

Customer Service Rating Report

Houston Business Communication Solution Provider

Regency Tele-Com Corporation

Leads the Pack with the Best Customer Service in the
Business!



Apollo Marketing Research

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For the past 26 years, Houston's own **Regency Tele-Com** has been providing the most superior customer service in the telecom equipment industry. Just ask their customers, they do every day.

Independently surveying over 125 customers in the first half of 2008, Regency received a 4.85 out of 5 overall rating.

The customer survey covers areas such as;

- ✓ Timeliness of service
- ✓ Value
- ✓ Technician's overall knowledge
- ✓ Overall service rating



Additionally, customers are asked whether they would recommend Regency to another company. Customers answered "yes" more than 99.9% of the time.

"Once in a while, someone does something that is above and beyond the call of duty. Regency Tele-com does this because of who they are."

- Chuck Brown, Group Operations Manager, Enterprise Rent-a-car

"I am happy with our Regency Tele-com system and would recommend it highly."

- Scott Spencer, Owner, Houston Wine Merchant

After Hurricane Ike, customers rated Regency a perfect 5 out of 5 in overall service

Apollo has found in its own independent research that when companies go to the market looking for a new telephone system, they have increasingly been adding customer service ratings to their key evaluation criteria. In the past, companies have been more concerned about price, ease-of-use and basic features. As technology has advanced, service after the sale has become a more important part of the ownership experience. More companies are focusing on the 5 to 10 years after the sale rather than the 30 days of proposal evaluation. In fact, more and more companies are realizing that a significant part of the productivity of their company rests in the telecom and data infrastructure in which they invest.

Since 1983, Regency Tele-Com has served Texas companies by offering expert solutions in

- Telephone Systems Installations & Service
- Voice over Internet Protocol (VOIP) Solutions
- Voice & Data Structured Cabling
- Contact Centers
- Computer telephony integration
- Computer & Server Solutions
- Telco & Internet Ordering
- Business Cellular Phone Plans
- Voicemail/Unified Messaging

Apollo also research the “Largest Area Telephone Equipment and System Companies in Houston”, rankings, by the Houston Business Journal, dating back to 1986 and found that Regency stands alone as the only company to make the list over the past 22 years. Actually Regency Tele-Com is the only company still in existence to make the list all 22 years. Companies come and go in the market, but it seems that Regency continues to bank on superior customer service and a true relationship with their customers for their continued success. No other company in Houston has reached this level of stability and longevity in the Houston market.



“We are dedicated to long term relationships with our clients and we know that we have to earn their business every day. Our customer satisfaction surveys allow us to track our performance and maintain the level of service that is required to make sure that our customers receive 100% value, for every dollar spent, with Regency Tele-Com.

- Austin Stanton, Vice-President, Regency Tele-Com

The timeless principle that business starts with relationships holds true in Houston and holds true for companies making decisions about their telecom solution partners. In this area, Regency Tele-Com stands above the rest.

To contact Regency Tele-Com:

Please call **713-622-8800/ 409-835-2400** or visit them at the web at **www.regencytele.com**

This information in this report has been certified by Apollo Marketing Research. Apollo is independent of Regency Telecom and all survey participants.

Apollo Marketing Research is a part of Apollo Sales & Marketing Group. Apollo is a Houston-based company that helps its clients put their marketing on auto-pilot through consulting, technology and direct marketing services.

Regency Tele-Com is a 26 year old interconnect company that services and installs business telephone systems. They are authorized dealers for NEC and Toshiba business telephone equipment. Regency has offices in Houston and Beaumont and services customers across Texas and the United States.