

PRESS RELEASE
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Unicom Puts its Customers First

Logos and photography available at www.unicomimages.co.uk

Unicom, who specialise in providing discounted telecoms and utility services, to over 100,000 small businesses, has received confirmation that it has achieved Putting the Customer First®, the UK's national standard for customer service.

Initially gained in 2009, the standard focuses on a company's ability to build customer relationships, maximise on its market awareness and develop its employees.

In order to achieve the standard, companies are assessed against 30 statements outlined by Customer First. They must provide evidence to demonstrate they are fully compliant.

An independent Customer First assessor visited Unicom's Manchester based head office earlier this month to establish whether the company matched up to the standards criteria. The rigorous process included reviewing documentary evidence, interviewing staff from all areas of the business and analysing customer satisfaction surveys.

Employees were asked how likely they would be to recommend working at Unicom on a scale of 1 – 10, the majority scored an 8.

The assessment concluded that Unicom was compliant with all 30 criteria that make up the standard and therefore it has been accredited as Putting the Customer First®. It will be re-assessed in 2015.

Commenting on achieving the standard, Unicom's CEO – Chris Earle said:

"I'm delighted we've maintained the Customer First standard for over 4 years running. We pride ourselves on providing high quality services to the business market so awards of this nature are extremely important to us."

"Launching into the gas and electricity market this year we've been extremely busy, however this award shows we've not lost sight of providing the best service possible for our customers and our employees."

"Our customer service calls are answered at our UK based call centre within 6 seconds, by a real person, we don't use any recorded messages or premium rate 0845 or 0870 numbers."

Earlier this year Unicom was delighted to maintain its Carbon Trust Standard, for the management and reduction of its carbon emissions.

About Unicom

Website: www.switchingon.com

Photography: www.unicomimages.co.uk

Unicom, a trading name of Universal Utilities Ltd, is a telecommunications and utility service provider specialising in the small business market. It offers a one bill solution for telecoms and utility services providing telecoms, broadband, mobile, gas and electricity services and supplies over 100,000 small businesses throughout the UK. Unicom has an annual turnover of £70m, and employs 500 people at its 12 regional offices situated around the UK.

Unicom has attracted its business customers by offering substantial discounts and differentiates itself by offering a high standard of personal customer service, with customer service calls answered in 6 seconds, no premium rate 0845 or 0870 numbers, no recorded messages or menus, and no overseas call centres.

Unicom has a directory enquiry service, 118 777, offering customers significant savings compared to 118 118 and 118 500.

Unicom is ISO 9001:2008 certified and has also been awarded the 'Customer Service Excellence', 'Putting the Customer First' and the 'Investors in People' certifications.

For the year ending April 2013, Unicom reported pre-tax profits of £25m (an increase of 25% on the previous financial year) on a turnover of £70m.