



COMPANY **PROFILE**

We believe it is possible to have a great relationship with your telecommunications service provider

Does your business need a whole new telecommunications experience?

"We established Cybertel Telecom back in 2005 because we believe it is possible to have a great relationship with your telco."

Cybertel commenced life as a modem distributor and reseller of ISP services back in 2001, and as a consumer of telecommunications services, we saw nothing but large faceless organisations that didn't know us, didn't know our business, and quite frankly, didn't care. And we were not alone. We saw a gap in the market for quality, cutting-edge products at a price-point appropriate for small business and backed by real customer care and support.

A business's voice and data service is the most crucial element of any business, it is the primary way your clients engage with you and the primary way you buy, sell, pay, invoice, manage, communicate and conduct your business. This demands the right product and the right support to ensure business continuity and business efficiency. So, 15 years ago, we founded Cybertel Telecom and ever since then we have been helping businesses just like yours, get on with business.

OUR VALUES

PRODUCTS



Cybertel is committed to offer state of the art telecommunications products and services that are considered best in class. Our products and services are cherry picked based on industry best practice. Technology is ever evolving and business needs change. Cybertel clients get the best products and services available in the world right now and into the future.

CUSTOMER CARE



Cybertel clients come for the products, they stay for the service. Support calls are answered within 20 seconds and response time to Helpdesk tickets is less than 17 minutes. Most telcos leave their callers on-hold in a call queue to an offshore call centre for hours, often without resolution. Cybertel is local, responsive and getting your query answered is our number one priority.

RELATIONSHIPS



Cybertel and clients alike enjoy the vast benefits of an enduring relationship. From the 'It's a pleasure doing business with you' benefit, to clients enjoying the peace of mind knowing someone they can trust is looking after their telecommunications needs. A relationship with Cybertel is one where your business is fully supported and your patronage genuinely valued.

Cybertel is a private, family owned and run, agile telecommunications provider.

MEET LAURA KELLY

General Manager

For over 15 years, Laura has been a noteworthy member of the Telecommunications space and now heads Cybertel, the family business. Laura has built firm relationships with key providers in the industry. Her expertise, connections and commitment to her clients, bring an experienced and professional, yet personal touch, to your telecommunications experience.



MEET CLIVE KELLY

Founder - Director

Clive's career in Telecommunications began in the early 90s selling NEC Key Telephone Systems. He soon acquired the distributorship of a PC based Voicemail system, Maxicom Voice Control. This was cutting-edge technology, early adopters include Mainbrace Construction, Orica, 3AW. Providing state of the art solutions that improve business efficiency and customer experience is his passion.

A black and white photograph of an office environment. In the foreground, a woman is seen from the side, talking on a mobile phone. In the background, a man is talking on a mobile phone while sitting at a desk with a computer monitor. Another person is visible in the background. The scene is brightly lit, suggesting a modern office setting.

**We're in business for business
- your business.**

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