

FOR IMMEDIATE RELEASE
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SatCom Marketing named Time Warner Cable Quality Vendor of the Quarter for the Sixth Time

(Minneapolis, MN) – SatCom Marketing, LLC, a Teleservices company located in Minneapolis, MN received the ***Time Warner Cable Quality Vendor of The Quarter Award*** for the third quarter of 2012. This is the sixth time in the last seven quarters that SatCom Marketing has won the award that Time Warner Cable bestows on one of its Teleservices vendors in recognition of call quality, sales performance and compliance to national telemarketing standards of conduct.

SatCom Marketing, LLC is one of 9 Time Warner Cable preferred vendors eligible for the award that is based on over 1500 randomly sampled customer telephone calls over a 3-month period. The calls were scored by an independent call qualifying firm and are based on 18 different quality criteria including sales technique, product knowledge and regulatory compliance. SatCom Marketing was also named ***Time Warner Cable Quality Vendor of the Quarter*** all four quarters of 2011, second quarter of 2012 and was ***Time Warner Cable Quality Vendor of the Year*** for 2011.

"This award demonstrates the commitment to sales, quality and industry compliance of our entire call center team," said SatCom Marketing Founder and President, F. Dale Wunderlich, "It is a level of performance we are proud to consistently deliver for Time Warner Cable and all of our clients."

There are several components to the quality initiative. Live calls are monitored on a daily basis and each week a list of randomly selected call recordings is reviewed by a 3rd party. Over the course of each quarter, every SatCom Marketing agent is monitored at least once and most receive multiple reviews. 98.44 percent of SatCom Marketing calls were rated good, very good or excellent vs. a vendor average of 93.39 percent. During the month of August, SatCom Marketing calls scored 99.5 percent, the highest average monthly score ever recorded by Time Warner Cable's independent call qualifying firm.

About SatCom Marketing, LLC – SatCom Marketing, LLC, is a Teleservices vendor, specializing in sales and subscriber-based services in the telecommunications and other industries. SatCom Marketing offers call center and subscriber services including outbound sales calls, inbound sales and service calls and surveys for the business to business and business to consumer markets. SatCom is also SRO Accredited by the Professional Association of Consumer Engagement (PACE), the industry's Gold Seal of

Approval for quality and performance standards. Only 19 firms nationwide have achieved PACE-SRO accreditation.