

## **What products do you have with Signal Telecom?**

Signal Telecom supply us with an internet-based phone system, mobiles on the O2 network and a dedicated Leased Line. It's great to have our communications and connectivity all under one roof.

## **Who do you deal with at Signal, and how is the service they deliver?**

We deal with Dan Hart, who is always there when we need him. We are very happy with the customer service. The Signal team compare favourable to previous providers.

## **How did the technical team handle the transfer from your previous phone system to the one we supplied?**

Signal planned the transfer very well, this resulted in no issues when transferring over. Also we faced no significant downtime.

## **What is your favourite thing about Signal Telecom?**

Customer service, without a doubt. Whenever I call I get through to the person I need within seconds.

## **Do you have any examples of where Signal may have went above and beyond for you?**

We've been with Signal many years and the support has always been great. An example would be an urgent dispatch of a handset we needed at one of the branches.

## **How likely is it that you would recommend Signal Telecom to a friend or colleague?**

10 - Promoter.

**Richard Doherty**  
Tradeway Shipping