

**PRESS RELEASE**

**29 March 2011**



**Unicom Fife office opens for business**

Photography available at [www.unicomimages.co.uk](http://www.unicomimages.co.uk)

Business communication specialist Unicom has opened a new office in Kirkcaldy, Fife, as part of their 2011 development plan.

The new office will be responsible for expanding the telecom customer base and Unicom aims to create at least 30 more jobs at the new office over the next 12 months.

“Unicom has weathered the troubled economic climate exceptionally well, posting record sales and profits in 2010. This success has allowed us to invest in further company development and the new Kirkcaldy office marks the start of a number of planned initiatives for 2011.” said Chris Earle, Operations Director, Unicom.

“Although we offer a range of products, Kirkcaldy will be responsible for offering our fixed line product to business customers in central Scotland. Once the office has established itself we will begin to increase the number of positions available, creating a minimum of 30 positions during 2011.” concluded Earle.

Opened to satisfy the growing demand for Unicom’s telecommunication services, the office is recruiting now. The office address is:

1<sup>st</sup> Floor  
Unit 7, Evans Business Centre  
Mitchelston Drive  
Kirkcaldy  
Fife  
KY1 3NB

Further details can be found on [www.switchingon.com](http://www.switchingon.com).

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## About Unicom



[www.switchingon.com](http://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](mailto:press@switchingon.com).