

Contact: Cindy Reed
Certified Service Center
Phone: (800) 288-3824
Fax: (765) 653-4287
E-mail: cindy@eta-i.org
www.certifiedservicecenter.org



Release Date: February 19, 2009

DECEMBER AND JANUARY BUSINESSES APPROVED AS CERTIFIED SERVICE CENTER'S (CSC)
Achieves Certification and Joins the Growing List of CSC's

GREENCASTLE, Ind. – A leader in their service industry, several businesses have been recognized for their accomplishment in becoming an approved Certified Service Center (CSC). They have met the national requirements of the CSC program; an all-industry initiative backed by leading electronics industry associations and major product manufacturers.

December 2008 Approved CSC's are:

- Wireless Communications, Inc. – Charlotte, NC (RF Communications)

January 2009 Approved CSC's are:

- Southwestern Wireless – Roswell, NM (RF Communications)
- RTC, Inc. – El Paso, TX (RF Communications)
- Intermountain Communications of South Idaho, Inc. – Mountain Home, ID (RF Communications)
- Cyber Communications Solutions, Inc – Warwick, RI (RF Communications)

The Consortium of Certified Service Centers is a not-for-profit organization developed not only to represent distinguished independent electronic service centers, but also to provide a standard that the consumer can rely on when seeking quality and customer service. The CSC program was designed to identify service facilities that strive to provide honest, responsible, competent and world-class customer service. This sets not only a service industry standard but more importantly promotes positive experiences for our consumers.

Each applicant went through a rigorous application and review process and implemented the strict guidelines of excellence that the Consortium imposes. They must meet all CSC requirements that ensure a higher code of conduct towards consumer confidence such as certified management and technicians, consumer protection programs, and quality assurance plans.

The Consortium of CSC is made up of the following National Associations: Consumer Electronics Association (CEA), Electronics Technicians Association (ETA), the North American Retail Dealers Association (NARDA), the Professional Service Association (PSA), United Servicers Association (USA) and the Nationwide Association of Authorized Motorola Service Stations (USMSS). CSC is also supported by several major manufacturers and businesses, for a complete list please visit the CSC website.

More information on this topic or an application for a Certified Service Center (CSC) can be obtained by visiting, www.certifiedservicecenter.org.

Certified Service Center (CSC) is a service industry standard certification supported by most leading Fortune 10 organizations, Service Oriented Businesses, and Service Trade and Professional Associations. Associations' who back the CSC initiative post lists of those achieving CSC certification on their web sites. Organizations eligible to become CSC businesses are centers servicing consumer electronics, audio/video equipment, computers, security systems, communications, automotive electronics, satellite/antenna, biomedical electronics equipment, business office equipment and appliances. www.certifiedservicecenter.org

- END -