CONTENTS

FACTS ......................................................... 1
/ Total Communications at-a-glance /

CAPABILITIES .............................................. 2
/ comprehensive business communication services /

FOCUS ....................................................... 3
/ corporations & municipalities / New England, New York & beyond /

HISTORY ..................................................... 4
/ dynamic company built on a solid foundation / established 1980 /

TECHNOLOGY PARTNERS .............................. 5
/ long term relationships with technology leaders /

RESOURCES ............................................... 6
/ the resources & experience to provide unparalleled service /

SERVICE & SUPPORT ................................. 7
/ a service-driven company / an ongoing commitment to your network /

UNIFIED COMMUNICATIONS EXPERTISE .............. 8
/ 33-plus years in voice / 21 years in data / 13 years in IP Communications /

CARRIER SERVICES ..................................... 9
/ carrier services consulting / leading Tier 1 and Tier 2 providers /
SINGLE POINT OF CONTACT FOR BUSINESS COMMUNICATIONS

Established 1980
- 33 years experience in voice
- 21 in data
- 13 in IP Communications

One of the largest privately held interconnects in the US

6 Divisions:
- Telephone Hardware
- Data Networks
- Carrier Services
- Internet / Co-location Services
- Structured Cabling
- IT / Computer Services

5 locations in New England

4.5 million dollar retail inventory in parts & equipment
- 100+ employees
- 35 certified technicians / engineers
- Service vehicles equipped with GPS tracking for faster response

1 hour remote, 4 hour onsite emergency response time

12,000 Customers

60,000+ Installed Voice-Over-IP Endpoints

Average tenure:
- Technical / Support Staff: 15 years
- Sales Staff: 10 years

Employees background screened for your security *

Technology Partners:
- AT&T Master Solution Provider
- Cisco Silver Partner
- Comcast Solution Provider
- Mitel Platinum Solution Provider
- Charter Business Partner
- Microsoft Silver MidMarket Solution Provider
- Windstream Channel Partner
- Microsoft Registered Partner
- EarthLink Business Partner
- VMware Professional Partner

Specializations/Certifications:
- Cisco Master Unified Communications
- Cisco Advanced Wireless LAN
- Cisco Advanced Routing & Switching
- Cisco Advanced Security
- Cisco Advanced Unified Computing
- Cisco Telepresence Video Authorized Technology Partner
- State of Connecticut Pre-qualified Contractor

Recognition:
- Cisco 2006 Vertical Select Partner of the Year-Healthcare
- Mitel 2007 Highest Growth Earner In the Americas
- 3rd Largest Mitel Dealer in US
- AT&T Silver Solution Provider Champion 2009
- AT&T Premier Solution Provider

Customer Satisfaction:
- AT&T: 99.6 % Customer Satisfaction Rating **
- Cisco: Customer Satisfaction Excellence, January 2013

* As of January, 2008, all new employees thoroughly screened, including drug testing.

** AT&T conducts monthly surveys to measure customer satisfaction. Total averages a 99.6% satisfaction rating.

www.totalcomm.com
TOTAL COMMUNICATIONS CAPABILITIES

**INTERNET SERVICES**
- High-Speed Internet Access
- Dedicated Web Site Hosting
- Filter Security Software
- Managed E-Mail Service
- AntiSpam, AntiVirus

**STRUCTURED CABLING**
- Infrastructure Design, Installation & Maintenance
- Fiber Networks
- Single Mode & Multi Mode Dark Fiber Networks
- Safety Alarm, Energy Management & HVAC Cabling
- Voice/Video/Data Infrastructures

**DATA CENTER SERVICES**
- Storage Networking
- Data Center Virtualization
- Cloud Computing

**IT / COMPUTER SERVICES**
- Server Support
- Security
- Desktop Support
- Backup / Disaster Recovery / Business Continuity
- IT Consulting

**COLLABORATION**
- WebEx
- Telepresence/IP Video Conferencing

**FINANCING OPTIONS**
- Leasing
- Off Balance Sheet Financing

**SECURITY**
- IP Video Surveillance

**SERVER CO-LOCATION**

**VOICE SYSTEMS**
- VoIP Telephone Systems
- Voice Mail
- Unified Messaging (voice/e-mail/fax)
- Wireless & Mobility Solutions
- Call Recording
- Automated Call Distribution
- Interactive Voice Response
- Contact/Call Centers
- Speech Recognition

**DATA NETWORKS**
- Local & Wide Area Networks (LAN & WAN)
- Network Installation & Design
- Security with Firewalls & Virtual Private Networks (VPN)
- Network Infrastructure & Management
- Network Operating Systems
- Wireless LAN (WLAN)

**MULTISERVICE NETWORKS**
- Voice, Video & Data Convergence
- Unified Communications
- Quality of Service (QoS)
- Remote Worker Solutions

**NETWORK MONITORING**
- Monitor Routers, Switches, Firewalls, Servers and SNMP-Enabled Devices 24x7
- Monitor Performance Metrics
- E-mail/Text Notification of Problems or Outages
- View Network Status Online
- Quarterly Reports

**CARRIER SERVICES**
- High Speed Voice, Video & Data Circuits:
  - PRI
  - CentraLink (AT&T)
  - MPLS
  - ATM
  - Metro Ethernet Services
  - Dedicated T1 & T3
  - OPT-E-MAN
  - Interstate, Intrastate, International
  - Customized Plans
  - Mobility / Cell Phones
  - Relationships with Leading Tier 1 and Tier 2 Providers
  - Telecom Consulting
  - Cost Analysis
  - Network Strategy & Implementation
  - Contract Re-Negotiation

**MAINTENANCE & SERVICE PLANS**
- Total Maintenance Contracts
- Total Telco Agreements
- Total Platinum Services Program

**TECHNICAL SUPPORT**
- Telephone Adds, Moves Changes
- Remote Maintenance
- Software Patch & Upgrade Support
- Optional Onsite End-User Training

**NETWORK ASSESSMENT**
- Network Survey
- VoIP Network Readiness Assessment

**FINANCING OPTIONS**
- Leasing
- Off Balance Sheet Financing

**SECURITY**
- IP Video Surveillance

**SERVER CO-LOCATION**

**CARRIER SERVICES**
- High-Speed Internet Access
- Dedicated Web Site Hosting
- Filter Security Software
- Managed E-Mail Service
- AntiSpam, AntiVirus

**STRUCTURED CABLING**
- Infrastructure Design, Installation & Maintenance
- Fiber Networks
- Single Mode & Multi Mode Dark Fiber Networks
- Safety Alarm, Energy Management & HVAC Cabling
- Voice/Video/Data Infrastructures

**DATA CENTER SERVICES**
- Storage Networking
- Data Center Virtualization
- Cloud Computing

**IT / COMPUTER SERVICES**
- Server Support
- Security
- Desktop Support
- Backup / Disaster Recovery / Business Continuity
- IT Consulting

**COLLABORATION**
- WebEx
- Telepresence/IP Video Conferencing

**FINANCING OPTIONS**
- Leasing
- Off Balance Sheet Financing

**SECURITY**
- IP Video Surveillance

**SERVER CO-LOCATION**
As the one of the largest privately owned telecommunications companies in the nation, our focus is on cutting edge communication systems that help organizations enhance productivity, increase service capacity, provide security and back up and offer a significant Return on Investment (ROI). Our target market is companies and municipalities in New England and New York. Although we have traditionally concentrated on the New England / New York region, we have done installations nationwide. We have been very successful designing and implementing cost-effective communication solutions for manufacturers as well as municipalities, educational institutions, and financial, biomedical and healthcare companies. We are ideally positioned to work with a large companies and organizations as a single source for all their IT and telecommunications needs.
In 1980, Total entered the newly opened telecommunications market selling hospital call systems, paging equipment and an electronic key telephone. When SNET (now AT&T) initiated their Sales Agency Program in 1989, we were selected as one of their first Authorized Sales Agents. Recognizing a growing trend towards voice and data convergence in the early 1990’s, we created a data networking division. We have leveraged our dual expertise in voice and data to become a market leader in the design and installation of converged voice and data networks and IP Communications. In 2000, we launched a business-oriented Internet Services Division that focuses on secure, dedicated, high speed access. In 2009, we added an innovative network monitoring and management program that will be the cornerstone for a suite of managed services. Most recently, we expanded our carrier services to include a number of Tier 1 and Tier 2 providers. By adding IT / Computers Services in 2011, Total can now support your company from data center to desktop. Although our company has changed and evolved, we have maintained many key staff members, enabling Total to build on a solid foundation of experience.
Total Communications partners with technology leaders who share our commitment to continued support and product development. We enjoy very successful relationships with companies like AT&T and Cisco Systems, and we are consistently recognized by these companies for performance and customer satisfaction.

SNET (now AT&T) started their Sales Agency Program in 1989; since then, we have consistently ranked as one of their highest producing agents. We have been recognized by AT&T as a Silver Solution Provider Champion in 2009 and 2010, as well as earned the elite AT&T Premier Solution Provider designation.

Total is a Cisco Silver Partner, Master Unified Communications Specialized Partner, Wireless LAN Specialized Partner, Advanced Routing and Switching Partner and Advanced Security Partner.

Total is also a Mitel Platinum Solution Provider and their largest dealer on the East Coast. Additionally, Total is a Microsoft® Silver MidMarket Solution Provider, Comcast Solution Provider, VMware Professional Partner and Windstream Channel Partner. Recognizing the transformative potential of video communications, Total is a Cisco Telepresence Video Advanced Authorized Technology Partner.
As a Total Communications customer, your company would gain a valuable technology partner with the resources and experience to provide unparalleled service. Total has five locations: the headquarters and main warehouse in East Hartford, Connecticut; as well as regional offices and warehouses in Milford, Connecticut and Worcester, Massachusetts, and a Network Operating/Co-Location Center in Hartford, Connecticut. The company has also invested in a Network Monitoring Center with 150 KW generator and high-tech demonstration center at corporate headquarters. We maintain a 4.5 million dollar inventory of parts and equipment to ensure that necessary parts are always available for our customers. Additionally, we have 35 certified technicians and a fleet of GPS-equipped service vehicles.

Beyond these physical resources, we believe in investing in our people. Since we are a voice and data integrator, we have both telephone system engineers and network engineers on staff. We spend thousands of dollars each year on continuing education for our technical and sales staffs. The average tenure of our technical staff is fifteen years; the average tenure of our sales executives and sales engineers is ten years.
As a service-driven company in a competitive industry, we are geared to providing prompt, timely results. Our commitment to your organization begins in the planning and proposal stage, continues throughout installation, and extends to ongoing system maintenance and support. As a Total Communications customer, your company would have a dedicated team of experienced personnel assigned to your account, including sales engineer, network engineers, and project coordinator. Before we ever install any equipment, your Total sales engineer works with you to be sure the system will truly suit your needs and be able to grow as you do. In addition, your project coordinator will keep careful track of ordering components, scheduling installation and overseeing your system transition. Your network engineer will test your equipment and be on-site to assure a smooth transition. The System Design Group can conduct on-site system administrator and end-user training. Our project teams pride themselves on meeting project milestones and working within budget constraints. We also pride ourselves on the 99% satisfaction rating we average in our customer surveys!
Few communications companies can offer a comprehensive platform that includes everything from circuit and Internet access to telephone hardware, data networks and network monitoring. Beyond Total's global understanding of infrastructures, they have become a recognized leader in converged networks, voice-over IP Communications and related applications. Overseeing a 6,000 user installation for the City of Hartford, Connecticut, over the past 13 years has given us a depth of experience that cannot be duplicated by vendors who specialize in data only or voice only.

With over 30+ years experience in telephony and 21 years in data, Total was selected by Cisco Systems to work on their Selsius IP Telephony product prior to its release. Since that time, we have installed over 60,000 Voice-Over-IP endpoints and have proven our ability to provide sophisticated, value-added Cisco Unified Communications solutions by earning the Cisco Master Unified Communications Specialization. Additionally, our staff has a thorough grounding in the issues encountered throughout implementation. We believe this expertise distinguishes Total from other integrators and that it is applicable to any Unified Communications project regardless of product or brand.
From connecting multiple offices and transferring large data files to strengthening your disaster recovery plan, turn to Total Communications for expert carrier services consulting. Because we understand how critical your communications network is, we take a comprehensive approach to working with you. We begin by evaluating your present carrier services, look carefully at your regulatory requirements and ask questions about your company's competitive market and unique situation. Based on our evaluation, we design a network blueprint that will deliver secure, reliable communications now and in the future.

Total Communications has built relationships with the leading Tier 1 and Tier 2 providers: AT&T, Comcast, Charter, EarthLink Business, and Windstream. With access to different carriers, we can objectively recommend the services that best meet your needs. Services include complex network recommendations, network configurations, cost analysis and consulting, LAN/WAN design and implementation, wireless/mobility corporate strategy, and backroom management of network implementations. We act as your comprehensive carrier services consultant to offer the best solution for your technical requirements at the most cost effective price.
SINGLE POINT OF CONTACT FOR BUSINESS COMMUNICATIONS

CENTRAL CONNECTICUT

Corporate Office
333 Burnham Street
E. Hartford, CT 06108
860.282.9999

Central Connecticut
321 Burnham Street
East Hartford, CT 06108

280 Trumbull Street
Hartford, CT 06103

SOUTHERN CONNECTICUT

680 Boston Post Road - Unit 2
Milford, CT 06460
203.882.0088

MASSACHUSETTS

446 Main Street - 1st Floor
Worcester, MA 01608
508.799.8899

© Copyright 2007, Total Communications Incorporated. All rights reserved. Revised 08/29/2013.
TotalProfile