



Overview

Twenty First Century Communications (TFCC) is the nation's leader in helping companies balance their customer service center's call volume. In today's competitive environment, excellent customer service is vital. It is the key to building customer loyalty. Twenty First Century Communications' Family of Services provides the necessary link between customers and their utility company to balance all call flow activity and insure that customer loyalty continues to grow.

Mission

The mission of TFCC is simple. With an unparalleled passion for quality, we will provide unwavering customer support; create practical solutions to customer problems; develop enduring, proven products; stimulate employee loyalty with a challenging, employee-friendly workplace; forge critical alliances; and, increase penetration and retention to maximize growth.

Products and Services

Since 1989, utility companies nationwide have found that using our **High Volume Call Answering (HVCA)** service allows them to answer all calls and address customer needs during outage situations. HVCA brings the outage under control by handling the calls that would normally overwhelm the call center. In fact, more than 70 utilities, 10 of the 11 largest companies nationwide serving nearly 60 million customers currently use Twenty First Century's Family of Services.

Additionally, TFCC lends its expertise in the area of deregulation, customer acquisition and other applications by offering solutions requiring both automated and live operator. These outsource services can mirror current call center operations at a significantly reduced cost.

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