



Customer Inter@ction Solutions Magazine's Twenty-Second Annual Top 50 Inbound Teleservices Agencies Ranking

In March 2007, *Customer Inter@ction Solutions* magazine has published its twenty-second annual "Top 50" Teleservices Agencies Ranking. Since its inception in 1986, their "Top 50" ranking has been used as the benchmark for choosing teleservices agencies based on capacity and size.

Ranking Basis

Since the basis of their ranking is company size, *Customer Inter@ction Solutions* uses a measurable, *third-party verifiable* aspect of teleservices to arrive at their list of the "Top 50" agencies: *the number of minutes each agency was billed* by each of its phone companies for telephone service for 12 months, from November 2005 through October 2006. They have found this to be an accurate and reliable reflection of the amount of teleservices each agency does, and therefore, provides a true reflection of size.

DOMESTIC INBOUND RANKINGS

- 18. Charlton
- 19. Alert Communication
- 20. O'Curran Teleservices
- 21. AnswerNet Network
- 22. American Customer Care Inc.

23. Influent

INTERNATIONAL INBOUND RANKINGS

- 15. Voxdata
- 16. GC Services Limited Partnership
- 17. AFFINA LLC
- 18. eTelecare Global Solutions
- 19. 24-7 INtouch

20. Influent