



Canadian Call Management Association

News Release
For immediate release

Outstanding Service Brings Home National Award - Northern Communications Earns CAM-X Award of Excellence -

Grimsby, ON (October 3, 2025) — Northern Communications of Sudbury, ON has been honoured with the exclusive 2025 Award of Excellence for 23 years. The Award is presented annually by the Canadian Call Management Association (CAM-X), the industry's Trade Association for providers of call centre services including telephone answering and message delivery. Northern Communications was presented with the Award recently at the CAM-X 61st Annual Convention and Trade Show in Charlottetown, P.E.I..

*"On behalf of everyone at the company, congratulations to the staff on attaining the **CAM-X Award of Excellence**. This is a real indicator that our day-to-day commitment to putting the caller first and ensuring top-tier service on every single call, has paid off. You've proven that quality, discipline, and consistency matters. Congratulations to the entire team!"*
Mike Shantz, CEO, Northern Communications.

Independent judges are contracted by CAM-X 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

"Your outstanding organization has truly demonstrated that excellence is a learned skill, and through your dedication and commitment, you have achieved this remarkable recognition. Congratulations on this well-deserved award!" says CAM-X President Gloria Tonne.

Now a twenty three-time winner, Northern Communications States earned the **Onyx Plus Award for twenty three years**. CAM-X extends its congratulations to the staff of Northern Communications on their proven quality service to their customers.

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About CAM-X

CAM-X is a Canadian based trade Association for the Call Management industry which includes call centres, telephone answering services, telemarketing services, and other communication services. Their goal is to contribute to their members' profitability by fostering a willingness to exchange ideas, experiences and solutions while promoting the general welfare and ethical standards of our industry. Please visit www.camx.ca for more information.

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