

UNICOM PRESS RELEASE

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UNICOM STAFF GET INFLATION-BEATING PAY RISE.

Images available at www.unicomimages.co.uk

Head office staff at Northenden, Manchester, based Unicom have received a pay rise that defies the current economic downturn.

Unicom, which specialises in telecoms for small business, has been a rare growth and success story during the economic slowdown, and now most staff will receive a 4% pay rise from July 2008.

“We recognise the valuable contribution of our staff even in tough times – and the massive efforts made by the team at Unicom have paid off in many ways,” said Chris Earle, Unicom’s Operations Director.

“We have the highest customer retention level in the telecoms industry at 86%; we have the fastest call-answering in the sector, and, perhaps most importantly, we have a 100% UK-based staff that answer those calls on average within three seconds.

“By their very attitude and approach, our staff draw in new customers, maintain a very good relationship with existing customers, deal with issues enthusiastically and swiftly and have become the envy of the telecoms market.

“Such performance warrants reward – they have earned it. Their pay rise will be above and beyond the underlying rate of inflation. There will be another pay rise at Christmas for staff that continue to perform well.”

Unicom recorded its biggest ever monthly sales in July 2008, and saw a 13.5% increase in sales to £41.6 million and a 23.6% rise in profits to the end of April 2008, its ninth trading year.

Ends

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.

Further information:

Megan Codling or Iain Macauley

mc@pressrelations.co.uk / im@pressrelations.co.uk

07795 848586 / 07788 978800

www.switchingon.com