

MEDIA RELEASE

December 14, 2009

## **AWARD HAT TRICK FOR UNICOM**

### **Unicom ends the year on a high with multiple accreditations**

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

TELECOMS company Unicom is raising a glass to a successful year after securing a clutch of service accreditations.

Last month, the business telecoms firm was named the first utility company in the UK to achieve Customer Service Excellence status for exceeding customers' needs.

It has now achieved Customer First status after assessment of its ability to build customer relationships, to maximise on market awareness and to develop employees.

Unicom has also been awarded the Investors in People standard as a result of its dedication to staff training, development and company involvement.

Operations Director Chris Earle said: "We constantly strive to deliver the best possible service to customers by recruiting and developing our staff. We were confident that we would be awarded all three standards very quickly, and in achieving these awards the hard work we put into providing the best possible customer service has been recognised.

"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."

Unicom has also received ISO 9001:2008 certification, which relates to quality management systems.

Unicom, which was founded in 1998, has helped more than 300,000 businesses save more than £500 million off their utility bills.

It currently employs 500 staff at its Manchester headquarters and offices in Birmingham, Crawley, Ipswich, Leeds, Milton Keynes, Newcastle-upon-Tyne, Nottingham, Sheffield and Stoke-on-Trent.

Visit [www.switchingon.com](http://www.switchingon.com) for further details.

**ends**

## **Notes to Editors**

### **About Unicom**

- Unicom, a trading name of Universal Utilities PLC, is a telecommunications service provider specialising in the small business market.
- 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 has a directory enquiry service, 118 777. Based on calls from a BT or Unicom telephone line, 118 777 is 28% 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 2008 Unicom became ISO 9001 certified.
- Unicom is a patron company of The Outward Bound Trust.