

ContactUs Communications
Email: info@contactusinc.com
Website: www.cusc.com

ContactUs Communications Becomes 100% Employee-Owned

Ohio-based customer experience provider completes transition to an Employee Stock Ownership Plan, creating an ownership stake for eligible employees across its U.S. operations

COLUMBUS, Ohio — October 13, 2026 — ContactUs Communications, a U.S.-based provider of outsourced customer experience and contact center services, announced today that it has become 100% employee-owned through the establishment of an Employee Stock Ownership Plan (ESOP). The transaction closed on August 14, 2026.

"Our clients invest years in the teams that serve their customers," said Bob Bryan, chief executive officer of ContactUs Communications. "This structure means there's no acquisition on the horizon that could disrupt that. Selling to our employees means the company stays independent and the people who built it share in what they built."

The ESOP structure keeps the company independent and privately held while creating a long-term succession path. Founded in 2011, ContactUs operates contact centers in Columbus, Ohio and Grindstone, Pennsylvania, a work-at-home workforce across more than 20 states, and nearshore delivery centers in the Dominican Republic, Colombia, Belize, and Trinidad and Tobago.

The company's leadership team, client relationships, and day-to-day operations continue without change. Bob Bryan remains chief executive officer, and ContactUs will continue serving its existing client base without interruption.

About ContactUs Communications

ContactUs Communications is a 100% employee-owned provider of outsourced customer experience services, supporting global brands across a variety of industries. Founded in 2011 and headquartered in Columbus, Ohio, ContactUs delivers through a Smart-Shoring model combining domestic contact centers, a U.S. work-at-home workforce, and nearshore delivery centers, alongside a portfolio of CX technology solutions. Learn more at cusc.com.

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