

Media Information 2026

www.contact-centres.com

'dedicated to the UK contact centre industry'

contact-centres.com

Based just outside the University City of Cambridge, contact-centres.com was launched in September 1999 with a simple goal: to provide the contact centre industry with relevant, up-to-date and valuable information. Originally published in print format under the strapline “everything contact centres”, we transitioned fully to digital publishing in May 2003 to ensure faster access to industry news and developments for our subscribers.

Over more than two decades, we have remained focused on one thing only – the UK contact centre industry.

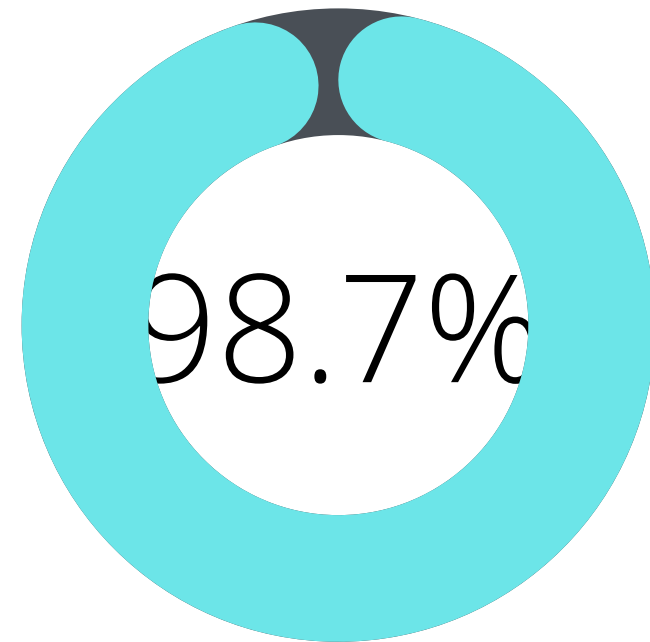
Unlike broader business publications, we exclusively publish news, products, services and developments relevant to UK contact centre professionals. Our readers are knowledgeable, time-conscious and passionate about delivering exceptional customer experience and operational performance.

We believe this specialist focus makes us unique within the sector and enables us to deliver highly targeted and meaningful content to our subscribers and industry partners.

At contact-centres.com, we are proud to support an industry that plays a vital role in customer engagement across the UK economy. We look forward to continuing to inform, connect and support the professionals who drive the contact centre industry forward every day.



Website Statistics (How we're doing)



98.7% of all traffic to [contact-centres.com](https://www.contact-centres.com) is generated from within the United Kingdom.

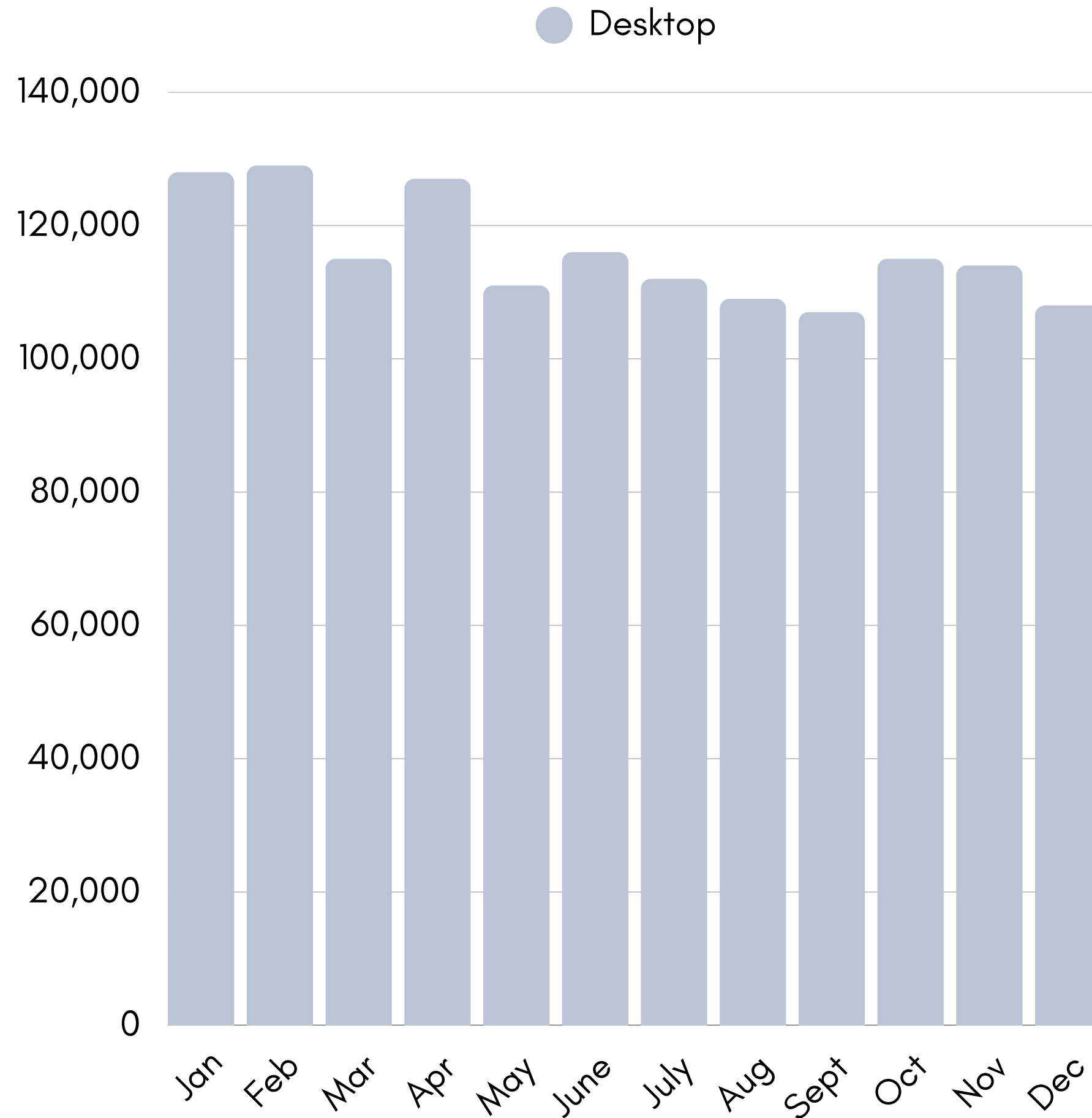
As we concentrate exclusively on publishing editorial content for the UK contact centre industry, [contact-centres.com](https://www.contact-centres.com) is promoted on search engines such as Google as “UK Only” — reinforcing our commitment to delivering relevant, targeted and industry-specific information to UK contact centre professionals.

Whilst it would be easy for us to promote the website to a worldwide audience — and subsequently increase visitor numbers — we have deliberately chosen not to do so. Our focus remains firmly on the UK contact centre industry because relevance and quality are more important than volume. For example, if a sales enquiry is generated from an overseas contact centre, would that enquiry genuinely be of value to a company whose products or services are designed specifically for the UK market?

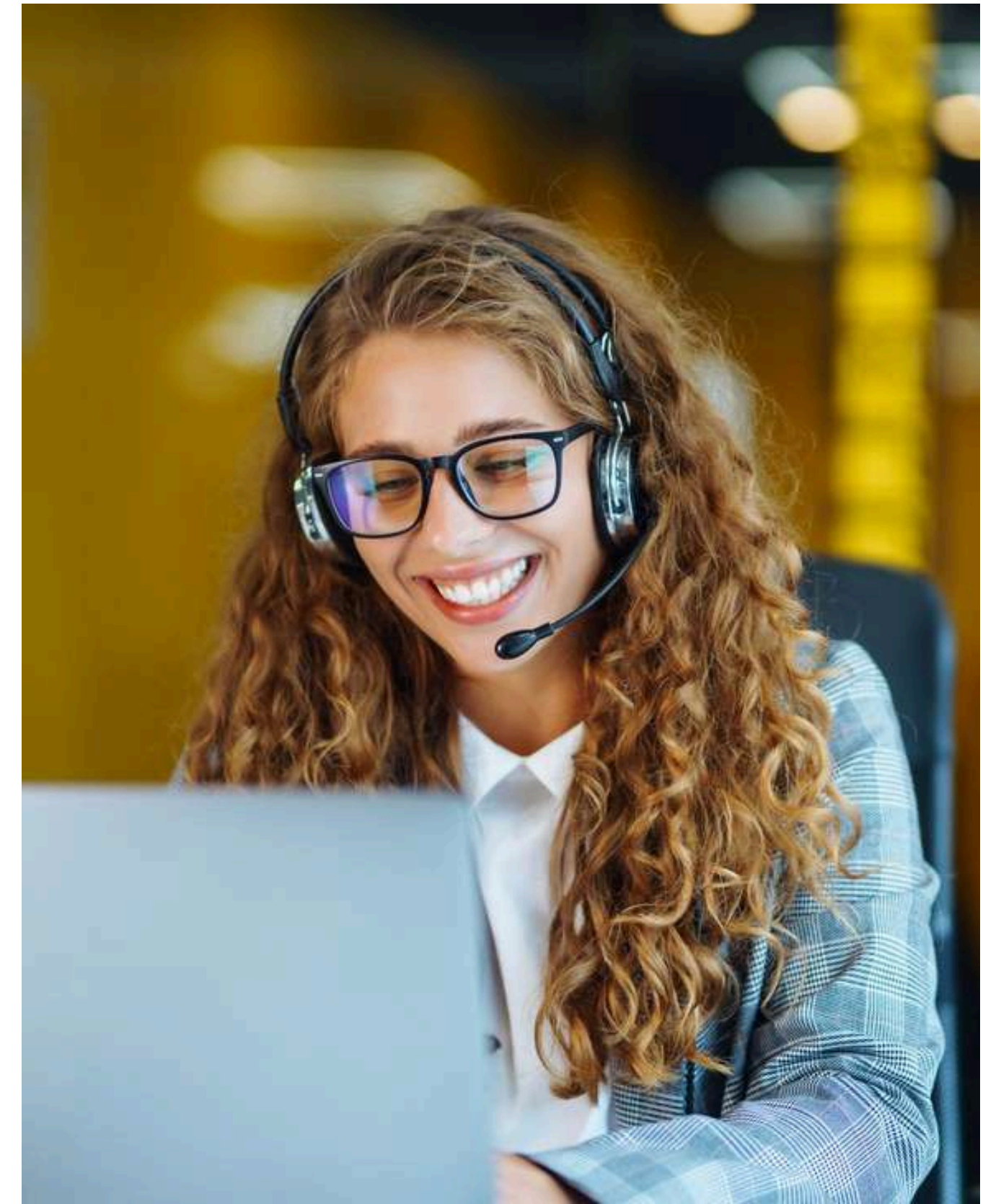
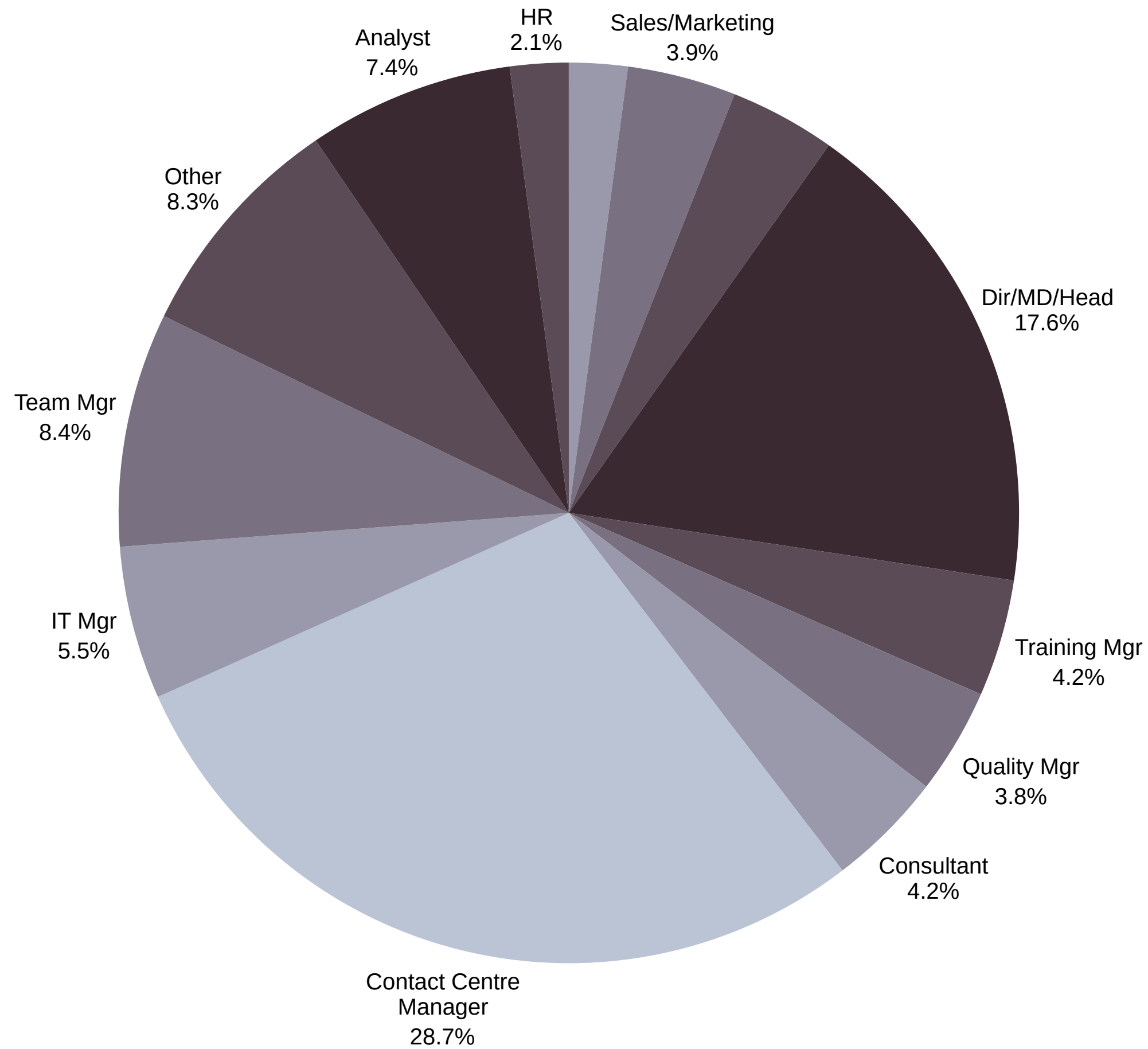
By maintaining our “UK Only” approach, [contact-centres.com](https://www.contact-centres.com) delivers a highly targeted audience of UK-based contact centre professionals, ensuring greater relevance and more meaningful opportunities for both readers and advertisers alike.



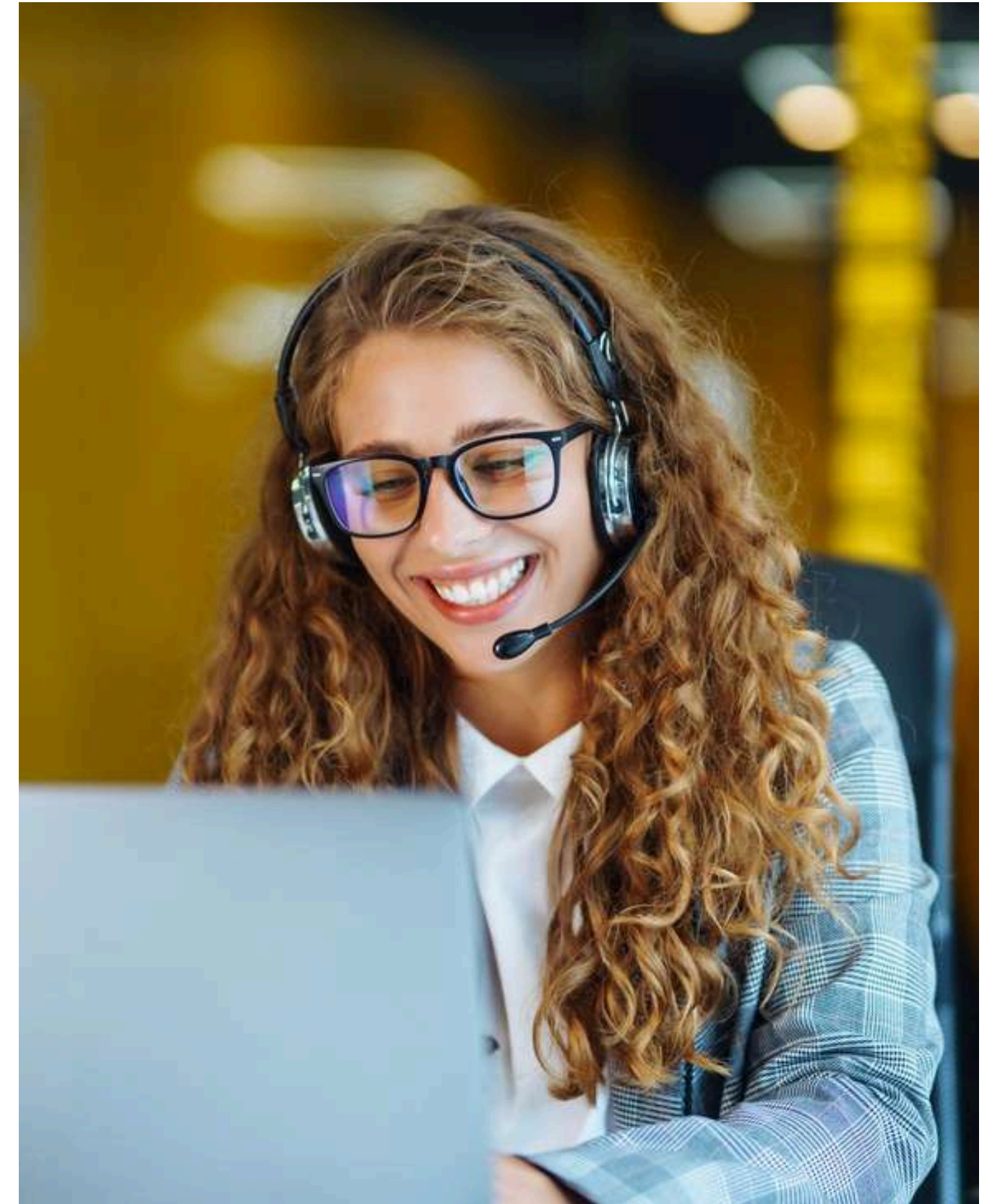
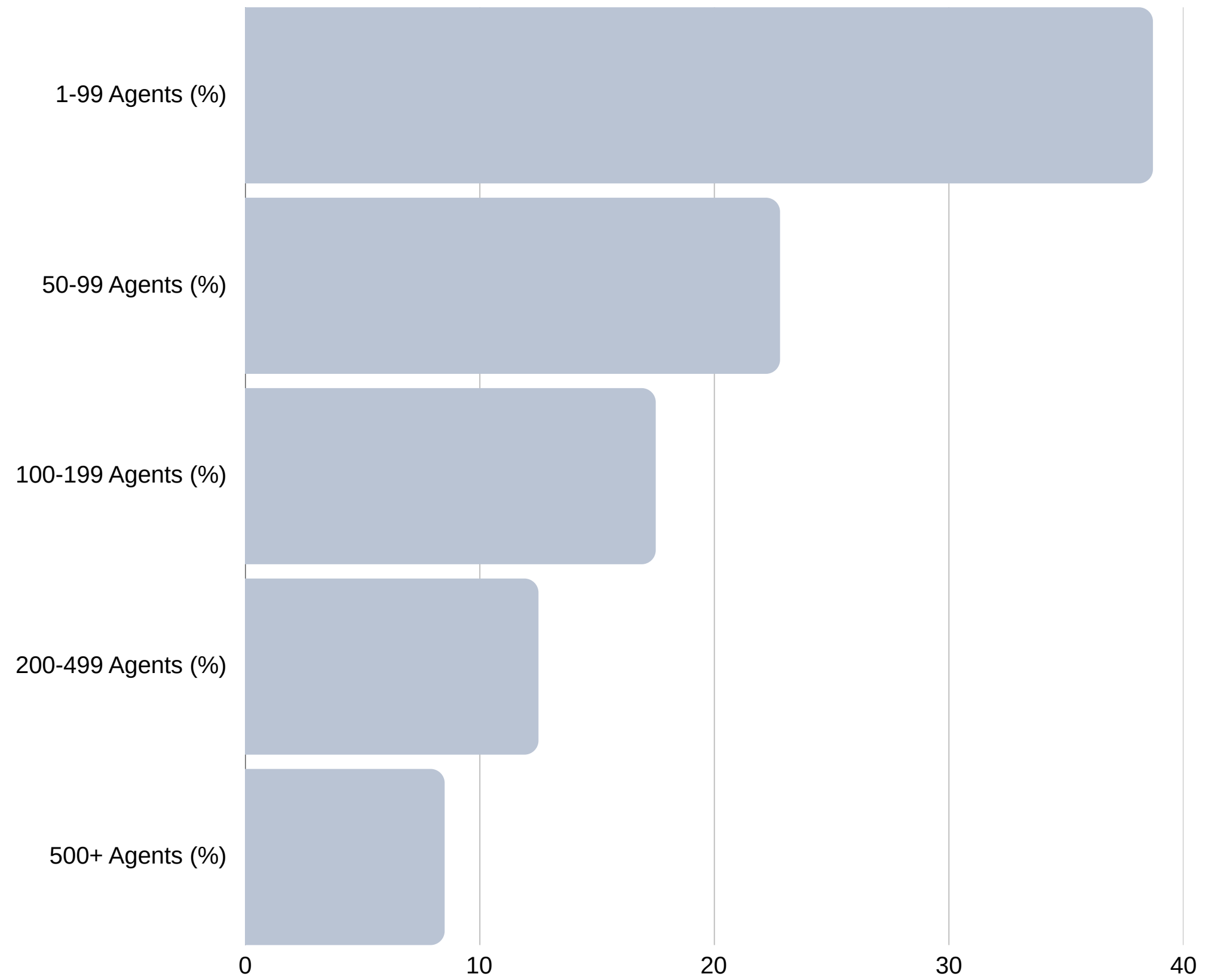
Website Statistics - 2025 - Visitors (0,000s)



Subscriber Database: 9,104 @ 31st December 2025



Size of Contact Centre



Supplier Directory

It's worth noting that 1 in 4 visitors to [contact-centres.com](https://www.contact-centres.com) use the Supplier Directory to search for new products, services and suppliers, making it one of the most popular sections of the website.

The benefits of inclusion within the Supplier Directory include:

- Priority listing within the directory to ensure your company is among the first promoted when visitors search for products or services relevant to your business.
- A comprehensive company profile including full contact details within your directory listing(s), together with inclusion on all submitted and published editorial content.
- Guaranteed publication of all submitted editorial, including full company contact details and, if required, direct links to your website and social media channels including LinkedIn, Twitter/X and Facebook.
- Increased visibility to a highly targeted audience of UK contact centre professionals actively researching solutions, suppliers and industry services.

There are three levels of Supplier Directory membership available – Bronze, Silver and Gold – details of which can be found overleaf.



Media: Bronze Package

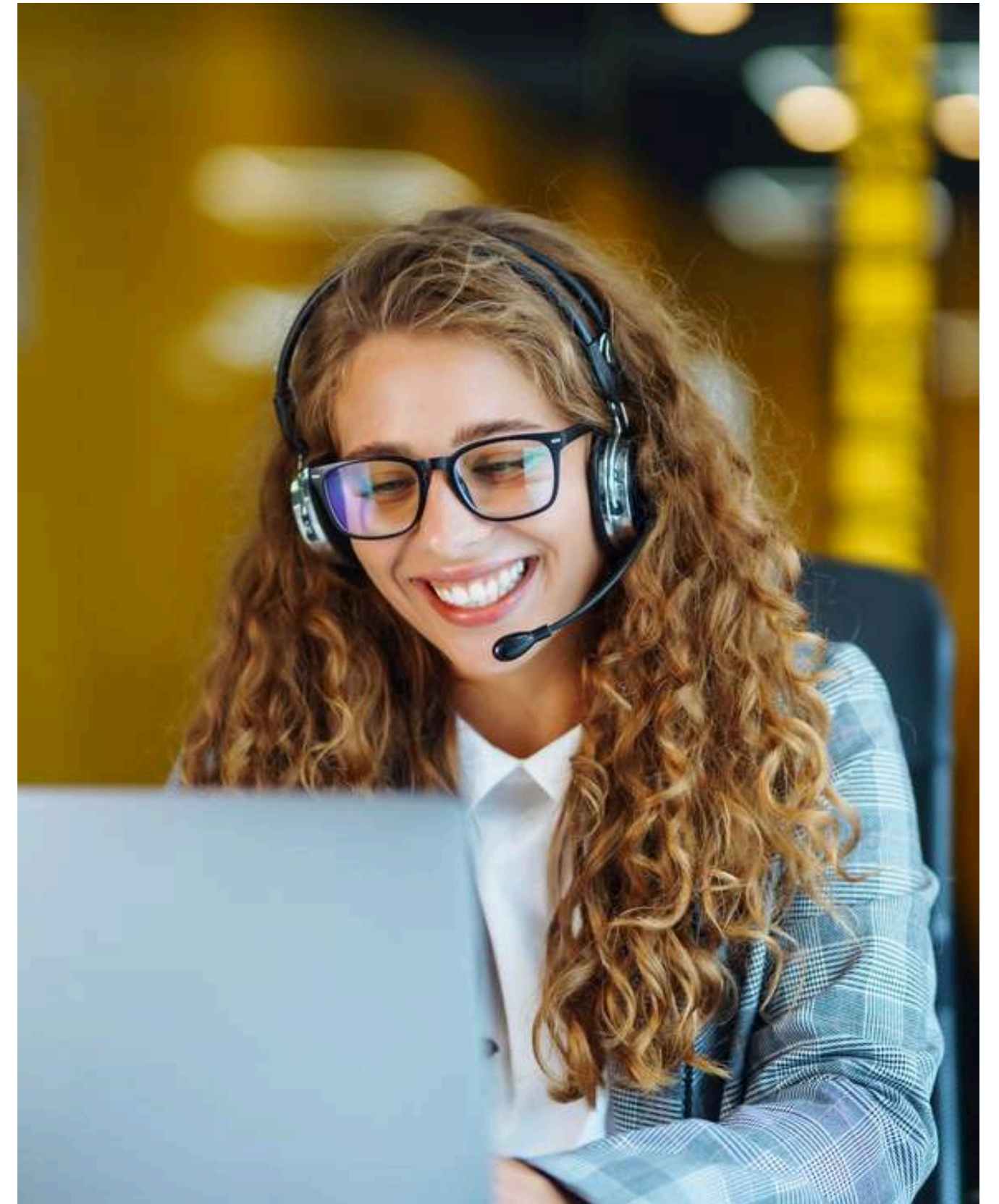
The benefits of the Bronze Supplier Directory package include:

- Guaranteed publication of all submitted editorial on contact-centres.com
- Inclusion within relevant editorial features for industry comment and input.
- Listing within the Supplier Directory.
- Replication of all published editorial across social media channels, including LinkedIn, together with inclusion within our weekly newsletter.
- A dedicated Company Profile page linked to all published editorial content.

Costings

The Bronze Supplier Directory Package is competitively priced at £849 per annum*.

* Per annum + VAT at time of invoice and is effective from 1st January 2026



Media: Silver Package

The Silver Supplier Directory package includes all of the benefits available within the Bronze package, together with a selection of enhanced advertising and promotional opportunities designed to increase your company's profile across [contact-centres.com](https://www.contact-centres.com) and its UK contact centre audience.

Additional benefits include:

- A 550px x 330px display advertising banner featured in rotation within the right-hand column across all pages of the website, with unlimited creative updates throughout the term of the package.
- A 1092px x 135px advertising banner positioned beneath all published company editorial, providing additional brand visibility and engagement opportunities, again with unlimited banner changes permitted.
- One bespoke eShot campaign distributed every quarter to the 10,000+ UK subscribers of [contact-centres.com](https://www.contact-centres.com), enabling direct communication with a highly targeted audience of UK contact centre professionals.

Costings

The silver Supplier Directory Package is competitively costed at,

Bronze Package @ £849*

Silver Package Upgrade @ £3,749*

Total Silver Package @ £4,598*

* Per annum + VAT at time of invoice and is effective from 1st January 2026



Media: Gold Package

The Gold Supplier Directory package includes all of the benefits available within the Silver package, together with a range of enhanced promotional opportunities designed to maximise your company's visibility across [contact-centres.com](https://www.contact-centres.com) and its UK contact centre audience.

Additional benefits include:

- A 550px x 330px advertising banner displayed within the right-hand column across all website pages, accompanied by links to your two most recent published editorial features.
- A 728px x 90px advertising banner positioned at the top of all website pages, as well as beneath all published company editorial, with unlimited creative updates throughout the duration of the package.
- One bespoke eShot distributed every month to the 12,000+ UK subscribers of [contact-centres.com](https://www.contact-centres.com).
- Priority positioning within the Supplier Directory to further enhance visibility and lead generation opportunities.
- Monthly newsletter sponsorship, providing prominent brand exposure to a highly targeted audience of UK contact centre professionals.

Costings:

The Gold Supplier Directory Package is competitively costed at,

Bronze Package @ £849*

Gold Package Upgrade @ £4,799*

Total Gold Package @ £5,648*

* Per annum + VAT at time of invoice and is effective from 1st January 2026



Media: Bespoke eShots

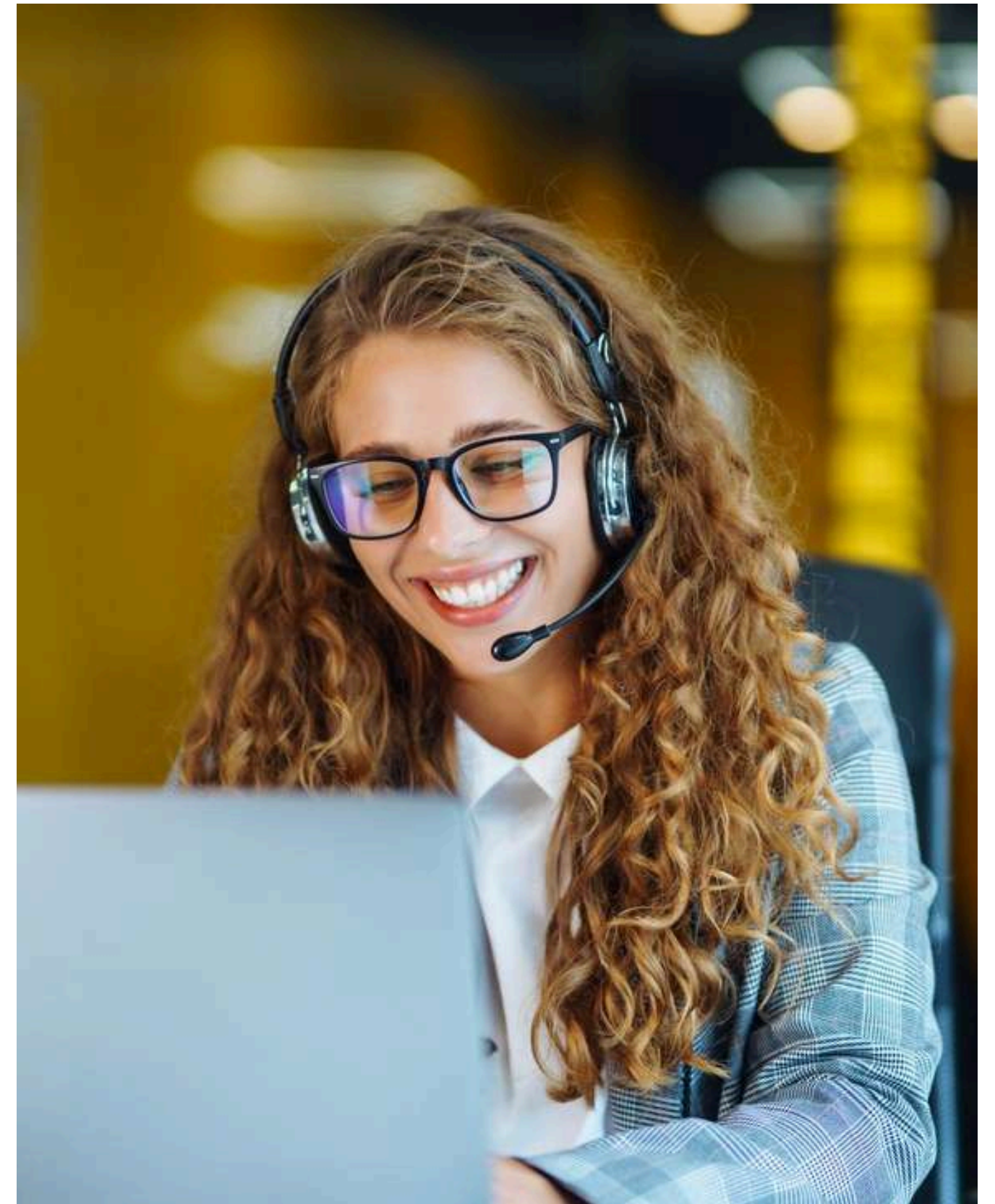
The subscriber database of [contact-centres.com](https://www.contact-centres.com) has been carefully developed and refined since the website's launch in 1999. As of 1st January 2026, the database includes more than 9,000 UK-based subscribers, all of whom hold management, operational or decision-making roles within the contact centre industry.

To maximise engagement and campaign performance, eShots are typically distributed on a Tuesday* and then re-issued on Thursday* to subscribers who may not have opened or interacted with the original communication.

This approach has consistently proven highly effective. Whilst the initial eShot generates awareness and brand recognition, the follow-up distribution significantly increases engagement levels, response rates and lead generation opportunities. In order to maintain the effectiveness and exclusivity of each campaign, we strictly limit third-party eShot distributions to one per week. The only exception is our weekly industry newsletter, distributed every Friday, ensuring advertisers benefit from reduced competition within subscriber inboxes and maximum campaign visibility.

eShot campaigns are competitively priced at £899 per campaign*, inclusive of both Tuesday and Thursday distributions.

* VAT at time of invoice and is effective 1st January 2026



Contact [contact-centres.com](https://www.contact-centres.com)

Probably the quickest or easiest way to contact us is by way of email.

Sales - info@contact-centres.com

Editorial - editorial@contact-centres.com

Subscriptions - sub@contact-centres.com

Accounts - accounts@contact-centres.com

We look forward to hearing from you.

The [contact-centres.com](https://www.contact-centres.com) Team

