

News

Total Customer Service Recognised at Mobile News Awards.

April 2008

Cheltenham based company, Total Telecommunications Limited (Total), were selected as a finalist in the prestigious Mobile News Awards for the second year in succession, and this year were also singled out for commendation.

Now in their 14th year, the Mobile News Awards acknowledge the best products, services, innovations and companies in the UK mobile communications industry and are judged by an independent panel of experts. Total were therefore delighted to be shortlisted for the 'Customer Service' Award once again and also to receive a commendation for their entry.

"This year's submission was described by the organisers as 'Honest, forward thinking and extremely customer-focused' – which is exactly the standards and principles we continually try to adopt in our service offering. The ability to focus on listening and adapting to our customer's needs is key within our industry," said Lorrin White, Director of Operations.

"Reaching the finals of the Mobile News Awards for the second time and to also receive a commendation is excellent recognition for Total. Acknowledgement alongside market leaders such as Vodafone and Carphone Warehouse is a great achievement for a regional business to business operation such as ourselves," added Managing Director, Stuart Baikie.

Independent business telecoms provider Total have always considered high quality of service a priority and this has been reflected in a consistently low rate of customer churn. In 2007 this was achieved through more intelligent recruitment, additional investment and development in staff, updating internal management tools and increased interaction with customers.

The Mobile News Awards were held on the 13th March with a gala dinner at The Hilton Hotel, Park Lane, London.