

UNICOM PRESS RELEASE

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UNICOM APPOINTS AURELIA BOWERBANK & GARETH DAVISON Completion of Graduate Training Scheme Results in Management Positions

Photography available at www.unicomimages.co.uk

Manchester-based Unicom has formally appointed its July 2007 graduate trainees into permanent roles – Aurelia Bowerbank as HR & Recruitment Assistant and Gareth Davison as Billing & Revenue Assurance Assistant.

Aurelia, 23, originally from Grantham, Lincolnshire, came to the North West to study at Manchester University and graduated in 2006 with a degree in History and Philosophy.

Having spent 18 months in a retail position, she was recruited onto the Unicom graduate training scheme in 2007, and after completing the 12 month scheme which involved time in each of the company's departments, Aurelia's new full time position in the HR team means that she is responsible for the recruitment of new staff.

"My role has been specifically created to consolidate the recruitment of new staff into the business – where previously the job was done by the head of each team," said Aurelia.

"It's a new role and an exciting challenge – the rotation throughout the company teams has helped me gain an understanding of the challenges each department faces and the skill set new recruits require to successfully fill the available positions."

Gareth Davison, 22, living in Withington but originally from Redruth in Cornwall, also studied at Manchester University and graduated in 2007 with a degree in Geology. He has undergone the same 12 months graduate scheme within Unicom.

His role, also created specifically for him, as Billing & Revenue Assurance Assistant, focuses on ensuring every one of the 20 million calls a month Unicom rates is correctly charged to customers and to ensure supplier costs are correct and minimised.

"I've really enjoyed the 12 month rotation scheme and am really pleased to have been appointed to such an important position within Unicom," said Gareth.

“We’ve recently introduced paperless billing at Unicom and aim to convert the 70,000 customers who currently receive paper invoices. Already 2,000 customers have opted for paperless billing, and I expect this trend will continue. It’s great to play a part in such company wide changes.”

Unicom – which provides telecom, broadband and website design packages to small business – 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.

“It’s important that employees start at grass roots level and understand the business from every angle - a formal graduate training programme will ensure that the successful applicants learn every aspect of the business so they are equipped to take on managerial roles in the future,” said Chris Earle, Operations Director, Unicom.

“On completion of the formal training year, we assess which area of the business best suits each trainee’s skill set and discuss which area of the business they would like to join going forward.

“It’s great that Aurelia and Gareth have successfully completed their training and have accepted their new positions, continuing their careers with Unicom.”

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, with 10 regional offices situated around the UK.

Unicom has attracted its small 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 small business 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 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 in the Sunday Times Microsoft Tech Track 100 index. The company employs 500 people.

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