



At National Industries for the Blind (NIB), it is our mission to enhance the opportunities for economic and personal independence of persons who are blind, primarily through creating, sustaining and improving employment. NIB and 90 associated agencies serve as the largest employer for people who are blind by the sale of SKILCRAFT® products and services through the AbilityOne Program, established by the Javits-Wagner-O'Day Act.

As a resource to the ICSA and its members, our goal is to offer our call center services as an extension to your business for support with: overflows, rerouting, quality assurance, and more.

For each ICSA member, NIB Teleservices offers:

- Highly trained professional operators
- Cost-effective solutions
- Simplified procurement process
- State-of-the-art technology
- Exceptional performance
- Dependable service

From operating mission-critical call centers to fulfilling orders, the NIB Teleservices team has consistently received high marks in customer satisfaction. The team has successfully supported a variety of federal government clients, including:

- Environmental Protection Agency – National Lead Information Center and Toxic Substance Control Hotline
- General Services Administration – Federal Supply Service Center GSA Advantage E-Buy
- U.S. Department of Transportation – Federal Motor Carrier Safety Administration New Entrant Contact Center
- U.S. Department of Defense – Pilot Project with Humana Military Healthcare Services
- U.S. Air Force Air Mobility Command – Telephone Operator Consolidated Call Center switchboard operations at Travis Air Force Base

For more information, please contact

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Visit our website at www.nib.org