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**Utilities and Industry Experts Share Ways to Support Customers
During Economically Challenging Times**

ATLANTA, October 7, 2009 – Allconnect Inc.'s annual Partner Summit, September 16-17 outside of Atlanta, was highlighted by presentations from some of the countries most well respected utilities in addition to other industry experts who shared challenges and solutions in supporting customers during stressful economic times.

Allconnect - the leading comparison shopping and connections marketplace for essential home services – welcomed employees and partners from throughout the U.S., including representatives from Georgia Power, Gas South, Pacific Gas & Electric, Progress Energy, DIRECTV, American Customer Satisfaction Index (ACSI) and many others, to the two-day conference.

Key topics and solutions ranged from the benefits of offering customers a free review of all home service expenses, to improved voice recognition software, to expanded training for customer service reps.

"Today more consumers are looking for ways to save money on household expenses and most power companies are looking for new ways to help their customers" said Mark Miller, Allconnect chairman and CEO. "Making customers more satisfied was the common thread throughout the conference's sessions, studies and presentations.

Some examples of the solutions and best practices include:

- Rudy Masi of Progress Energy, discussed how offering customers the option to discuss all their home service costs not only can improve consumer satisfaction but also gives customer service reps a positive option to offer when callers have a challenging situation with their bills.
- Customer service expert and author, Barbara Burke, emphasized the correlation between customer satisfaction and front-line employee engagement. The case study she

presented illustrated the impact that training supervisors to use a more employee-centric approach had on creating a positive consumer experience.

- Phil Gray of Interactions, shared improvements in voice recognition technology that incorporates a human touch for significantly better caller acceptance.

- Terry Felker of American Customer Satisfaction Index, discussed ACSI's findings, including that the health of a company is best measured by the satisfaction of their customers.

- Stanley Pollard of Georgia Power, reviewed the culture shift in migrating customers to the web, its impact on customer satisfaction, and the company's upcoming initiatives in response to ever-changing technology and functionality.

- Shafaq Sheikh of Pacific Gas and Electric Company shared how including customer service representatives in developing and implementing programs can measurably improve overall call center performance.

"The theme of this year's summit was "Leveraging Partnerships and Developing Solutions for the Future" and we accomplished both," said Miller. "Every company we partner with is totally committed to continuously improving their ability to meet their customers' needs. In today's harried, stressful environment it's refreshing to see world class companies apply themselves so thoroughly to better serving their customers. By sharing learnings and best practices, we can all be better."

Further details about the conference presenters and their topics are available by request to Lara Lowman at lara@mpressionspr.com or 404-226-6340.

About Allconnect

Allconnect is the leading provider for connecting consumers with home services and utilities including home phone, cable TV, digital and satellite TV, high speed Internet and home security systems. Online or via phone, and at no charge, the company offers a convenient, simple and objective one-stop source for comparing options and pricing, and/or transferring or establishing home services and utilities during a move. Founded in 1998, Allconnect has assisted millions of people through its strategic partnerships with many leading utility companies and a variety of service providers across the U.S.

Allconnect is headquartered in Atlanta, Georgia, with offices in St. George, Utah, and employs more than 500 associates. For more information, visit www.allconnect.com.

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