

The team behind the success story.

Behind every great man, is a great woman... or in Comms One's case, a whole team of them!

With experience and enthusiasm by the bucket load, the Comms One support team know how to deliver service excellence. We asked Emma Filmer, Operations Manager, for the lowdown on how Comms One makes a real difference to their resellers' businesses.

Q. Comms One is the new kid on the block, but what makes Comms One different?

A. "Comms One strives to go that extra mile and offer that little something different to benefit our clients' businesses...**value**. We are here to help our clients be the best, by providing first class service and support ... with a smile! We always take the time to understand what they need – after all, one size does not fit all."

Q. What do you believe your clients are looking for?

A. "I believe our clients are looking for that personal touch, to not get lost in the system and to be spared from 'auto-attendant hell'. They just want to be able to pick up the phone, have their questions answered by a familiar voice and have the confidence in the support network provided. Customer service is so much more than picking up the phone in 2 rings."

Q. What makes your team different?

A. "We have a great team who all enjoy coming into work everyday. I think it says a lot about a company when you can say that. The team knows exactly what resellers want and how they operate, and we always deliver what we promise - going that one step further."

Q. Finally, what are Comms One's top tips for great customer service?

"Going that extra mile will always make a difference". **Emma Filmer**

"It's about making each customer feel special and valued each and every day".

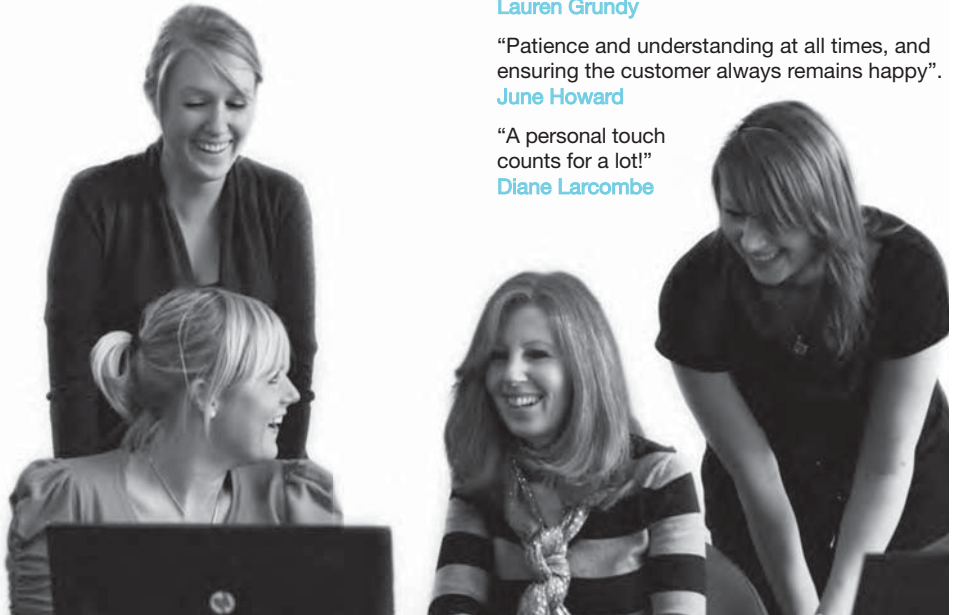
Lauren Grundy

"Patience and understanding at all times, and ensuring the customer always remains happy".

June Howard

"A personal touch counts for a lot!"

Diane Larcombe



From left to right. Emma Filmer (sitting), Lauren Grundy, Diane Larcombe, June Howard



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