

Press Release

Chorus ntl wins Special Judges Award at the 14th Annual Irish Contact Centre and Shared Services Awards

Dublin, November 23, 2009 - Chorus ntl was awarded the first Special Judges Award at the 14th Irish Contact Centre and Shared Services Centre Awards held in the Burlington on Saturday 14th November.

The company also received three high commendations for **Contact Centre of the Year** combining customer care and inbound telesales operations, **Contact Centre Agent of the Year** for Eugene Coffey in inbound telesales and **Best Quality Measurement Programme** in respect of our Service Assurance Programme in customer care.

Chorus ntl employs over 400 people in its Contact Centre located in Limerick Enterprise Development Park and is responsible for handling over 3 million customer care calls each year. This will continue to grow due to the company's investment to increase its product portfolio which in turns translates into positive customer growth.

Stephen Ruschitzko, Head of Customer Operations Chorus ntl said:

"We're delighted to be recipients of the Special Judges Award and attaining three high commendations at this year's CCMA annual event. It is a fantastic endorsement from the judges to acknowledge the improvements made over the past twelve months. Overall, this is

a great achievement for all contact centre staff and exemplifies the dedication of each individual to deliver a first class customer experience.”

The judging panel presented Chorus ntl with the Special Judges Award and said:

“In the course of the judging process this year the judging panel were particularly impressed with one company. The ongoing improvement in service performance achieved by this company following the merger of two separate business operations in 2006 was notable.

The continuing improvements in customer service, staff motivation and contact centre performance were impressive. It is clear that the management and staff of this company are committed to delivering very high standards of customer service in their marketplace.

To commend the significant transformation achieved by the company over the last two years in the performance, management and operation of their contact centres the judges for the first times ever in the history of the awards wish to make a special presentation.

The Special Judges award is presented to Chorus ntl, a UPC company, to recognise the great improvement in operational performance and delivery of customer service that has been achieved across all aspects of their contact centre operation in the last year. Their entries illustrated how a focus on customer case has been instilled into all elements of the operation. The customer satisfaction statistics and business performance shows that Chorus ntl’s investment in people and processes has provided a significant business benefit to their operation.

The judges wish to congratulate the staff and management of Chorus ntl and look forward to seeing how their contact centre operation continues to improve and flourish in future years.”

The Irish Contact Centre and Shared Services Centre Awards is organized by the Contact Centre Management Association (CCMA) or visit www.ccma.ie