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Collections Company Chooses Unity Business Networks for Reliability

Tosses PBX, Goes with Hosted Service

DENVER, July 9, 2009 -- Denver-based Unity Business Networks announced today it has signed Rawlins, Wyo.-based CollectionCenter, Inc. (CCI) as UBN's newest customer with five hosted IP telephone sites.

CCI chose Unity Business Networks after CCI decided that its previous telephone system was operationally inefficient due to the inability to identify specific vendors as the culprits behind issues of functionality. CCI decided it needed one vendor (UBN), with a point-to-point system that would handle all aspects of the telephone system and respond to all issues.

"We had a relatively new PBX system, but we couldn't get our carriers to take responsibility for problems we were experiencing with our dialers," said Brad Bingham, chief security officer for CCI. "We made a huge decision to discard our PBX and use Unity's hosted system, because we knew Unity would maintain the functionality with our dialers, and we wouldn't have to worry about them anymore. In our business, dialers are critical."

The 90-year-old CCI has five operating centers with more than 80 employees, including sites in Rawlins; Salt Lake City; Laramie, Wyo.; and Fort Collins, Colo. CCI learned about Unity via American Business Communications (ABC), an industry-leading telecommunications management and consulting firm.

"Given our long-standing relationship with ABC, we fully anticipated that they would bring the right vendors to the table for evaluation, and they did," said Bingham.

He noted that Unity has already impressed CCI with its responsiveness, making a spontaneous, four-hour drive from Denver to Rawlins to replace two faulty switches.

“While telephones are crucial to CCI’s business, CCI is not in the business of creating and maintaining systems, and when they have to troubleshoot their own problems to satisfy disinterested vendors, it detracts from CCI’s operational efficiency,” said Unity President and CEO Bob Paulsen. “That’s where Unity comes in. If there is a problem, CCI makes one call – to Unity – and it gets fixed. End of story.”

Additionally, Unity was able to demonstrate to CCI that Unity had the wherewithal to make CCI’s dialers work with the Unity system.

About Unity Business Networks

Denver-based Unity Business Networks is a leading provider of hosted and integrated local, long-distance and Internet services to single and multi-site businesses in Denver, Minneapolis, St. Paul, Portland, Colorado Springs and Fort Collins, Colo. Unity's hosted IP phone system provides businesses access to advanced capabilities to enhance productivity with unparalleled flexibility, with a level of proactive professional support unmatched in the industry. For almost a decade, the Unity team has relied upon its end-to-end, private Internet-protocol (IP) network to ensure the greatest voice and data communications quality, now connecting over 24 million voice-over-IP (VoIP) calls per year. Unity was listed 14th in the Denver Business Journal’s 2008 Denver Area Telecommunications Companies. For information go to www.unitybn.com, or call 1-866-491-0200. *Now you’re talking.*[™]

About American Business Communication Inc.

American Business Communication Inc.’s (ABC) Managed Telecommunications Services help businesses identify, manage, and reduce expenses and optimize assets and environments enterprise-wide. Founded in 1990, ABC has provided clients over \$200 million in documented savings for voice, data, video, and wireless costs, with much of those savings in direct reimbursements, immediately impacting the bottom line. ABC assists in enhancing productivity, reducing costs, and streamlining services, protecting and improving profits. ABC identifies and delivers its solutions through the following services: Bill Auditing, Inventory Assessment, Carrier Selection & Negotiation, Service & System Procurement, Cost & Expense Management, Legal & Regulatory Aid, and Outsourced Support. To learn more about ABC, visit www.ambuscom.com.