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## **Total Communications Recognized by Cisco for Excellence in Customer Satisfaction in the United States**

**East Hartford, CT, February 6, 2014** – Total Communications, Incorporated ([www.totalcomm.com](http://www.totalcomm.com)), a regional leader in business IT and communication technology, is pleased to be recognized for achieving a Customer Satisfaction Excellence Gold Star from Cisco ([www.cisco.com](http://www.cisco.com)). This designation recognizes Total for delivering outstanding customer service to customers in the United States.

“Our goal is to build long-term relationships with customers as a trusted technology partner. This feedback indicates we are achieving this goal,” comments Richard Lennon, President of Total Communications.

Cisco measures the customer satisfaction levels achieved by its Gold, Silver, and Premier Certified partners based on regional target goals, providing a weighted average of a partner's pre- and post-sales support over a rolling 12-month period. Partners that achieve outstanding customer satisfaction are awarded the Customer Satisfaction Excellence Gold Star.

The Cisco Resale Channel Program provides a framework for partners to build the sales, technical, and Cisco Lifecycle Services skills required to deliver Cisco solutions to end customers. Through the program's specializations and certifications, Cisco recognizes a partner's expertise in deploying solutions based on Cisco advanced technologies and services. The program validates partner qualifications such as technology skills, business best practices, customer satisfaction, and presales and post sales support capabilities - critical factors in choosing a trusted partner.

### **About Total Communications, Incorporated**

*Total Communications is a single source for business telephone systems, data networks, carrier services, Internet services, network monitoring and IT services. Established in 1980, the company has 6 divisions, 4 locations throughout the North East, and services businesses across the United States. Total is a recognized leader in Unified Communications with over 60,000 installed users. Total is a Cisco Silver Partner with a Master Specialization in Unified Communications and Advanced Specializations in Switching and Routing, Wireless LAN, Collaboration Architecture, Unified Computing and Security. Additionally, Total Communications is an authorized ATP – Cisco TelePresence Video Advanced Partner.*

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