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KNICHELLOGISTICS.COM

Scott Kokoska
Total Telecom Solutions
June 3, 2016

RE: Letter of Recommendation

I wanted to take a moment to applaud Total Telecom Solutions & Scott Kokoska for the exceptional work that has been performed for Knichel Logistics over the course of the last 6 months.

I first met Scott (TTS) 3 years ago but at that time we had no current needs to address or to be explored. Since then, TTS has stayed in contact with us & offered to be a resource for any items we needed assisted with. Recently, Knichel Logistics made the business decision that it was a better long term business strategy to no longer own equipment on site but to deploy our applications via Cloud Services. Throughout our discovery, we tasked TTS with finding us the "right" solution for offsite data center / servers, e-mail support & archiving, & Hosted PBX service to replace our 7+ year old Toshiba system.

Not only did TTS save me valuable time in coordinating meetings / WebEx (in fact Scott flew a few Engineer's in town just to meet) with multiple service providers in the different products set's , but he was also able to negotiate exceptional pricings & discounts across the board. In regards to our internet & Hosted Phone System Solution, he was able to deploy more bandwidth & recommend phone system solutions with many more features at less money than we were currently spending monthly. Also, after the decision was made as to the vendor to go with, TTS & his staff were there through the entire provisioning processes of such services & remains an ongoing resource for support today.

Making the decision to move forward with Total Telecom Solutions & their recommendations was definitely a wise choice for my business.

Sincerely,

A handwritten signature in blue ink that reads "Kristy Knichel". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

Kristy Knichel
CEO/President