

TELECOM AUDIT

FREQUENTLY ASKED QUESTIONS

How much does a phone bill audit cost?

There is no upfront cost or retainer to have a telecom audit conducted. Since this is a **contingent fee based service**, we are paid only if we recover past overcharges or reduce your costs going forward - so there is no risk to our clients. If you do not realize any savings or refunds after the audit there is no cost to you. For our clients that do not want a contingency based audit, we can provide a quote based on estimated project management manpower hours. This is a **No Risk, No Up Front Money, No-Lose Proposition**.

Will the phone bill audit take a lot of our time and resources?

The telecom auditing process takes very little time for our clients, especially compared with the potential savings. To begin the audit we only require one month of current bills from each telecom carrier, copies of all telecom contracts and a Letter of Agency in order to work with your telecom vendors. Once the audit is complete we will present and explain the refunds and savings recommendations. Upon your approval of the acceptable recommendations that we make, we will implement, follow through and report on the progress until the billing issues have been resolved and the cost savings or refunds appear on your telecom bills.

How long does the phone bill audit take?

It takes approximately 30 days to identify refund opportunities and provide the telecom audit recommendations for cost savings. Once the recommendations have been presented and approved we will begin the implementation process. Depending on the recommendations and cooperation from your service providers, savings can be immediate or in some cases it can take up to three months before our clients realize the savings.

Do you interrupt my current telecommunications?

No. Eagle Associates provides the utmost care when supplying project management for the recommendations and adjustments necessary to delivering long-term cost savings. Your current telecommunications services continue to work properly and there is no interruption to your daily business.

Can you save our company money?

Typically, yes. Eagle Associates analyzes your company's current telecommunications billing and configuration, uncovers any discrepancies, errors, overcharges and/or misaligned telecommunications configuration and makes the necessary corrections, thereby legitimizing your telecommunications billing and configuration. In addition, we provide your company with comparable services for less money, at which time your company chooses whether or not to implement these recommendations.

What kind of savings can we expect by having a phone bill audit

conducted? Although savings can vary, on average, Eagle Associates saves clients 10-15% on their monthly telecom expense. Keep in mind, on occasion, savings have been less than that figure or much higher.

Do we have to implement the cost savings?

No. Eagle Associates will implement the cost savings process for your company, not requiring from you any excessive time or effort.

How do we make sure our telecommunications savings remain streamlined after the cost savings have been implemented?

Once changes are implemented and billing is legitimized, Eagle Associates follows up with both your company and the appropriate vendors to ensure that your cost savings continue.

Are we obligated to accept the recommendations made in the phone bill audit?

Recommendations are exactly that, there is no obligation to accept them. As highly qualified consultants in the industry, it is our job to inform our clients of how their telecom services can be improved and where expenses can be reduced.

Why should we select Eagle Associates to do our phone bill audit?

Over 75% of all telecom bills contain some kind of billing error that will continue, in some cases for many years, until they are discovered and corrected. Your telecom providers do their best to not have to refund these overcharges, with most trying to limit their liability to refund an overcharge only to sixty days from the date you first inform them of the bill error. Our telecom auditing processes are tried and proven, have been helping companies obtain refunds and achieve cost savings since 1992, and produce maximum results for our clients.