

# Top 10 Reasons

to do business with TelePacific



- ▶ It is expected that we will take the time to understand the needs of our customers and future customers.
- ▶ It is expected that we will deal with individuals with respect and dignity. Our customers expect a warm reception and appropriate help whenever it is needed from whomever they contact.
- ▶ It is expected that we will meet our commitment to resolve issues

Contact your local agent or agent manager for more info:  
contact:  
tel:  
email:

## Great people

Who care about your success

- ▶ 1,100+ employees are at your disposal, working hard to be your kind of company and your kind of people who work diligently to meet your needs.

## West Coast headquarters

With call centers in Los Angeles, Stockton and Las Vegas, TelePacific truly is your local phone company

- ▶ Our business hours are your business hours; we operate on Pacific Standard Time and are available when you need us. Need technical support, no need to worry, someone will be available to you 24 hours a day.

## Enterprise service

Better service for business customers just like yours

- ▶ We provide services that deliver leading edge capabilities at affordable prices, providing you with services that help business to be more effective.

## 75,000 businesses

More than 800,000 access lines in service

- ▶ TelePacific is the fastest growing competitive carrier on the West Coast. Become a customer of TelePacific and find out why.

## 95% of calls answered in 30 seconds

By an employee who can answer your questions

- ▶ We know your time is valuable, so you won't find complex phone trees to navigate or long times on hold. We'll answer your call and resolve your issue quickly so you can attend to your business.

## 93% first call resolution

Knowledgeable staff at all times to resolve questions

- ▶ We want to call you back because we like you, not because we need to. Allowing you to focus on your day to day is our goal.

## The Most Coverage throughout California and in Las Vegas

One bill, one contact for multi-location customers

- ▶ With the ability to serve areas in AT&T, Verizon, Surewest, Embarq and Frontier territories, TelePacific can be your provider throughout California. So you only have to review one invoice, and call one care center.

## Top project management

Specially coordinated for every order

- ▶ Quality, accuracy and speed are our priorities for the installation of your services. Working one on one with a diligent project coordinator, you will know about your service installation every step of the way.

## 99% invoice accuracy

Precise billing reviews of the first invoice of each customer

- ▶ When your bills are wrong, we lose credibility and you lose valuable time. We work hard to make sure your invoices are accurate before they go out our door.

## 97% customer satisfaction

Rated by a 3rd party based on more than 2000 monthly surveys

- ▶ We search out customer feedback in order to look for ways to improve on our customer's experience with our brand. By staying in tune and in touch, we use this information to help us deliver on our commitment to excellence.