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# News

## Total prove their position as a preferred partner.

8<sup>th</sup> October 2010

Cheltenham based company Total Ltd (Total) has become one of the first members of O2's Joined Up Communications Channel Partner Programme.

Launched by O2 on the 3rd of August, the programme provides a wholesale billing solution delivered by partners such as Total which enables IT VARs and fixed line resellers to offer mobile, voice and data solutions to their own customer base.

With our mobile pedigree and longstanding relationship with O2, Total aims to ensure all partners receive a focused, fully comprehensive service in addition to the commercial benefits that are offered through the wholesale program alongside award winning care.

This was backed up in recent survey results from the existing Total Partner Channel with 100% of partners saying that they would recommend Total to other people they know. Furthermore, 100% of partners felt confident, assured and valued when dealing with service related issues.

David Plumb, Head of SME Sales for O2, said: 'I'm delighted that Total Ltd has become one of the first members of our Joined up Communications Channel Partner Programme. We've worked with them for over ten years and they've been a trusted Data Centre of Excellence Partner since the programme launched back in January 2007.'

They share our strategic objectives and vision and are equally committed to helping customers join up their businesses by offering mobile, fixed and managed & professional services.

The team at Total have the right experience, people and capabilities to carry on succeeding. And I'm sure that they will continue to be a valued O2 Partner.'

Lorin White, Operations Director of Total Ltd, commented: 'Our whole business ethos is about delivering trusted, reliable service whilst ensuring we retain the highest level of knowledge, understanding and communication with all those who deal with this.'

The Joined Up Communications Channel Partner Programme offers us another avenue to share our award winning service, expertise and clarity to newcomers and experienced

industry partners alike. I'm thrilled that all our existing partners feel so strongly about the service we already provide and look forward to continuing this trend with all new relationships we embark on through this Programme.'

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