

# Exceptional Service



Anyone can talk about competitive pricing, but without TelePacific's great service to go along with it, the bottom line just doesn't add up.

Making  
Business  
Personal...

## Guaranteed performance

TelePacific provides a level of service to all its customers typically only given to the largest corporate accounts. TelePacific isn't like those other companies who say they provide great service and don't.

## Real results

**95%** 95% of all calls into customer care are answered in 30 seconds or less by a person that can answer and respond to your questions.

**93%** 93% of all calls into customer care are resolved on the first call.

**99%** With a team dedicated to accurate invoicing, we boast a 99% invoice accuracy.

**97%** Customer satisfaction is in the 97th percentile with over 2,000 customers surveyed monthly by Receivable Management Services, a Citigroup company.

## The big phone company



## TelePacific



*When you're stuck on hold or getting the runaround with the big phone company, chances are you're talking to somebody a thousand miles away. TelePacific is right here. We handle our calls and provision our voice and Internet services with local account managers and customer service professionals.*

“We build relationships with our customers.”

## A Message from President/CEO Dick Jalkut

At TelePacific, we are proud of our success. Headquartered on the West Coast, TelePacific has more than 1200 employees in the areas we do business, including three call centers in California and Nevada, all on Pacific time, just like you. Today, TelePacific is the largest competitor to AT&T, Verizon and Embarq in the markets it serves, proving that businesses are seeking better service than they get today from the incumbents.

Service is our first priority, with a company culture based on customer satisfaction. We continue to focus on recruiting and hiring talented teammates, so our customers can rest assured that while we grow, our service levels will remain exceptional. Our goal is to deliver the best possible service and we recognize the critical importance of providing the level of support you deserve.

Through ongoing support and feedback we continue to work harder for our customers. As part of our commitment to quality of service, we've put metrics in place that create visibility and accountability throughout the organization—metrics we review on an organizational level each week. All of us at TelePacific review, discuss and work every issue, every account, and every customer experience. With this attention to detail, we can continuously focus on opportunities for improvement.

At TelePacific, we take care of our customers, and we look forward of taking care of your telecommunications needs now and in the future. You can count on us to be here for you.



## Full Suite of Voice and Data Services

### Local and Long Distance

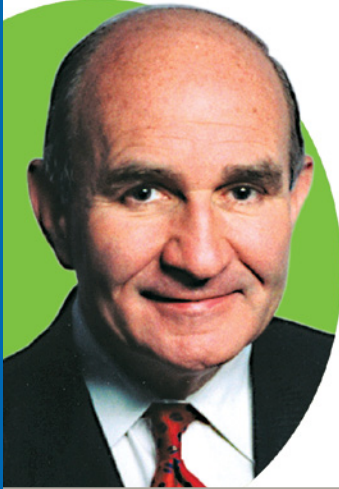
- ▶ Calling plans to suit every business
- ▶ Long distance rates as low as 1.9¢ a minute
- ▶ Competitive international rates

### Integrated Services

- ▶ Converge voice and data over one managed service connection. Eliminate the need for separate access for both.

### Data Services

- ▶ Dedicated Internet access
- ▶ Colocation
- ▶ Email services
- ▶ VPN
- ▶ Managed storage



In your neighborhood and part of your community, we're a company that works to understand your business needs.

Switch to TelePacific and realize the exceptional Customer Experience for which TelePacific is known.