



## Affordable and Reliable Business Communication Services



### POPULAR VOICE SERVICES

Traditional Voice

Hosted PBX

Mobility

### POPULAR DATA SERVICES

DSL, Ethernet-over-Copper, Multipair Bonding

Domain Names & Web Hosting

Fiber-Based Service from 10megs

### A History of *Success*

Founded in 1996, Utility Telecom has over 20 years of experience serving clients with the latest technology and industry-leading customer care. Many of our customers are locally-owned businesses that value both "buying local" as well as Utility's relationship-based way of doing business instead of that offered by large, out-of-state competitors who only have a toll-free call-center to talk to.

### Service That Moves Relationships *Ahead*

Competitive pricing, a comprehensive product line, and long-term customer relationships based on solid customer service and support has made Utility Telecom the preferred choice for thousands of business accounts.

### Our Approach Supports *Your Business*

We have developed a business approach that takes the philosophy of 'Customer First' to a new level in the telecom industry. We start with a dedicated outside sales staff that meets with you, assesses your needs and seeks to understand what your goals are. Our customer service team is entirely in-house handling your requests. We then support you with a network of local technicians who are dispatched quickly in response to service calls and technical support queries because all our customers' needs are important – none can be ignored. We remain accountable at all times by eliminating finger-pointing among the client's vendors. If there is a problem anywhere, we keep working together until it is solved.

### "Eight-Nines" Network Built Around *Customers' Needs*

Utility Telecom has deployed many fully redundant fiber-optic rings throughout its network, keeping our customers supplied with lightning-fast Internet speeds and private MPLS service. The network has a unique, multi-carrier network architecture, which has eliminated outages related to fiber cuts since 2009 resulting in a stunning 99.999999% (eight-nines) reliability in its long-haul network.

Contact your Local Representative and

Learn How *Utility Telecom* Can Help You

Become More Efficient & Save You Money!



## **FRIENDLY & PROFESSIONAL**

I wanted to let you know how happy I am with our Utility Telecom service. Not only have we saved money by switching, but you and your team's customer service is outstanding. Any issue we've had you've gotten it taken care of within the same business day, and as you know, phone service is a big part of business. Not only have all our matters been resolved, but it's refreshing to have such a friendly, professional voice on the other end of the line. Working with your company has been nothing but a positive experience for all of us here at Moule's. Thank you for all your hard work!

**- Michelle Ewald | Moute's California Glass | Office Manager | Redding, CA**

## **OUTSTANDING TECHNICIANS**

Your technicians are great to work with. When I was having a problem they replied quickly with many suggestions, even when they knew it wasn't a problem on your network! When dealing with issues like this with other telephone companies, it would take days to get a response, if one ever came.

**- Steve Rose | Modesto Christian School | Modesto, CA**

## **WORKING AROUND OUR SCHEDULE**

We've formed a relationship with Utility Telecom and are very impressed with the ease of the transferring our system and the continuing service we've received. They always work around our very busy schedule and perform follow-up tasks during non-typical business hours.

**- Zach Sharkey | Stockton Ports Baseball | Stockton, CA**

## **LOCAL TECHNICIANS UNDERSTAND**

Utility Telecom immediately understood the intricacies of every job at our newest endeavor- Valentina Inn & Villas- and left the site maintenance-free. It is truly refreshing to talk to local technicians in San Luis Obispo who understand the area. They efficiently provided cost-effective solutions for us and maintained a high standard of quality at the same time.

**- Bob Pringle | Valentina Inn & Villas | Owner | Pismo Beach, CA**

## **DEPENDABLE PHONE SERVICE**

Utility Telecom has provided our business with exceptional service 365 days a year. We are very happy with their prompt personal service, professional manner, and most importantly, dependable phone service. For both value and service, give them a call and experience the difference.

**- Matt Gulage | Real Property Management Central Coast | San Luis Obispo, CA**