



### **PowerNet Global Call Center Solutions Recognized with 2013 TMC Labs Innovation Award**

*NetDialer, premium calling solution for call centers, adds another award to its growing list of accolades.*

**CINCINNATI, OH – December 12, 2013** – [PowerNet Global](#), veteran of the telecommunications industry for more than 20 years and multi-award winning voice services provider, announced today that [TMC](#), a global, integrated media company, has named their outbound calling solution for call centers, NetDialer, as a 2013 TMC Labs Innovation Award winner, presented in TMC's *CUSTOMER* magazine.

"On behalf of TMC Labs and *CUSTOMER* magazine, I would like to congratulate PowerNet Global for winning a 2013 TMC Labs Innovation Award," said Tom Keating, CTO of TMC and Editorial Director of TMC Labs. "NetDialer was selected because of its unique features and because it represents a significant advancement for customer-related technologies. PowerNet Global's call center solution represents a major advancement for communications technology and we are pleased to be able to recognize them for their innovation," added Rich Tehrani, CEO of TMC.

NetDialer is an outbound long distance termination service for call centers and has been repeatedly recognized on both a local and national scale for its innovative features and flexible design. Specially developed to provide a cost-effective, stable, and long-term solution for businesses that depend on call centers, NetDialer offers Tier 1 call quality with high ASR, no short-duration penalties, no monthly service fees, free call back service, and 24/7 NOC support.

PowerNet Global has also partnered with other powerful providers, including 3C Logic, Gryphon Core Phone, and more, to offer their customers complete call center solutions that create scalable and reliable packages for contact centers of any size. Businesses that choose to utilize these services for their call centers can expect to see increased productivity, better communication with their customers, and a reliable network.

"We're thrilled to be honored with this distinction for our NetDialer service," said John Putnam, vice president of sales at PowerNet Global. "We knew when we were developing it that we were building a service that was different than any other in the market and the quality services we now bundle with make it a truly complete package."

The full list of 2013 TMC Labs Innovation Award winners was announced via [press release](#) and will be published in the September 2013 issue of [CUSTOMER](#) magazine.

#### **About PowerNet Global**

Celebrating more than 20 years as a leader in the industry and achievement as a multi-award winning company, PowerNet Global is a premier provider of high-quality voice, data, SIP and managed communications services to commercial and residential customers nationwide. Headquartered in Cincinnati, Ohio, PowerNet Global has achieved consistent growth by developing and marketing an expanding array of competitive products and maintaining a clear focus on delivering unrivaled service to its partners and customers. In addition to industry awards for its products and services, the company has been recognized for its many contributions to the local community. For more information, visit [www.powernetglobal.com](http://www.powernetglobal.com).

#### **About CUSTOMER Magazine**

Since 1982, *CUSTOMER* magazine has been the voice of the call/contact center, CRM and teleservices industries. *CUSTOMER* has helped the industry germinate, grow, mature and prosper. *CUSTOMER* has served as the leading publication in helping the industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *CUSTOMER* strives to continue to be the publication that holds the quality bar high for the industry. *CUSTOMER* reaches nearly 175,000 readers every month. Please visit [www.customer.tmcnet.com](http://www.customer.tmcnet.com).

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