



Press Release

Contact: Mary Sorrel
Phone: 770/ 612-8330
mary@mpressionspr.com
Or
Michaud Ray
Phone: 404/260-2242
mray@allconnect.com

HyperQuality Recognizes Allconnect with Customer Recognition Awards

Allconnect honored for Associate Recognition Leadership and Outstanding Service Performance

ATLANTA, June 9, 2008 – HyperQuality, Inc., the premier contact center quality assurance firm, recognized Allconnect, Inc., with two awards for leadership and performance. Allconnect received the awards for Recognition Leadership and EvenBetter Performance at HyperQuality's 2008 User Summit. The honors are part of a new HyperQuality customer recognition award program.

"Our clients are some of the top companies in the world, and we created our recognition program to honor truly exemplary performance in agent recognition, QA program improvements, and QA performance," said Howard Lee, HyperQuality CEO. "The awards are a culmination of input and feedback from all of our associates, from evaluators to account managers, to identify the best of the best in these arenas."

Allconnect won the **Recognition Leader Award** as HyperQuality feels Allconnect is providing the best agent recognition programs out there today. "As we all know, our agents are our #1 asset to our call center and keeping good agents is extremely important. Allconnect is doing a stellar job with their agent recognition programs," states Howard Lee.

Allconnect also is a finalist for HyperQuality's **EvenBetter Performance Award**. This award recognizes companies that set high standards for improvement and for going beyond "good service". Award recipients have taken their quality of service to the next level.

"This is exciting recognition from a company that truly sees best practices by some of the top companies in the world," said Mark Miller, Allconnect Chairman and CEO. "We are honored to be recognized among HyperQuality's impressive list of clients for our efforts and successes in both agent recognition and performance."

About HyperQuality, Inc.

Founded in 2003, HyperQuality is the leading provider of third-party quality assurance. With a strong focus on call center operations, the company evaluates millions of interactions annually between contact center agents and customers and, using advanced analytics, generates actionable feedback to drive performance improvement. Ultimately, HyperQuality helps companies – including some of the most well-known names in the travel, retail, financial services, education and utility industries – improve the quality and effectiveness of their customer interactions. In addition to quality evaluations, HyperQuality collects, evaluates and analyzes other forms of customer data, including customer and employee surveys; shopping experiences and marketing programs. HyperQuality is a global business with corporate headquarters at 1118 Post Avenue in Seattle. For more information, visit www.hyperquality.com.

About Allconnect

Allconnect, Inc. is the leading provider of essential home services and connections during residential relocations. Founded in 1998 to help people during their move, the company establishes a number of residential services for consumers including power, telephone, cable television, Internet, newspaper, and lawn care all at no cost to consumers. The company partners with more than 30 power companies and hundreds of service providers across the U.S. and employs more than 500 associates. Next year, the company will assist more than five million families with their residential relocation. In the last year, Allconnect won the Verizon Supplier Excellence Award, was named for the second time one of Inc. Magazine's 500 fastest growing private companies, and was named one of Atlanta's 50 fastest growing privately-held companies by the Atlanta Business Chronicle. For more information, visit <http://www.allconnect.com>.

###