



June 04, 2004

**ETI - named winner of 2004 'Premier Account Award'**

ETI - named winner of 2004 'Premier Account Award' from Interactive Intelligence Inc. as the customer having the the largest number of CIC, Business User, Recorder and Dialer stations. There to accept the award on behalf of Effective Teleservices Inc. were John Andrews, CTI administrator for the Lufkin Texas facility and Richard Shade CTI Administrator for the Nacogdoches Texas facility.

