



# Auditing Telephone Bills and Planning Voice Networks

## Auditing telephone bills

Network managers can save a considerable amount of money by simply checking their bills. Carriers are notorious for their billing errors, which can range from failing to apply negotiated discounts to charging for calls that never happened.

Of course, combing through a corporate phone bill isn't easy. Large companies can get thousands of individual phone bills, each with thousands of entries. Few companies can spare the time and effort to effectively pinpoint the needles in that kind of data haystack.

That's why WANOPT offers specialized bill-review services to spot errors and collect refunds from carriers. Our fees are based either on a defined percentage of savings discovered or a flat rate.

Our clients see cost savings from 90 to 120 days from when we started.

## Additional services

Besides identifying the errors, we can also perform calculations using the pricing rules adopted by others service providers. We will compare service providers rates and identify which would be more cost effective to your specific call patterns.

Therefore, an analysis of this kind allows us to identify the following:

- Current consolidated billing costs;

- Comparison of current billing to the client's carrier contracted rates;

- Rate comparisons between other carriers for the same services;

- Identification of cost saving potential by calculating costs based on each call billed on a least cost rate.

In addition, through these services we are able to identify the potential gains of optimizing least cost routing configurations in the PBXs. We

would include re-configuration costs in our calculations and present the net savings opportunity.

Based on these findings we calculate the necessary number of trunks and even verify the feasibility of building a private voice network.

## Our methodology

Our operational methodology (Wide Area network analysis methodology®) allows us to simplify the data gathering necessary to perform the analysis.

## Our tools

Our analytical software (Ariete®) allows us to execute millions of comparisons, verifying errors and executing all necessary calculations involved in this kind of analysis.

## Benefits

Besides the direct gains associated with auditing the bills performing this verification allows us to evaluate several other aspects associated with managing a voice network:

Is it worth signing an exclusivity agreement with a service provider?

Is it worth signing a flat rate agreement?

Are my PBXs correctly configured (Least cost routes) ?

Is it worth having a Private voice network?

Are my trunks correctly dimensioned?

## Who can take advantage of our services

Large and medium size organizations with high volumes of voice traffic;

Call center operators;

Hardware vendors;

ILECs and CLECs).

## The process

The review process involves billing analysis ( i.e. having bills sent in some kind of digital form) where we look for errors and anomalies.

We verify call originating and terminating locations;

We verify the area codes of the locations;

We verify the distance (If it is a relevant factor calculating the cost of the call;

We verify the time of the call (where peak and off peak pricing is a relevant factor in calculating the cost of the call);

We verify if the price charged corresponds of the contracted rates of the client's carrier agreement;

Verify if the calls charged are within the proper period and verify if the taxes were adequately applied;

Checking these values we identify any discrepancy.

## Additional information

For further information, please do not hesitate to contact us. Our team welcomes new challenges and the opportunity to help you.

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