

PRESS RELEASE
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Unicom Maintains ISO 9001: 2008 Standard for a Fifth Year
Logos and photography available at www.unicomimages.co.uk

Small business telecoms and utilities provider, Unicom, continues to celebrate as it receives confirmation that it has maintained the ISO 9001: 2008 standard.

The ISO 9001 standard is an internationally recognised quality management standard. The standard evaluates organisations working practices, procedures and processes to ensure they focus upon improving the organisation for the benefit of its customers.

Unicom was independently assessed in five key areas including management, staff training, product and customer satisfaction procedures and the use of internal audits within its management. The review is to ensure internal reports are used by management to drive continuous improvement.

“Our aim is to provide high quality services to the business market, giving our customers the best possible experience of Unicom at all times. Being accredited with this standard gives us credit for the systems we have in place that allow us to provide this as well as those which help us to evaluate those systems, improving them for the benefit of our customers.”

Unicom was first awarded the ISO 9001: 2008 standard in 2008 and has successfully maintained the standard each year since. The re-accreditation of the standard has been greatly received, meaning the company has successfully maintained all of its accreditations for 2013. These include Customer Service Excellence®, Putting the Customer First®, Carbon Trust standard and the Investors in People accreditation.

For more information on Unicom’s awards visit <http://www.switchingon.com/company/company-awards>

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 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 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.

In October 2009 Unicom became ISO 9001:2008 certified and was also awarded the Customer Service Excellence, the Customer First and the Investors in People certification by independent assessors, all of which have been maintained up to date.

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.