

FOR IMMEDIATE RELEASE

USA800, a Midwest based contact center, announces the addition of new CIO to lead their technology group

Kansas City, MO, March 22, 2011 - USA800 is pleased to announce the addition of Mike Douglas as Chief Information Officer. As the newest addition to the leadership team, Mike is responsible for managing USA800's leading-edge technology to ensure the best and most efficient customer experience for USA800 clients. In addition, USA800 also welcomes Mark Tooley as a report writer. Mark is responsible for making sure USA800 clients have real-time access to information critical to making sound business decisions. All USA800 employees have the opportunity to be an employee-owner. Ownership means that front line agents to top management all have a stake in the organization through USA800's ESOP plan. The result is happier employees and significantly reduced employee attrition that is half of the national average for the contact center industry.

"Mike brings over 25 years experience in information technology and we are excited to have him as a part of our team! We are looking forward to his innovative ideas and leadership to drive USA800's technology forward. And, Mark is a great addition to our report staff. We look forward to a long, prosperous relationship with these new employees." said Tom Davis, USA800 CEO and employee-owner.

We welcome and look forward to the impact our newest employee-owners will bring to the organization!

About USA800 - USA800 is the largest US based, 100% employee-owned, inbound customer contact center employing 1,300+ employee owners at its three Midwest based contact center locations. For more than 30 years, USA800 has been providing inbound sales, customer care and technical support functions across a cross section of industries including: Catalog/On-line Retail, Consumer Goods, Communications, Education, Financial Services, Government, Healthcare, Insurance, Not for Profit and Utilities. USA800 has been named as one of the Top 50 Inbound Call Centers by Customer Interaction Magazine. For more information, contact Tom Davis at tdavis@usa-800.com or go to www.usa800.com.

SUPPORTING RESOURCES:

FOR MORE INFORMATION: www.usa800.com

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