



# Customer Inter@ction Solutions® 2004 Fastest-Growing Teleservices Companies Ranking Official Questionnaire

Once again, it's time for our annual Fastest-Growing Teleservices Companies ranking, scheduled to be published in the July 2004 issue of **Customer Inter@ction Solutions®**. To be included, you must be a "live" operator agency (interactives are not eligible). Please act expeditiously to meet our **June 8, 2004 deadline**. Companies will be ranked in two ways: by total percentage of growth; and by absolute growth by total number of net minutes gained.

## QUALIFICATION CRITERIA

To be considered you must:

**1.) Submit your application materials POST-MARKED NO LATER THAN JUNE 8, 2004.**

**2.) Complete our "Fastest-Growing Teleservices Companies" Questionnaire.**

**3.) Verify the information provided on the Questionnaire by submitting to us an original document from each phone company that serviced your business between November 1, 2001 and October 31, 2003, on its original letterhead (no copies or faxes, please), that certifies THE TOTAL AMOUNT OF TRANSPORT MINUTES (phone line usage) FOR WHICH IT BILLED YOUR COMPANY FOR THE TWO-YEAR PERIOD, November, 2001 — October, 2002 and November, 2002 — October, 2003. (If your company entered the Top 50 rankings for 2003 and 2004, we will use your company's total minutes for those two rankings [excluding interactive minutes], which cover the same time period.)** Each letter must certify that the information provided on the Questionnaire is true and *it must be signed by a management-level (above account-rep level) employee of that phone company* and include that employee's title and business card. A phone number must be included so we may contact this person for verification. If you had a client between November 2002 and October 2003 that was billed directly by a long-distance carrier for calls made or taken by your firm, please contact that client to obtain a letter, on its letterhead, that states the usage minutes for which your company worked on its behalf.

**4.) Confidentiality of Billable Minutes Information —** Out of respect for the confidentiality of information concerning billable minutes, *we will not publish these numbers in the magazine*. They will be used internally to rank the companies' growth. Our staff has been advised that this information must be held in confidence, however, Technology Marketing Corporation can accept no responsibility for an employee who may leave TMC or for whatever reason breaks this confidence. **Only the agencies' percentage of growth will be published along with a ranking number.**

**5.) If you find it impossible to obtain third-party verification for a portion of your transport minutes because:** A.) a foreign-country telecommunications service provider cannot meet the deadline or B.) a client who was billed directly for telecommunication service cannot/desires not to provide verification of transport minutes, we will accept verification from your company's president/CEO for this portion of your total transport minutes. Your company's president/CEO must submit a separate, signed letter on your company's letterhead and include his/her business card. The letter must clearly state the reason third-party verification was unobtainable and verify the transport minutes in question. It's important to note that companies that do not provide third-party verification for their *total* transport minutes **will be marked with an asterisk** in the published rankings.

● Report only total transport minutes for each year. Do not report client billable hours or dollar amounts of bills.

● **Minutes that are conducted by other service agencies for your agency will be disallowed. We will use only minutes from centers that are managed by your company, not managed by another agency. We are ranking your company on its amount of telemarketing only. Violators will be disqualified.**

● **Please do not send us phone bills!**

**There will be a \$500 processing fee.  
Please make checks payable to:  
Technology Marketing Corporation.  
(Reference: Rising Stars Processing Fee.)  
Send all entries to:**

Editorial Department  
Customer Inter@ction Solutions® Magazine  
One Technology Plaza, Norwalk, CT 06854 USA  
Phone: 203-852-6800 Fax: 203-866-3326  
Questions? Contact Tracey Schelmetic at ext. 133.

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To be considered for inclusion in this ranking, you **must**:  
Answer **all** questions and return this questionnaire, along with your verification and \$500 processing fee (payable to Technology Marketing Corporation), postmarked ***no later than June 8, 2004***.

**IMPORTANT:** Any company that fails to answer all questions on this questionnaire and/or submit verification of its phone usage from a duly authorized management-level employee of its servicing phone company(ies) will be subject to disqualification.

Company \_\_\_\_\_

Headquarters Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_ E-mail \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ Web Site \_\_\_\_\_

(for publication)

(for publication)

(for publication)

Your name, phone number & e-mail (in case we have a question — this will not be published).

Name \_\_\_\_\_ E-mail \_\_\_\_\_ Phone \_\_\_\_\_

Your total number of call center sites \_\_\_\_\_.

What year did your company begin actively offering teleservices? \_\_\_\_\_

What is the minimum number of project hours your agency will accept from a client? \_\_\_\_\_ hrs.

What % of your teleservices is:

Business-to-business \_\_\_\_\_% Business-to-consumer \_\_\_\_\_%

What % of your teleservices is outbound? \_\_\_\_\_%

What % of your teleservices is inbound? \_\_\_\_\_%

What are your top 3 fields/industries of specialization?

Do you have more than one outside client? ☐ Yes ☐ No

If so, how many? \_\_\_\_\_ clients

Please list two clients, with contact name and phone number.

Can you accept work from new clients in the *second* half of 2004? ☐ Yes ☐ No

(a) Can you accept work from new clients in the *first* half of 2005? ☐ Yes ☐ No

As an officer of the teleservices company named on this questionnaire, I certify that the information contained herein is accurate and true. I understand that if the information is found to be false, my company will not be included in this or future Fastest-Growing Teleservices Companies rankings.

(authorized signature) \_\_\_\_\_

Title \_\_\_\_\_ Date \_\_\_\_\_

(please type/print your name here) \_\_\_\_\_

### Transport Minutes

November 2001 - October 2002 Total: \_\_\_\_\_ (☐ - Use 2003 Top 50 minutes Here)

November 2002 - October 2003 Total: \_\_\_\_\_ (☐ - Use 2004 Top 50 minutes Here)

Total number of centers included in the above totals: 2002 \_\_\_\_\_ 2003 \_\_\_\_\_

