

Media Contact:
Jannemieke Keener
804-527-7070

Richmond-based call center receives North American top quality award

(Richmond, VA, January 2, 2007) Keener Communications, Inc., which provides call center services, received the 2006 Award of Excellence from the Canadian Call Management Association. Independent judges evaluate message service providers in North America on courtesy, time, accuracy and overall service. Keener Communications scored 97.6 percent, the top score of all competing companies.

Keener Communications provides call answering for organizations that require 24/7 telephone coverage (including online customer support); emergency preparedness and business continuity support; in-bound order processing or event registration; and emergency dispatch, prescreening and help desk services.

Jannemieke Keener founded Keener Communications in 1985. The company, which is headquartered in Innsbrook, now has 30 employees and answers 150,000 calls monthly. For more information, 888-527-7070 or [www. Keenercom.net](http://www.Keenercom.net).

The Canadian Call Management Association is the North American trade organization for call center providers. This is the Association's 17th year recognizing excellence in the industry.

###