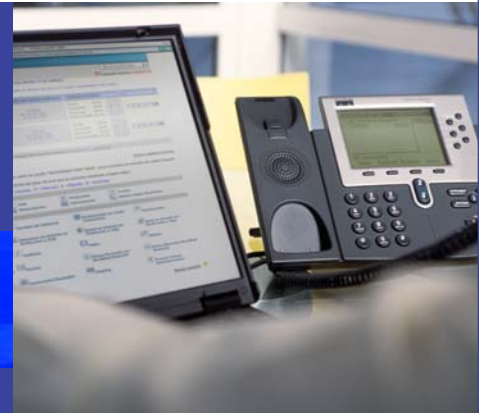


MULTISERVICE NETWORKS

From New England's Leader in Voice-Over-IP



Are you planning to migrate to a converged voice, video and data network? If so, you are joining a rapidly growing number of companies who recognize the financial and technical advantages of a single network. At Total Communications, we have in-depth experience in designing, installing and supporting multiservice networks. Over the past 11 years, we have installed over 60,000 endpoints on converged networks. Our network engineers can prepare your separate voice and data networks for a seamless transition to one multiservice network.

CONVERGED VOICE, VIDEO & DATA NETWORKS

Our 30 years of experience in voice technology, and over 19 years in data networking, position us as an industry leader in converged voice and data networks. Whether it's implementing unified messaging, an integrated web call center, data/voice collaboration or networked video, Total Communications can position you to take advantage of these advanced applications.

VOICE-OVER-IP COMMUNICATIONS

Many organizations are enjoying significant savings by using their WAN to carry long distance voice and fax calls between locations. Besides the savings on toll bypass, IP Communications can reduce costs for network maintenance, staff time and adds, moves and changes. Even more significant, with a multiservice network with IP communications you can implement advanced applications that will give you a competitive advantage.

QUALITY OF SERVICE (QoS) IN MULTISERVICE NETWORKS

At Total, we resolve QoS issues by using proven, end-to-end technology. We balance voice quality, delay and bandwidth and set traffic parameters to avoid voice packet loss. Reliability concerns are resolved through server redundancy; each telephone can be registered to 3 servers in case of failure.

WIRELESS LAN (WLAN) & REMOTE WORKER SOLUTIONS

Do your workers need high-speed, reliable access to the corporate LAN or the Internet while roaming around the office or building-to-building? A WLAN solution will integrate seamlessly into your existing network, offering scalable, (over)

Voice, Video & Data Convergence

Voice-Over-IP Communications

Quality of Service (QoS)

*Remote Worker Solutions with
Wireless LAN (WLAN)*

*Local & Wide Area Networks (LAN &
WAN) Design, Installation & Support*

*IP Contact Center &
Conferencing/Collaboration*

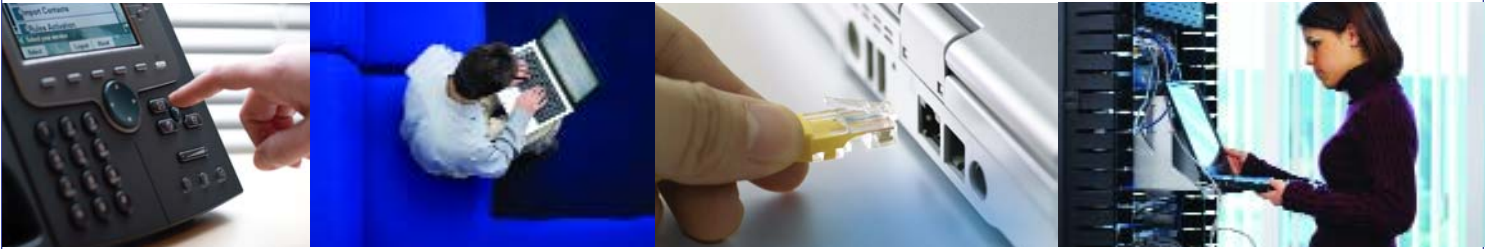
Enterprise Messaging

*Security with Firewalls & Virtual
Private Networks (VPN)*

TOTAL
COMMUNICATIONS, INC.

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cost-effective mobility for your workers. You may also want to consider VPN connectivity and hosted application solutions for your telecommuters. As a Cisco Advanced Wireless LAN Specialized Partner, Total has the expertise to implement an efficient, secure solution.

IP CONTACT CENTER & CONFERENCING/COLLABORATION

Are you looking for enterprise-level call center and conferencing/collaboration integration? Exploit the potential of your converged network and VoIP Technology with Cisco IP Contact Center and Cisco MeetingPlace. Total Communications partners with SpanLink, A Cisco Technology Development Partner who has been developing and providing customer interaction solutions for 20 years.

ENTERPRISE MESSAGING

Choosing and implementing an enterprise messaging product is a crucial business decision. It serves as the foundation for workflow, communications, document exchange and other day-to-day business tasks. It is important to select the correct enterprise message application and ensure it is configured for high availability, performance, security, and reliability. Total Communications, a Cisco Advanced Unified Communications Specialized Partner, offers expert installation and deployment.

SECURITY

Now more than ever, a security solution must protect every component of your networking environment - from the server and remote access locations to the Internet and web access points. We provide you with responsive, unparalleled network security expertise. We have a thorough background in critical information protection operations and extensive experience in implementing Virtual Private Networks and Firewalls. Additionally, Total Communications is now a Cisco Advanced Security Specialized Partner.

Voice, Video & Data Convergence

Voice-Over-IP Communications

Quality of Service (QoS)

*Remote Worker Solutions with
Wireless LAN (WLAN)*

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WAN) Design, Installation & Support*

Enterprise Messaging

*IP Contact Center &
Conferencing/Collaboration*

*Security with Firewalls & Virtual
Private Networks (VPN)*



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MultiServiceNetworks revised 10/14/10

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