

16th July 2010 press release

**Vodafone One Net is saving customers money
and winning them business**

- **Vodafone One Net customer CCBS revamps its customer services and wins £20k of new business**

Vodafone One Net, a unique solution integrating fixed and mobile communications for small and medium-sized businesses is already helping customers save money and generate new orders. Customers such as Berkshire based Central Conveyor Belt Services (CCBS) have been able to revamp their customer services, and as a direct result, win new business.

Vodafone is poised to revolutionise the way that small and medium-sized businesses communicate with their customers, suppliers and their own employees with one integrated service.

Central Conveyor Belt Services (CCBS) based in Thatcham, West Berkshire is a service based company that prides itself on being available to its customers, 24-hours a day across the UK. The company wanted to ensure that they never missed an emergency call-out from customers. Since installing Vodafone One Net, CCBS employees can now be reached on a single number, wherever they are, reducing administration time and speeding up their ability to meet their customers' needs.

Chris Goss, Director of CCBS, said: "We have to be available to our customers 24 hours a day. When a repair isn't made quickly, it costs our clients' money. With Vodafone One Net we now have a system that is completely flexible and removes the need for us to make any future investments in hardware. It's making a real difference to the way we do business."

Vodafone One Net enabled CCBS to step in when a competitor couldn't respond to their own customer's emergency. A CCBS engineer was sent out immediately and solved the problem. Thanks to One Net, the customer was so impressed; they immediately awarded CCBS another project worth £20,000.

"That was a real vindication of our decision. One Net has put us ahead of the game and given us a real edge over our competitors," said Chris Goss.

Peter Kelly, Director of Enterprise at Vodafone UK said: "Customers like CCBS are already seeing significant benefits from using Vodafone One Net. We're rolling out Vodafone One Net to many more customers to help them integrate their fixed and mobile communications

needs, giving them one single number for their point of contact and making it easy for them concentrate on running their business and maintain their competitive edge on the UK's best network."

For more information on Vodafone One Net go to: www.vodafone.co.uk/onenet or call 08450 727 242.

To see the case study for CCBS and One Net on You Tube:

<http://www.youtube.com/vodafoneuk#p/a/u/0/dfj5Aujx14>

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For further information:
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About CCBS:

CCBS based in Thatcham, West Berkshire, installs, maintains and repairs conveyor belts for customers across the UK. Its services include on-site maintenance and 24-hour breakdown cover. The company has eight employees. Website: ccbsltd.com