



## COMPANY FACT SHEET

### HEADQUARTERS:

656 Mendelssohn Ave N  
Golden Valley, MN 55427  
phone: 763-222-1000  
fax: 763-222-1001

[www.velocitytelephone.com](http://www.velocitytelephone.com)

### PRESIDENT:

Jim Hickle  
[jim.hickle@velocitytelephone.com](mailto:jim.hickle@velocitytelephone.com)

### OVERVIEW:

Velocity Telephone is a part of Xpandable Technology, a software development company including USFamily.Net, one of the largest and most respected Internet service providers in the Twin Cities since 1997. This heritage gives us the experience and expertise to handle any size business including basic residential customers.

### GUIDING PRINCIPLES:

- Price performance leader.
- Be the low cost provider.
- Provide a personal relationship with our customers.
- Utilize the most advanced technologies available.
- Proactive response system for business repair issues.
- Partner with the "right" partners in every aspect of our business.
- Buy local.

### EMPLOYEES:

- All of our employees are local, friendly Minnesotans.
- All support, sales and customer service is handled from our office in MN.
- Low turnover – Many of our employees have been with us since the company was founded in 1997.
- Company developed and owned by computer engineers who have been developing information technologies professionally since 1973.

### UNIQUE SOLUTIONS:

- Virtual Office Hosted PBX Service
- Data Aggregation Services
- Wireless Point to Point Services
- V-mail Unified Messaging and Fax Service
- Residential VoIP
- E-mail Security / SPAM Filtering
- Web Hosting
- Gigabit Fiber
- Over the Top Video Services

### TRADITIONAL SERVICES:

- **Voice:** Value Bundles, PRI Service, Integrated Voice & Data Service, Long Distance
- **Data:** Fiber, Ethernet, T-1, Bonded T-1, DSL

### CUSTOMER FAST FACTS:

- Typical customer savings over other providers range from 20% - 65%.
- 94% excellence customer satisfaction rating.
- 59% of our customers have been with us for 3 years.
- Customer Retention for 2009 is over 93% including disconnects for non-payment.