

# UNICOM PRESS RELEASE

November 18,2008

## **EMMA SCULLIAN PROMOTED TO CUSTOMER SERVICES MANAGER AT UNICOM** **Photography available at [www.unicomimages.co.uk](http://www.unicomimages.co.uk)**

Manchester-based Unicom has promoted Emma Scullian, 26 from Fallowfield, to Customer Services Manager.

Emma, who has a degree from Salford University in Business Studies, has worked for Unicom for 12 months and during that time has been promoted twice.

Emma previously worked at a legal advice bureau and had also spent six months in America traveling around.

"I love traveling – it's a passion, and I've seen some lovely places – but there's many more to see. I'd have to say that my six month stay in America was a big highlight though," said Emma.

"My new role entails looking after a team of ten customer service agents who are the first port of call for business customers calling the organisation, we aim to answer each call in under 6 seconds" said Emma.

"My new responsibilities include producing statistics to monitor department performance, dealing with any delicate customer queries or issues and looking after the people in the team – making sure they have the proper training required to do the job."

Unicom – which provides telecom, broadband and website design packages to around 70,000 small business in the UK – recruits and trains graduates on a fast track program to become its managers of the future, as well as promoting talented employees within the company.

## **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 70,000 small businesses throughout the UK. Unicom has an annual turnover of over £42m, 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.

This year Unicom launched a new directory enquiry service, 118 777. Based on calls from a BT or Unicom telephone line, 118 777 is 34% cheaper than 118 118, and 30% cheaper than 118 500 and 118 247. Calls from other networks may vary.

Unicom was ranked 26<sup>th</sup> in the Sunday Times Profit Track 100 listings in April 2006, 89<sup>th</sup> in the Sunday Times Fast Track 100 index in December 2006 and 96<sup>th</sup> in the Sunday Times Profit Track 100 listings in April 2007. In September 2007 it achieved a ranking of 95<sup>th</sup>, and in September 2008 a ranking of 88<sup>th</sup>, 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.