

# UNICOM PRESS RELEASE

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## UNICOM DONATES £6000 TO NSPCC

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

Manchester based Unicom has donated £6000 to the NSPCC, helping to support the important work they carry out to prevent cruelty to Children.

"This donation is the result of Unicom customers switching to email billing rather than receiving a paper bill." explains Chris Earle, Operations Director, Unicom.

"Unicom customers have been asked to switch to the environmentally friendly email billing system launched in April 2008. We introduced this system to reduce our business costs, for example printing and postage costs, and to reduce our environmental costs, for example paper usage and the environmental impact of transporting bills across the UK."

"Customers benefit from receiving free fully itemised bills, and because as a business we have made monetary savings we decided to make a donation to the NSPCC. A year after the scheme has launched we feel the time is right to celebrate the anniversary of the introduction of email billing by making our first donation to the NSPCC."

"We fully intend to continue to encourage customers to switch to email billing, and hope to make an even larger donation in the future."

### **About Unicom**

Unicom, a trading name of Universal Utilities PLC, is a telecommunications service provider specialising in the small business market. It currently provides telecom, broadband and website services to 75,000 small businesses throughout the UK. Unicom has an annual turnover of over £42m, and employs 500 people at its 9 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 has also launched a new directory enquiry service, 118 777. Based on calls from a BT or Unicom telephone line, 118 777 is 44% 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.

For the year ending April 2008, Unicom reported pre-tax profits of £9.8m on a turnover of £41.6m (with profits up 29.2% and turnover up 12.3% from April 2007). Unicom expects profits to be in excess of £11m on a turnover of more than £45m for this year.