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CHAMBERLAIN® ENHANCES TECHNICAL SUPPORT CENTER
New Advancements Redefine the Customer Experience

Elmhurst, IL —January 31, 2008 - The Chamberlain Group, Inc. continues to redefine the true meaning of customer service. Demonstrating a commitment to providing world-class service to dealers, Chamberlain's Technical Support Center (TSC) recently incorporated several new enhancements to their support service programs. Building upon their distinctive phone, training, monitoring and staffing solutions, Chamberlain's TSC continues to raise the bar by delivering an even greater level of service and technical support to dealers 24 hours a day, seven days a week, 365 days a year.

Designed to cater to dealers' needs and availability, Chamberlain offers Call Back Queuing, an innovative feature that enables dealers to decide how and when their query can be addressed by Chamberlain's highly trained technical support professionals.

"We know that our customers' time is important, and by integrating Call Back Queuing, we provide our customers with one more solution that allows them to do business with Chamberlain in the manner that they choose," stated Linda Carter, director of Chamberlain Technical Services. "We aim to be as flexible as possible to make it that much easier for our customers," continued Carter.

If an agent is not immediately available to answer their call, Call Back Queuing presents customers with the option of waiting for a Technical Support Representative or receiving a callback without losing their place in the call queue. When the next agent becomes available, the Call Back Queuing application places a call to the customer at the telephone number provided by them, connecting the customer with a Chamberlain Technical Support Representative.

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The Call Back Queuing application also allows Chamberlain customers the advantage of scheduling a technical support service call in advance. For example, if a dealer is scheduling an on-site service or installation visit with their customer, they can schedule a Chamberlain Technical Support Representative to call them at a specific day and time when they are at the jobsite. Dealers can call twenty-four hours a day, seven days a week to schedule a technical support callback.

As a testament to Chamberlain's commitment to providing value-added services and training to customers, additional benefits further strengthen the TSC offerings. Call Routing Redesign allows the customer to be connected to the proper agent possessing the skill set needed to resolve their issue in a quick and efficient manner. These skill sets are explored and perfected during Chamberlain's Skill-Based Training Program. This program guarantees that all calls are addressed by highly trained, specialized agents with detailed knowledge and expertise within a segmentation of Chamberlain's product lines, delivering quick and accurate resolutions to customers. The Quality Assurance Program involves the monitoring and recording of actual calls used for agent training. This program has improved technical and consistent customer service skills, ensuring Chamberlain is able to deliver a consistent, high-quality customer experience every time.

“Together, these programs result in well-informed, technical product professionals delivering quick and accurate solutions to each customer's specific need, every time, every call,” added Carter.

To reach Chamberlain Technical Support, please contact 800.528.2806 for commercial garage door operators, gate operators, access control products, and Chamberlain professional wireless products. For inquiries on Liftmaster Residential Garage Door Openers, please contact 800.528.6563. Seventy-five trained Technical Support Representatives are standing by to assist and address all customers and

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are located in the 40,000 square-foot facility in Tucson, Arizona.

The Chamberlain Group, Inc. manufactures and markets access control products including residential garage door openers, commercial door operators, residential and commercial gate operators, telephone entry systems and related access control products.

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