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**News Release**  
**For Immediate Release**

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**Outstanding Service Earns International Award**

*Extend Communications wins coveted NAEO Superior Agent Service Award*

*Extend Communications of Brantford* has been honored with the exclusive 2023 Superior Agent Service Award. This award is presented annually by the National Amtelco Equipment Owners, an association of Amtelco users dedicated to education, networking, and development of best practices among members. *Extend Communications* was presented with the award at NAEO's 2023 New Orleans

Independent judges are contracted by NAEO to evaluate message services over a six month period. The scoring criteria includes:

- Response Time
- Courteousness of Rep
- Accuracy of Call
- Knowledge of Account
- Overall Impression of Call

"Congratulations to **Extend Communications** for winning NAEO's 2022 Superior Agent Service Award (SASA)! Technology is constantly advancing making it possible to meet a wide variety of client needs, however it's the agents who answer the calls that determine the overall caller experience. This exceptional accomplishment recognizes **Extend Communications** commitment to extraordinary service levels, as well as the passion of their agents to provide a superior customer experience for every call. Well done and congratulations to all of our participants and winners!"

Says NAEO President *Tifani Leal*.

Established in 2018, the NAEO Superior Agent Service Award program is a 'mystery caller' program that offers NAEO members the opportunity to have their call center agents evaluated by an independent panel of judges. It considers the caller first in every aspect of the call.

NAEO extends its congratulations to the staff of *Extended Communications* on their proven quality service to their customers.

**About NAEO**

NAEO was founded in 1984 as an association representing Amtelco users in the call center and healthcare industries. NAEO now encompasses companies across North America and Europe. Their goal is to be an indispensable resource to all Amtelco users by providing education, networking and the development of best practices among members.

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