



**We can provide service and maintenance support for your phone system, whether we supplied it or not - we are happy to help.**

**We think our support is first class, but...**

...you've probably read hundreds of brochures saying the same sort of thing. Anyone can put together a bunch of superlatives, so instead we thought we would let our customers provide the words and let you decide based on what they have to say.

**0344 4777 600**

**[www.m12solutions.co.uk](http://www.m12solutions.co.uk)**

**[support@m12solutions.co.uk](mailto:support@m12solutions.co.uk)**



## What our customers have to say:



"We have been a happy customer of M12 Solutions for a number of years. **They are our first port of call for every communications problem.** When given some challenging requirements they have been able to offer innovative solutions. Throughout, our experience has been that they are always proactive, helpful and provide excellent customer service.

"Your team provided **great support, really pleased with such an efficient and friendly service.** The issue was sorted immediately by your cheerful and professional engineer."



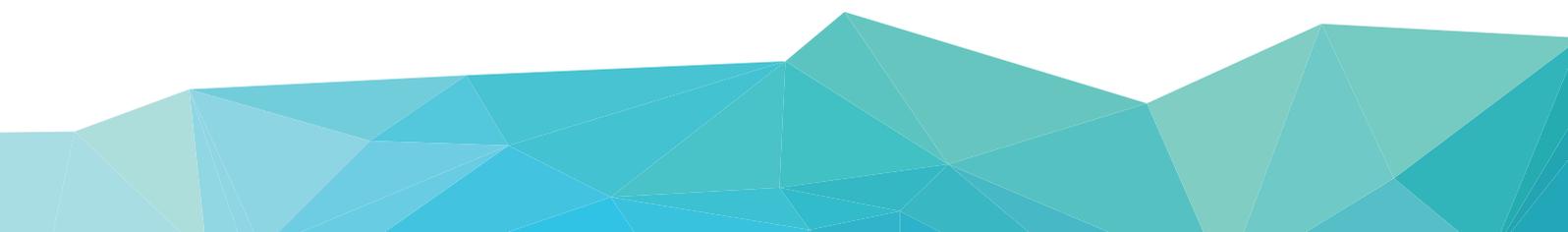
"M12 have been **our provider of choice for all our telecommunication needs for nearly a decade.** Always at the forefront of new technology, understanding the growing needs of our business and adapting their offering to meet these needs gives us total confidence in their solution design and product choice.

Our account manager is a critical friend and her knowledge coupled with exemplary customer service skills make her a pleasure to work with. It doesn't matter what the request or issue is, it is always dealt with immediately. **The technical support team are always friendly, efficient and most importantly pro-active, nothing is ever too much trouble.** We have already and will continue to recommend M12 Solutions to friends, colleagues and clients."



"M12 Solutions have been a provider of our telecommunications & broadband services for many years now. **Support is always second to none and they have a wealth of experienced technical staff on hand** to not only act upon any queries we have quickly but also to aid and advise on the implementation of new solutions to help keep WIKI Instruments at the forefront of telecommunications."

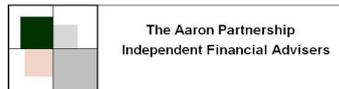
"We have been a customer of M12 for a number of years, and have always found their support and account management teams to be **very helpful and quick at dealing with queries and problems.**"





"If we've ever had any issues it's always been very simple to pick up the phone and speak to someone and get an answer. Always very helpful. Nothing M12 can improve on, very happy with the service."

"Everyone's very friendly, whenever something has occurred its always resolved very quickly, our account manager is great! Nothing M12 Solutions could do any better, we're very happy and cant recommend them enough."



"We continue to be extremely pleased with the service we receive at a very competitive price. M12 have been there every step of the way during our expansion over the last 8 years, where we now have several sites. It was an absolute pleasure dealing with Kevin, Rich and Carlo during the commencement of our first project, and still is. It is a huge benefit to speak to the same members of staff who have an excellent understanding of our business."



"M12 Solutions has provided us with our perfect telecoms package with their combination of immediate support and the ability to record and replay all conversations.

When the rare occasion has arisen that the hardware has had a fault, we have received **immediate assistance in diagnosing the issue** and if this hasn't worked, a new telephone has been posted out to us immediately.

Overall we are extremely happy with the service provided from M12 Solutions and would highly recommend them."



"The installation was seamless and the continuing changes that are needed as my business grows have been handled in a really professional, efficient and friendly manner. M12 Solutions are always available and willing to pay proper attention to any problems I have had, albeit mostly with their providers, and handle them in a professional way. There have been challenges along the way but M12 have always been able to resolve any issues I have had."

