

COMMSPLUS COMPANY PROFILE

Commsplus Ltd was formed in 1986, and initially repaired and refurbished large quantities of PABX telephones for small to medium sized companies, being economical to do so in the early days of the Market Liberalization created in 1984.

1987 saw the company enter the Supply, Installation and Maintenance of Telephones Systems, with Market leaders Mitel & Phillips, being the principal manufacturers. At the same time, the company also started selling what were known as 'Smart Boxes'. These were used to enable existing telephone systems to route their call traffic via the likes of the Mercury Network. Otherwise known as 'LCR', or Least Cost Routing, this technology is now embedded in the software of all telephone systems.

In 1996 we started Supplying, Installing & Maintaining the Samsung Range of Digital Telephone Systems. In 2006 we became a Platinum Status Samsung Dealer. More recently, IP (Internet Protocol), has been added to their range, and is heavily used to make calls via the Internet at nil cost.

In 1998, we entered the 'Airtime' Market allowing us to offer competitive charges for calls from Landlines to all Destinations. Back then, the main competitor was British Telecom. We initially used the Energis Network to provide the alternative traffic, as quality was of Paramount importance. Since the recent acquisition of Energis, by Cable & Wireless, all of our customers using the Commsair OneBill service, now have their calls routed through the C&W network.

I became the Managing Director of Commsplus in 1999, tasked with the slow, but steady growth of the company. For those of you who don't know me, my background is of a technical nature, leaving school in 1972, to serve an engineering apprenticeship with Post Office Telephones. BT PLC, as it is now known. Although I started out selling with Commsplus, my technical background has always ensured I question new technology. In other words, "Will it work" and "how will it work for our customers". We don't rush into new products and services at their launch but bide our time.

In 2006, we entered the Line Rental Market, allowing us to discount customers BT bills. It also allowed us to provide the OneBill solution, whereby customers now had their call and service charges on one invoice direct from us. Many of you will know Jane Williams, who joined us back then, and runs the OneBill department.

In January 2010, Commsplus will launch our Mobile Division. The simple "will it work" theory remains with me to this day, and is one of the reasons I see customer satisfaction coupled with good service, as of Paramount Importance. It also means that before we offer a service to market, I have to be absolutely certain that not only we as a company, are able to supply the service/product at a competitive price, access the popular brands, but most of all, provide the ongoing service customers expect and deserve. Now is the right time for Commsplus to enter the mobile market.

We are not **BT, Carphone Warehouse, Vodafone** etc. We are a company whereby you are able to contact an individual to deal with your enquiry, and that individual still answers the same number the next day/next week/next month! Quite unique in this corporate world we live in!

Steve Collard
Managing Director
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