

How To

A Checklist of Helpful Auditing Tips



Telecom – Communications Expense Management

HOW THE END USER CAN SAVE MONEY.

Here are some steps you can take and get a handle on your Communications costs.

- 1) Gather ALL your Communications invoices. This includes Phone bills, internet, data circuits and Cellular or wireless.
- 2) Create an excel spreadsheet showing the provider, account numbers, location(s), Date of invoice, lines and services for each invoice.
- 3) Add in the cost for that month's invoice.
- 4) Verify service is working and who is using it. You may need to contact the carrier and get a CSR (Customer Service Record)
- 5) Gather your contracts. Locate the date and length of them. Determine if they are expired or about to.
- 6) Check the contract for an evergreen clause (this clause is an automatic renewal clause). It can range, from month to month to adding years to your contract term.
- 7) Add a column in the spreadsheet so you can list the contract end dates and term length that cover each account you have.
- 8) You should do this for three months of invoices.
- 9) Now you can see a pattern developing. The costs may be varying month over month, this is usually usage related. Which can change month over month. So, the costs change along with Taxes that are associated with usage.
- 10) Communications invoice have three basic parts ea. are about 1/3 of the invoice.
 - a) MRC Monthly Recurring costs usually these are stable cost unless a contract expired and then they may rise.
 - b) Usage can change with amount of inbound & out bound calls May be seasonal depending your business.
 - c) Taxes are usually a fixed rate or percent. The may very depending on usage FUSC Federal Universal Service Fee and changes quarterly 16- 19% +



GL Voice Solutions Inc.

Telecommunications Advocate
1-800-388-9088

Questions to ask:

- 1) Are you moving in the near future if so when?
- 2) Do you have enough Internet and WAN bandwidth? What are the options for increasing speed? What will it cost?
- 3) Determine the rates you are paying. To do this, take for example Interstate calling (raw) costs and divide it into the minutes.
 $\$1,150.00 \div 54,000 = .02129$ cents per minute. Now with rounding (and they always round up) .0225 per minute.
- 4) Compare the rates (for each call type) to your contract. Do they match or are they different? If they are different, then this could be a billing error.
- 5) MRC (monthly recurring costs): Compare the MRC and service type to your contracted values. Do they match or are these different? This can be another area for billing errors.
- 6) Taxes are another area. Are you non-profit? Are you taking advantage of discounts that may be available to your organization?
- 7) Not all taxes are actually legitimate taxes believe it or not. Some are hidden fees. This can be difficult to determine.

Bottom line, if you have done this and have questions, contact us for help. If you are trying to get ALL this information together, you can see it's a lot of time and effort on your part. Call us for help or questions.

If you have found a billing error and you contact the carrier, depending on the size of the error they most likely want to give you nothing yet you have been paying for years in most cases. They may offer you 2-3 months of a refund as a "Courtesy". Do not take the money or refund or credit, contact us, we can get back YEARS of your money, usually, way more then you imagined.

Let me know how we can help.

Gary Lisbon, President & CEO
1-800-388-9088.

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Telecommunications Cost Reduction, System Procurement,
Project Management, Network Design, Relocation Services,
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