. Merriweather, a resident of Tuscaloosa, and Ms. Bryant, a resident of Duncanville, have both been with TLC since August 2009.

Ms. Bailey says, "We are pleased to participate in such great training and certification, so our CSRs are acknowledged as being among the best in the nation."

The Legacy Connection, an award-winning teleservices company, 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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