

News

Total scoop major national customer service award.

26th March 2009

Cheltenham based company, Total Ltd (Total) triumphed amongst their industry peers to be announced winners of the Customer Service category at this year's Mobile News Awards.

The 15th year of the awards, which acknowledges outstanding products and service within the telecommunication sector, saw Total, who have been finalists and commended finalists within the category for two years consecutively, take their place head and shoulders above other UK mobile industry leaders.

Their submission which gave a through overview of the company's commitment to '**communicate, care, deliver and grow**' included impressive performance and retention figures, as well as testimonials from both its staff and customers alike.

In fact their submission which highlighted an outstandingly low rate of churn at just 7.7 per cent, attracted comments from the independent panel of judges that included: '**This contestant went the extra mile and showed it does the same for its customers**'.

'To be recognised for our hard work and commitment to our customers in this way stands as testament to what we have been aiming to achieve. Being acknowledged above our competitors, which included large household names, and in our tenth year of business is a fantastic achievement' says **Stuart Baikie, Total Managing Director**.

'Indeed, having previously been finalists and now to win confirms our ability to improve our customer experience and constantly evolve around their needs. We will be working hard to sustain this momentum and look forward to retaining the award next year.'

'Total have always been a solid team and this award is recognition of our consistent, dedicated and passionate teamwork over many years. Our staff and our customers have contributed equally to Total's success and our thanks is extended to all' adds **Lorin White, Total Operations Director**.

'We realise the award is not an opportunity to relax our efforts but more so a platform from which to project onwards and upwards, with further service and technology advances that add real value to our customer's propositions.'

The Mobile News Awards were held on the 19th March with a gala dinner at The Hilton Hotel, Park Lane, London.