

Communication Technology to Support your Business



United is your local source for reliable business services

United Communications has been a part of the beating heart of Middle Tennessee for more than 75 years and provides cutting-edge communications services to all types of businesses. Our 99.99% network reliability is second to none.

Whether you're a small professional services company or a multi-location regional manufacturer, we have the broadband and voice solutions to keep your business running at peak performance.

Why United

- ▶ Local company and backed by Middle Tennessee Electric
- ▶ Industry-leading network reliability and redundancy
- ▶ Latest fiber optic broadband technology with symmetric speeds
- ▶ Recognized by BroadbandNow as one of the fastest internet providers in the region
- ▶ Unlimited data usage
- ▶ Flexible and will optimize the best solution for your business
- ▶ Local customer support and just a phone call away with live 24/7 support



Personalized, local service, reliable technology, and great value.

Plus—we're just easy to work with!

Business Internet & Data Connections

Unlike many other providers, United offers Fiber-to-the-Business (FTTB) as opposed to cable/coax. With lightning-fast speeds and unlimited data usage, our service is affordable, scalable, and will keep your business running at peak performance. And your service comes with live 24/7 support.

Fiber Internet

Our fiber optic internet is a FTTB gold standard connection and offers virtually unlimited data capacity with symmetric speeds. Whether one location or multiple locations, United will customize a solution that aligns with the needs of your business.

Fixed Wireless

Fixed wireless is a great solution for internet connectivity when a fiber optic network is not accessible. Fixed wireless service can also serve as a secondary connection for redundancy and operational assurance.

Dedicated Internet

A dedicated connection to the internet provides guaranteed symmetrical bandwidth for the ultimate in high-performance connectivity. This service is supported by an additional fiber line to ensure safety and reliability for your business.

Metro Ethernet

Metro Ethernet provides a high-bandwidth, high-availability, symmetric connection between 2 or more locations within a metro area and is suitable for a range of data applications.

Managed Wi-Fi

A reliable and secure connection for staff and visitors using the latest and greatest Wi-Fi 6 technology. United's managed Wi-Fi service includes a 4x4 at 2.4 GHz providing faster throughput and the ability to connect a multitude of devices simultaneously.

Already have an internet connection with another provider?

Eliminate the chance of experiencing downtime due to natural or human-made disasters. Choose United to serve as your secondary provider to ensure your business has a fully redundant network.



Talk to us about business continuity options and operational assurance!

Business Voice Connections

Our voice solutions are flexible and let you nimbly adjust to new business needs, competitive challenges, and growth opportunities. Our Representatives will work with you to evaluate and determine the best solution – we implement a wide-variety of phone equipment to fit your needs based on features and scalability.



Hosted PBX/VoIP Phones

Hosted PBX is cost effective, reliable, and scalable. Your business has no onsite PBX to purchase or maintain. Instead, United handles everything in the cloud. Hosted PBX includes advanced features like voicemail-to-email, conference bridges, call queues, hunt groups, and more at an affordable monthly cost.

Pricing is based on number of users/phones. Phones on the hosted PBX will not require additional phone lines or trunk lines. And we provide professional installation and ongoing service.

System features and new extensions can be turned on or rolled out instantaneously, while the equipment and management work is kept out of sight and out of mind. All of our plans let you keep your existing numbers and add local or toll-free numbers if needed.

Features include:

- ▶ Voicemail
- ▶ On-hold music
- ▶ Dial by name directory
- ▶ Intercom
- ▶ Direct inward dialing (DID)
- ▶ Time rules
- ▶ Voicemail-to-email
- ▶ Conference bridges
- ▶ Auto attendant
- ▶ Call queues
- ▶ Call center reporting
- ▶ And more

More voice options to suit your needs

United can provide your business with additional services like analog lines for alarm systems or faxes, as well as advanced PRIs and SIP Trunks. We work with Session Initiation Protocol (SIP) trunking to support VoIP lines and transmission of voice, video conferencing, data, and more. Primary Rate Interface (PRI) service is an interface standard used to deliver multiple voice lines; United utilizes fiber for PRI services while many other providers use older copper lines. Further, we emulate PRI over SIP for customers that need backward compatibility with the older telecom standard.

The United Difference

United Communications has been recognized as a 2023 BBB Torch Award Winner. The Torch Award for Ethics is given to companies that raise the bar on ethics and generate high trust among their employees, customers, and communities.

This accolade, a testament to our commitment to trust, is a reflection of the dedication of our employees and the faith of our valued customers.



Offering the best choice in business internet and telecommunications.

We take great pride in serving our customers with personalized service and the best internet and voice technology. We're proud of receiving one of the industry's highest customer satisfaction scores and have been rated one of the nation's fastest internet providers.

Quality products and exceptional customer experience, it's not going out of our way – it is our way.

You deserve a choice for:

- ▶ Reliable Fiber Internet for Business
- ▶ Comprehensive Voice Solutions
- ▶ Business Continuity and Network Redundant Services



Contact Information

800-779-2227

Sales & Administration:
4037 Rural Plains Circle
Suite 200
Franklin, TN 37064

Operations:
120 Taylor Street
Chapel Hill, TN 37034

Connect with us
united@united.net

