

LTC Consulting



New Networks Institute

Telecommunications Auditing

Mining for Gold

Team Teletruth

Auditing Services
Market Research & Industry
Analysts
Litigation Experts

Telecommunications Auditing

70% of ALL businesses are at risk of being overcharged by the phone companies. This includes school boards, municipalities, county & state government.

4 Notable Audits

- 1) **\$10.4 million -- District of Columbia (DC)?**
- 2) **\$1 million --New York City**
- 3) **USPS - \$540,000**
- 4) **NJ School District--
\$300,000**

What is an Audit?

- A methodical, structured approach to analyzing all telecommunications expenses.
- Areas Covered: Local, long distance, broadband, wireless, Internet, Pay Phone, equipment.

What is an Audit?

- Documents collected and analyzed: All bills, as well as the “CSR” – ‘Customer Service Records’.
- Understanding the tariff contract/service agreements’ compliance.
- Performing on-site analysis and comparing the findings to the bills.

What Are the Steps?

With bills and documents in hand:

- Interview with staff.
- Go on site and do the inventory
- Presenting findings and recommendations.
- With customer approval file claims with phone company, service provider
- Track all changes

Most Common Ways of Being Overcharged

- Missing Lines and Circuits
- Missing PBX
- Missing Buildings
- Cramming
- Optional Features
- Taxes, Fees, Surcharges

Top Tips

- Read the fine print
- Put all service requests in writing
- Link all accounts
- Keep copies of all agreements
- Monitor ongoing vendor performance

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Your POT of Gold is waiting!