

A New Wave of Call Handling



People you can talk to... Technology you can trust

Just a year old, Call Connection Limited is rippling a current through the Call Centre Industry.

In June 2004, The Call Centre Association (CCA) Standard was awarded to Call Connection. A landmark achievement for such a fledgling company.

Accompanying this prestigious standard is the ISO 9001:2000 certification that was awarded in December 2003.

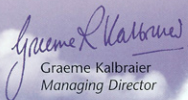
However, these are not just badges upon our wall, but true evidence of our commitment to quality and our promise to provide excellence in service through implementing an efficient business system.

Part of our business operates within the insurance industry where compliance to voluntary standards and mandatory government requirements is vital. We will continue to benchmark our competence against the highest regulations possible. Therefore, our application for authorisation to the Financial Services Authority has been submitted in readiness for future regulation in 2005.

This is merely the beginning and we will continue to achieve our mission: 'To be recognised as a unique, forward thinking call transfer provider operating leading edge convergence technology. Call Connection is committed to delivering an exceptional standard of service to its business partners and maintaining flexible working practices to maximise business opportunities'.

And one thing is evident, by building this compliancy framework early on, Call Connection already has a bright and exciting future ahead.

www.callconnection.com


Graeme Kalbraier
Managing Director

