

Business Telecom Advocates, LLC

"In the client's best interest"



AUDIT PROCEDURE OUTLINE

This outline describes the communications auditing procedure performed by Business Telecom Advocates. All information gathered and outlined in any audit is strictly confidential between Business Telecom Advocates and any recipient thereof.

This outline is a general document. The auditing process is customized to each client and the process can change based on the individual clients need and/or requirements. Business Telecom Advocates does not share any of its client's corporate information with any party it is not designated to do so. All audits are conducted "In Good Faith" and "In the Client's Best Interest."

1. Confidentiality Agreement. The Confidentiality Agreement is a two party document allowing the client and BTA to work confidentially on the Audit and negotiation process.
2. Invoices.
 - a. Carrier bills, vendor bills and repair bills are obtained from the client.
 - b. All locations are identified and listed with contact information.
 - c. Bills are reviewed and entered into a spreadsheet outlining the services and costs per location.
3. Letter of Authorization/Agency. This allows BTA to pull all customer records for each location and negotiate rates and services on behalf of the client.
4. Customer Service Records. Customer Service Records are pulled for each of the client's location. All services, phone numbers, addresses, contact information and locations are compared and verified between the bill copies and CSR. Discrepancies are identified, reported and changes or corrections are recommended.
5. Utilization Reports. Utilization reports are requested and obtained from the incumbent carriers. Identification of under utilization or overutilization is reported and recommendations for changes are made. BTA will also negotiate rates for any changes recommended on the clients behalf.
6. Topology. A Visio diagram of the network topology is prepared and presented for both before recommendations and after recommendations in order to easily recognize the recommended changes. This topology identifies the carrier network as well as the equipment network.
7. Data Vendor Interview. An interview is conducted with each location's Data Vendor to determine and/or verify data network connectivity, utilization of data network, and data network equipment.
8. Integrator Interview. An interview is conducted with each location's Phone System/Integrator to determine the phone system type, features and utilization. Any lease agreement term and conditions are also outlined in the report.

9. Location Interview. An interview of each location's main contact is conducted to verify phone numbers, extensions, DID's and features. This is also the opportunity for location contacts to report issues or request changes for their particular needs and requirements.
10. Carrier Customer Service Representative Interview. An interview is conducted with each carriers customer service representatives for each particular location in order to determine reasons for current configuration and start negotiations on cost and/configuration changes.
11. Carrier Interview. An interview is conducted with each telecom/data carrier for each location to review each location bill, its services and cost. The accuracy of the initial review is confirmed; and discrepancies in the billing are identified and reported.
12. Request For Proposal (RFP). A standard request for proposal is sent to the providers that can provide services to the client. The responses are filtered and the options that best fit the client's needs are presented in the final report. Custom RFPs are available when the client has complex applications or special requirements.
13. Reporting/Recommendation. The audit and report is compiled and recommendations for changes are made within the report. All interviews are outlined in the report, along with spreadsheet, and topologies.
14. Negotiations. BTA will negotiate monthly cost, configuration changes, terms and conditions, service level agreements, bonuses, non-recurring charges and installation charges with the current carrier as well as other carriers who may provide an alternative solution, on the client's behalf and bring all options to the client's attention. The client can then select the carrier or changes they would like to implement.
15. Reporting. The final report consists of the following:
 - a. Table of contents
 - b. Outline of the current account
 - c. Data/Integrator contact information
 - d. Location contact information
 - e. Individual location overview
 - f. Individual location recommendations
 - g. Interview recaps
 - h. Audit Spreadsheet/current cost
 - i. Utilization report by location
 - j. Overall Utilization report
 - k. Configuration topologies before/after
 - l. Total account overview
 - m. Overall account recommendations
 - n. Requests for proposals (RFPs)
 - o. Negotiation spreadsheet
 - p. Proposals/Cost savings
 - q. Conclusion