

# New Telecoms Provider Prioritises Service and Advanced Technology

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Launched in July, Crown Telecom Solutions (<http://www.crowntelecom.co.uk/>) Limited, is planning to revolutionise the market with a full raft of services including hardware, line rental, broadband/data services, mobiles (<http://www.crowntelecom.co.uk/telephonesystems.html>) and simplified straightforward billing. Crown Telecom is a fully accredited BT wholesale partner, with exceptional service levels, access to developing technologies such as voice over internet protocol (VoIP) and superfast fibre-base broadband for vision and data. The company will be targeting their service to business users nationwide.

Crown Telecom's managing director, Mark Nicklin, is a 15 year veteran of the industry. Starting his career with Stanhope Telecom and Aerofone, Mark move on to set-up GP Telecom with Tim Price in 2001. Growing steadily GP was sold to Elite in 2008, where Mark remained before setting up Crown Telecom within the Crown Group.

"All our customers will have dedicated account managers. Their role will be to review service on a quarterly basis, not just to ensure that companies are using the best tariffs and technology, but also to anticipate and overcome any potential problems. Our aim is to overcome billing issues, service outages and any other glitches to ensure smooth and trouble free service delivery," Mark explained.

Crown Telecom is one of a small number of fully accredited service resellers operating as a WLR3 (wholesale line rental 3) provider. They will have access to the latest BT technology and will be able to order and allocate lines more quickly and to proactively monitor lines for faults at 20 minute intervals to maintain high standards of service availability.

Crown Telecom has also partnered with industry leading hardware providers and will offer PBX systems from leading manufacturers Toshiba, Siemens, Panasonic and AVAYA. Their experienced team of engineers will optimise system performance, ensure consistent and reliable operation and that equipment remains future proof.

"This is an exciting time and we have a team that is ready to shake-up the telecoms market by offering a level of user attention and service that customers have been crying out for," Mark concluded.

## More Information

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