

PRESS RELEASE

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Unicom celebrations continue as awards maintained

Photography available at www.unicomimages.co.uk

After recently reporting a 13% increase in sales and a 14% rise in pre-tax profits, business telecommunications provider Unicom has further reasons to celebrate as it receives confirmation that both its ISO9001:2008 and Customer Service Excellence accreditation have been maintained.

ISO 9001:2008 relates to quality management systems and is so rigorous it has only been achieved by around 5% of UK businesses. Customer Service Excellence was developed as a tool for public services to drive customer-focused change within organisations and ensure customers were at the heart of public service provision. Last year Unicom was named the first utility company in the UK to achieve Customer Service Excellence status for exceeding customers' needs.

As part of Unicom's continued commitment to delivering high quality services to the UK business market it has been independently audited to ensure it continues to meet the demanding standards set out by both accreditations.

Operations Director Chris Earle said "Although we have had an extremely busy year launching our new mobile phone product we have not lost sight of what makes Unicom so attractive to UK businesses: providing the best possible customer service available in the UK. When customers call us they speak to a real UK based individual in less than 6 seconds and all new staff receive comprehensive training from their first day with Unicom."

Unicom has previously achieved Customer First status after assessment of its ability to build customer relationships, and has been awarded the Investors in People standard as a result of its dedication to staff training, development and company involvement.

"As well as demonstrating customer service is key to our business, it was also important for us to demonstrate to potential employees that we make a commitment to the long-term employment and development of talented and dedicated staff. We wanted our customers and potential customers to know we are committed to both our staff and the customer service we provide."

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About Unicom

www.switchingon.com

Unicom, a trading name of Universal Utilities PLC, is a telecommunications service provider specialising in the small business market. It currently provides telecom, broadband, mobile and website services to 90,000 small businesses throughout the UK. Unicom has an annual turnover of over £50m, and employs 500 people at its 10 regional offices situated around the UK.

Unicom has attracted its business customers by offering discounts of up to 60% off BT's prices, at the same time as keeping customers on the BT network. Unicom currently supplies in excess of 450 million minutes of call time to its customers each year. Unicom differentiates itself by offering a high standard of personal customer service, with no premium rate 0845 or 0870 numbers, no recorded messages or menus, and no overseas call centres. Unicom boasts one of the highest customer retention rates in the industry.

Unicom's mobile customers only pay for the calls and services they actually use, the package also offers one complete bill and one contact number for all telecoms services.

Unicom has a directory enquiry service, 118 777. Based on calls from a BT or Unicom telephone line, 118 777 is 35% cheaper than 118 118, and 53% cheaper than 118 500. Calls from other networks may vary.

Unicom was ranked 26th in the Sunday Times Profit Track 100 listings in April 2006, 89th in the Sunday Times Fast Track 100 index in December 2006 and 96th in the Sunday Times Profit Track 100 listings in April 2007. In September 2007 it achieved a ranking of 95th, and in September 2008 a ranking of 88th, in the Sunday Times Microsoft Tech Track 100 index.

In October 2009 Unicom became ISO 9001:2008 certified and in 2009 was also awarded the Customer Service Excellence, the Customer First and the Investors in People certification by independent assessors.

For the year ending April 2010, Universal Utilities plc, which trades as Unicom, reported pre-tax profits of £12.8m on a turnover of £50.5m (with profits up 13% and turnover up 14% from April 2009). Unicom expects profits to be in excess of £15m on a turnover of more than £55m for the current year.

Unicom is a patron company of The Outward Bound Trust.

For further information and photographs contact Mark via press@switchingon.com.