

## ANNOUNCEMENT

Oct 31, 2018

### **SUBJECT: EUROPEAN CONTACT CENTRE of the YEAR - FINALIST**

**World Phoning Group Inc.**, based in Toronto, Canada, announced that its wholly owned subsidiary, **WPG Racing Solutions SRL**, (**WPG-RS**) located in Bucharest, Romania has been selected as a “Finalist” for the [ECCCSA](#) – **European Contact Centre & Customer Service Awards**;

- **EUROPEAN CONTACT CENTRE of the YEAR - SMALL CENTRE CATEGORY**

**WPG Racing Solutions** is the worldwide contact centre for **Formula 1™**. It provides year-round fan engagement in 4 languages to over 100 countries, 365.

Wayne Silver, the owner of **World Phoning Group** said; *“WPG Racing Solutions sole mission is to become the leading service provider of fan engagement and support solutions to the racing and esports industries. I am very proud of our entire team at WPG-RS. There are literally 1,000’s of Contact Centres in Europe and to be the only Romanian Contact Centre remaining in our category for consideration by ECCCSA as a Finalist for their prestigious award is quite an honour. When the ECCCSA Judges visited us earlier this month, they commented that they were impressed at our; outstanding culture, best practices and the commitment of our staff. It re-affirms our belief that we have hired and trained a great team and what they have accomplished is amazing “.*

Silver added, *“We have a wonderful partner to work with supporting their fans for their F1™TV - OTT Service around the world. WPG-RS was chosen because we understood their vision and mission to support their passionate fan base with an unprecedented level of support, during, before and after their live events. As part of our commitment, we built a brand-new facility and training centre dedicated to racing, where we immerse all our staff in a new culture and racing language. We are looking forward to the Awards Ceremony in London at the end of November, and regardless of the final outcome, WPG-RS and our wonderful Team are already the winners!”*

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**FOR MORE INFORMATION CONTACT**

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