

FOR IMMEDIATE RELEASE

OptConnect Customer Care Center Honored as Gold Stevie® Award Winner in 2019 American Business Awards®

Stevie winners will be presented their awards on June 11 in New York

(SILICON SLOPES) May X, 2019 – OptConnect, a leader in the managed wireless connectivity industry, today announced that their Customer Care Center has been honored with a Gold Stevie in the Customer Service Team of the Year category in the 17th annual American Business Awards®.

The American Business Awards are the U.S.A.'s premier business awards program. OptConnect President and CEO Chris Baird said, "I am so proud of the team and this unique accomplishment. The driving force behind our Customer Care Center is that it's no longer good enough to have happy and satisfied customers. We believe, and have bet our business, on a philosophy that we should instead be aiming to create raving fans out of every customer and do it at every customer interaction. We can't prevent every situation that results in a technical support call but we have chosen to be intentional about what level of service we provide, how we provide it and most importantly, how our customers feel if they're ever in a situation where they need to call on us."

OptConnect's Customer Care Center offers 24/7 support, 365 days a year. The team consists of technical experts that work to resolve issues quickly and efficiently. In 2018 alone, the team resolved over 45,000 cases. This team works around the clock to understand, diagnose, and troubleshoot OptConnect devices across all of the different industries the company is involved in.

"Our customer care team shows an amazing level of commitment and passion in helping our customers," said TJ Carter, Director of Customer Care. "It's very gratifying to work with an awesome group of people who genuinely put 100% effort into their jobs."

More than 3,800 nominations from organizations of all sizes and in virtually every industry were submitted this year for consideration.

"The nominations submitted to The 2019 American Business Awards were outstanding. They illustrate the continued vibrancy of innovation and high level of achievement across the American economic landscape," said Michael Gallagher, president and founder of the Stevie Awards.

Nicknamed the Stevies for the Greek word meaning "crowned," the awards will be presented to winners at a gala ceremony at the Marriott Marquis Hotel in New York on Tuesday, June 11.

Details about The American Business Awards and the list of 2019 Stevie winners are available at www.StevieAwards.com/ABA. For more information about OptConnect, please visit www.optconnect.com.

About the Stevie Awards

Stevie Awards are conferred in seven programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Women in Business, the Stevie Awards for Great Employers, and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at <http://www.StevieAwards.com>.

About OptConnect

OptConnect is an industry leader in the managed wireless connectivity space, based out of Kaysville, Utah. Primary Internet of Things (IoT) markets for OptConnect include ATMs, self-service kiosks, micro-markets, and digital signage. The company's solution focuses on providing safe, secure, reliable, and affordable connectivity by using a combination of proprietary device configurations, cloud-based remote monitoring software, and tight integration with cellular carriers. Additional information is available at www.optconnect.com.

###

Media Contact

Kevin Dalton

Marketing Director

OptConnect

Kevin.Dalton@OptConnect.com