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

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**Outstanding Service Earns International Award**

*Northern Communications wins coveted NAEO Superior Agent Service Award*

Northern Communications of Sudbury, ON, has been honored with the exclusive 2020 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. Northern Communications was presented with the award at NAEO's 2020 Virtual Annual Conference.

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

*"Thank you to all of our 2020 Superior Agent Service Award participants. This year has certainly come with some obstacles, to say the least. Achievement of this year's award is worthy of much respect. Respect for doing your very best while facing adversity, respect for working as a team, & respect for doing what is right for your business and your customers. Achievement of this year's award also means that you have continued to provide your customers with excellent service during a time when they too needed it the most. Well done and congratulations!",* says NAEO President Adrian Trevino.

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 Northern 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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