2018 Business Solutions Guide

Enhancing and Accelerating Your Business

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A stronger signal in the Middle of Anywhere

U.S. Cellular exists to provide exceptional wireless communication services which enhance consumers’ lives, increase the competitiveness of local businesses, and improve the efficiency of government operations in the mid-sized and rural markets we serve.

Founded: 1983
Customers: 5 Million
Revenue (2016): $3.93 Billion
Associates: 5,800

Customer Care Centers:
Knoxville, TN  |  Cedar Rapids, IA,
Tulsa, OK,   |  Waukesha, WI

Network: Fourth generation (4G) Long Term Evolution (LTE) network, Code Division Multiple Access (CDMA)
Concierge Customer Service

Direct points of contact with locally based support, no waiting on the phone or in long lines at retail locations. Quarterly consultation to determine if new values are available.

Sonya Cole – (865) 640-1564
- Direct Point of Contact
- Consultation for Your Business Needs
- On-site Implementations
- Account Management

Roger Lavender
- Advanced Solutions Consultation
- I.T. Interface
- Liaison with Certified Solutions Partners

Chris Stokes
- Direct Point of Contact
- Extended Account Management
- Customer Satisfaction Support

Additional Support
- U.S. Based B2B Phone Customer Support
- Dedicated Email Address for Expedited Support
- Overnight Shipping on Most Orders

Additional Knoxville Based Support:
Dana Dorcas- Business Director of Sales
Jeff Tidwell- Advanced Wireless Specialist
Locally Based Field Engineering
Handsets, Tablets, & Much More!

HARDWARE SOLUTIONS
Enhancing and Accelerating Your Business

Cell phones, tablets, wireless modems, or mobile hotspots.

U.S. Cellular always offers a great selection of the newest devices and Smartphones.
What’s IoT?
Technology that provides connectivity to the Internet is being embedded in every imaginable type of device. Any device or object with this connectivity may be considered an IoT device.
Asset Tracking Solutions

How Fleet Management can help

Reduce Fuel Costs 20-25%
Reduce Idle Time 20-70%
Reduce Total Miles: 5-10%

Companies that use fleet management report

Improved Productivity: 59%
Improved Maintenance: 56%
Less Fuel Consumption: 53%
Improved Routing: 41%
Reduced Accidents: 39%

What to look for in a vehicle tracking and wireless forms solution

- Support for variety of device OS’s
- Centralized Dashboard
- Web Based Interface
- GPS Tracking with traffic overlays
- Business intelligence integration
- Customizable geo-fence areas
- Alerts for unplanned events
- Customizable forms and reports

How Fleet Management can help Companies that use fleet management report

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Business
U.S. Cellular
Information security is a topic that you’ll want to place at the top of your business plan for 2018 or any of the years to come. Having a strong plan to protect your organization is fundamental.
Security Cont.

MaaS360®
by Fiberlink, an IBM company

Secure PIM
Secure Browser
App Security & Management
File Sync, Edit & Share

Trusted Workplace
• Protect Your Investment - Secure Your Information

Contains U.S. Cellular® confidential information. Not for external use or disclosure without proper authorization.
• Monitor & Limit Employee Data Usage

• Block Websites & Blacklist Unwanted Applications

• Locate Lost or Stolen Devices

• Remotely manage devices over the air by configuring them for email access, Wi-Fi Access, resetting passwords, remote lock, etc.

• Provide secure & encrypted app for corporate email that stays separate from personal data on the device

• Malware Detection
Monnit wireless sensors allow you to remotely monitor various aspects of your business via online connected devices.

How It Works:

1. Place sensors on "things" you want to monitor
2. Set alerts for when "conditions" are met.
3. Receive real-time alerts wherever you are.

Monitor; fridge temperatures, plumbing, doors and windows, lights, electrical use, etc. Monnit provides alerts via Text and Email when things are wrong.
Communications technology that goes the extra mile. Help employees increase productivity in and out of the workplace with our network-powered solutions.

Work-Ready Devices
Iconic Smartphones, rugged tablets, computers, routers—and reliable coverage to keep teams on task and on time.

Primary Internet Failover
Count on reliable 4G LTE™ high-speed wireless broadband for office, vehicle, and remote locations. No more downtime when satellite, cable, or DSL fail.

Secure HIPAA Compliant Business Messaging
Enables customers to protect private, confidential and/or restricted conversations via secure messaging and Push-to-Talk voice.

Message Archiving
Ensure your business has a secure and reliable SMS/MMS archiving solution to mitigate potential risks of using mobile business communications.
What’s your biggest operational headache? We probably have the solution!

Mobile Communications
- Phones, Connected Devices & Accessories
- Primary, Backup & Failover Internet – Ruggedized Laptops

Connectivity & Apps
- simple
- advanced
- niche

Automation & Operations
- Productivity
- E-forms
- Specialized

Asset Management
- Fleet/Asset Tracking & Management

Internet of Things / M2M
- simple
- advanced
- niche
Standard Voice & Data Plan Features

- Keep your existing iPhone, iPad, LG and Samsung hardware*
- Device upgrades every 24 months
- Unlimited nation-wide calling and messaging
- No roaming charges for voice & data throughout the U.S.
- Data tethering at no additional cost
- Voicemail, Caller ID, Call Waiting, Call Forwarding, 3-Way Calling
- International Roaming plans available (voice, messaging and data)

*Limited to iPhone 5s or newer, iPad’s, LG G5 and Galaxy S7 or newer
• 25% off accessory purchases (for accessories priced at $99.99 and less)

• Employer Benefit – We offer a 15% discount to your employees existing or new accounts on eligible plans with U.S. Cellular through our Partner Employee Discount Program
Coordinated Implementation Plan

Our implementation team will take the worry out of getting started with your new solution by thoroughly preparing and making your business operations the priority.

We will ensure little to no downtime with on site, team based support, to get you up and running quickly.
U.S. Cellular Earns Top Customer Experience Ratings for Wireless Carriers, According to Temkin Group

Seventh Annual Temkin Experience Ratings Evaluates 331 Companies Across 20 Industries

WABAN, Mass., March 28 /PRNewswire/ -- **U.S. Cellular** delivers the best customer experience in the wireless industry, according to the 2017 Temkin Experience Ratings, an annual customer experience ranking of companies based on a survey of 10,000 U.S. consumers.

US Cellular took the top spot out of the nine wireless carriers included in this year’s ratings, earning a score of 71% and coming in 137th place overall out of 331 companies across 20 industries. TracFone and Verizon Wireless tied for second place, each earning a score of 67% and an overall rank of 206th.

"Congratulations to U.S. Cellular for earning the only good customer experience rating amongst a group of wireless carriers that deliver mediocre customer experience," states Bruce Temkin, managing partner of Temkin Group.
U.S. Cellular® Is Honored To Have Recently Received The Following Awards

- TOP WORK PLACES 2017
- 2016 READERS’ CHOICE • EQUAL OPPORTUNITY MAGAZINE
- A TOP 50 EMPLOYER
- TEMKIN Ratings
  2017 TEMKIN EXPERIENCE RATINGS
- FORBES 2016
  AMERICA’S BEST LARGE EMPLOYERS
  POWERED BY STATISTA
- BEST OF THE BEST 2017
Thank you for your interest in U.S. Cellular and our Business Concierge Services.

Now that you gotten a glimpse of what we can offer, I would appreciate the opportunity to meet with you to discuss your needs and to discuss exactly how U.S. Cellular, along with our portfolio of Certified Partners, can be of benefit to you and your operations.

You can text or call me at:
(865) 640-1564
Or via email at:
Sonya.Cole@uscellular.com

I know you’re busy so, I’ll be in touch soon should I not hear from you.

Sincerely,
Sonya Cole
Business Account Executive