

FOR IMMEDIATE RELEASE

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## ATSI AWARDS GOLD CALL CENTER RE-CERTIFICATION

**(Newtown, PA April 14, 2022)** – The Association of Teleservices International (ATSI) is pleased to announce that Keystone Answering Service has met the requirements for the ATSI Gold 24/7 Call Center Certification. Keystone holds ATSI Site Certification Certificate # 001, the first in the industry, and they have held it for 22 years in a row.

“Keystone was the first site to be certified under this peer review program, which started in 2001,” said Dan L’Heureux after completing the on-site inspection. He noted that “Keystone has passed certification review an unprecedented six times including two major platform changes. Keystone holds ATSI Gold 24/7 Site Certification Certificate # 001.”

The Site Certification, which requires a physical inspection every three years, indicates that Keystone has met or exceeded high standards in the following areas: business practices, life safety, operations, including normal and emergency procedures, personnel hiring, training and ongoing evaluations through a peer review program focused on identifying the best practices necessary to achieve 99.99% annual run-time. Christopher R. Bell, President of Keystone, has been a supporter of the program and chair of the founding certification committee.

ATSI, based in Saint Paul, MN, is an international trade association established by and for entrepreneurs in the TeleServices business. This includes telephone answering services, contact centers, and enterprises which provide enhanced communication services.

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*ATSI-CAMX-SNUG Certification: CSR / Supervisor / Site -A Peer Review Program  
focused on 99.99% Annual Run-Time*