

TELESOFT RECOVERY AUDIT SERVICES

TELESOFT PROVIDES TELECOM EXPERTISE WHERE YOU NEED IT - INCLUDING CONTRACT NEGOTIATION SERVICES, ERROR DETECTION, AND HISTORICAL AUDIT AND RECOVERY

OVERVIEW

By some estimates, up to 80% of telecom bills have errors. Industry wide, monthly telecom billing errors range from 7 to 12% of amounts charged. For many enterprises, this means millions of dollars lost each year to overcharging. Telesoft offers a full array of professional services that will save you time and money while providing the visibility you need to achieve your business objectives.

INVENTORY AUDIT AND ANALYSIS

In addition to vendor billing error recovery, Telesoft provides a comprehensive physical inventory of your largest sites and routine status reports outlining claims submitted, their estimated value, actual refunds received, and the related monthly cost reduction.

CONTINGENCY-BASED FEE STRUCTURE

Telesoft performs its historical audits on a contingency basis which allows organizations to gain a clear look their telecom expenses with no financial risk or upfront costs.

HOW IT WORKS

The Telesoft Asset Management module plugs into Telesoft's integrated management platform and is offered as a hosted, licensed, or outsourced solution.

1. Tariff, Contract, and Inventory Analysis - Key areas are examined and validated, including Customer Service Records (CSRs) and local/long distance invoices. All lines and services are confirmed to be both working and necessary.

2. Refunds and Savings Claim Development - Erroneous charges are documented and sent to respective carriers in the form of claim requests. These requests include all applicable supporting evidence needed to negotiate and retrieve refunds.

3. Vendor Negotiations - Telesoft negotiates with vendors and service providers to ensure that maximum refunds are received.

4. Refund Receipt - Telesoft schedules regular calls to the carriers expediting refund generation. New CSRs and invoices are procured to confirm all related billing corrections. You are not billed until the actual refund or credit is received.



SERVICES OVERVIEW

Customer Service Record (CSR) Tariff Analysis - Telesoft reviews and validates all CSR expense categories down to the Universal Service Order Code (USOC) level. Service types reviewed include: line charges, circuit components, mileage rates and distances, PIC codes, taxes, surcharges, and FCC line charges.

Local Invoice Tariff Analysis - Local invoices are reviewed to validate regional calling plans, service order charges and credits, intra-state toll charges, 800 number services, installation charges, and improperly PIC'd long distance charges.

Long Distance Tariff Analysis - Long Distance invoices are reviewed and validated for all billed components, including toll call rates, long line charges, discount percentages, commitment level thresholds, and signaling charges.

Slamming and Cramming Identification - Identifies incidents of vendor "Slamming and Cramming," corrects the problem going forward, and recovers past overbillings.

TELESOFT BY THE NUMBERS

30 years experience as owner-operated industry pioneer in fixed and mobile telecom expense management

\$500M+ in audit savings and refunds

200+ clients with the largest, most complex global telecom needs

95% customer retention rate

TELESOFT

Reach out for more information

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TELESOFT
PURPOSE-DRIVEN SOLUTIONS FOR PROVEN RESULTS