



# Simple TIPS to lowering your telecom spend

Let our 30+ years' expertise empower you  
with Knowledge, Efficiencies & Savings.

It is achievable.

Need some help?

Don't have the time?

We at UTR can help you save significant amounts  
of money while increasing your productivity.

Contact us today.

**Take control of your telecom  
inventory & expense**

# TIP 1

## 25% of your bill is wrong

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Take the time to review your telecom bills for errors.

Some errors are complex and tough to find but others are easily detected and can be resolved pretty quickly.

- Errors resolved produce savings every month.
- Errors not resolved produce errors every month, compounding month after month.



And errors unresolved compound into large amounts of wasted dollars.

Don't have time? UTR can help you and your company eliminate all the billing errors on your telecom invoices.

Our motto is "Everything on the bill is considered wrong until our process proves it right!"

There's no obligation and the client approves all issues to be addressed with the vendor.

**Scrutinize every expense item.**

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# TIP 2

## Toll and Long Distance charges

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Usage is never going away.

In fact we are seeing increased volumes over the past year.

Do you know what else we are seeing ... ERRORS.

Most are attributed to systemic problems in older vendor billing systems.

Make sure you:

- Download your monthly usage report.
- Sort through it for inconsistencies and abnormalities.
- Send any suspect data to the vendor for correction.



Vendors are not proactively reviewing and correcting this data. Most likely they are unaware that their billing system has errors.

To correct this, you need to analyze, report it, track the credit and repeat these steps each month. You will find errors.

**Check monthly usage.**

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# TIP 3

## Contracts

Everything is negotiable.

Service, equipment, maintenance; it's all negotiable.  
Largely everything in telecom should be under a contract.

Contracts should scale up and down based on quantities and spend. Contracts should never have an auto-renew clause, and early terminations should be negotiated to the minimum.

- Start by getting a copy of all your contracts either from your vendors or internally.
- Build a spreadsheet with the pertinent information.
- Schedule meetings with your vendors to review what is contracted and what is not.



If you are having trouble with any of these steps engage a consultant to produce a report with best-in-market pricing and use that to interface with the vendors.

Make sure the consultant is independent -- so their findings are an accurate representation of the market and not skewed by any relationships.

Contract review and the actions that follow can truly save your company big dollars.

**Review all contracts.**

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# TIP 4

## Inventory of services

Do you know what services and equipment you have at ...  
... your customer service center in St. Catharines?  
... your branch office in Halifax?  
... or your warehouse in Winnipeg?

Most companies struggle to answer these questions.

For sure it's multiple bills from a few vendors for voice, data/internet, cell and conferencing; but not many people have an inventory of the specifics.

This lack of knowledge will lead to billing errors, contract misses and change of service problems. The impact is that you will pay more for your services than you should.

TEM software can aid this situation. A TEM service will manage the inventory plus absolutely leverage every opportunity to your advantage.

Finance, Provisioning and AP will also thank you as their departments will realize the downstream benefits of data management and intelligence.

You will cut your direct costs by 20% and your indirect costs by minimally 50%.



**Document and track inventory, contracts, rates.**

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# TIP 5

## Measure it & Manage it

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The expression goes - things that get measured get managed!

Have you measured your telecom expense?

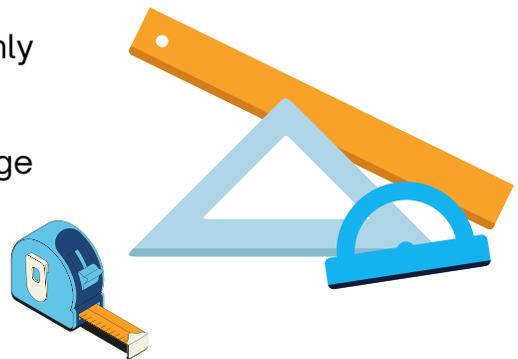
- Do you know how much you spend per month on recurring monthly telecom services?
- Do you know why your telecom invoices fluctuate month to month?

These questions are how you begin the process of managing your telecom expenses. The answers to them might really surprise you.

And hopefully motivate you to dig into those monthly bills and find those errors.

They are there, growing every month, sitting on page 92 or row 1,103 just waiting to be found.

Your provider is not going to find them for you. Their day is done when the bill goes out.



**Analyze usage for every expense item.**

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# TIP 6

## \$85,679.20 Refund Check

The vendor just couldn't get it right!

All the LD usage on the main account was billed at 19 cents per minute -- a competitive rate in 1967.

The usage was being picked from another carrier and the associated PIC codes were constantly slipping off to a system default DDD per minute rate of \$.19.

When the usage rates were reviewed, a few calls were priced correctly, but most were not, creating a giant over billing every month.

### WHY?

It was a typical vendor systems engineering problem. Sadly, we have seen it before (and are sure we will see it again).

Most of these billing systems are a concatenation of many systems and processes hooked together with an intent to create a customer bill every month. These systems are old and antiquated and often fail to produce accurate monthly billing.

You would have had to be looking in the other direction not to find this billing error. A rate of 19 cents per minute glares like the Sun.

But, what about the smaller errors that more easily hide in your monthly bills? How often is this happening and how do they get found and corrected?

**Always check that you're billed the correct rates.**



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