

Telecom Audit Process: What Should You Expect?




As many as 80% of telecom bills contain errors. A risk-free telecom audit will help you uncover areas where you've been overspending – and create significant opportunities to save instead. Let's walk through the steps of a telecom audit, so you know what to expect during your savings journey with PAG.

Preparing for Your Telecom Audit

Before your telecom audit starts, you should know your:




Monthly Recurring Charges
The base rate on your standard bill



Telecom Usage Charges
Fees charged per minute or event



Third-Party Billing Items
You may find hidden fees and discrepancies



Unused Features
Features forgotten since starting the contract



STEP 1: PAG creates an inventory of your entire telecommunications suite.

We gather IT and telecom bills, invoices, and vendor contracts for each of your locations.



STEP 2: PAG combs through your invoices using our proven 3-phase system.

- ✓ **Credit Identification** - We make sure your vendors follow contract and tariff compliance.
- ✓ **Service Optimization** - We identify unused services or features and unnecessary fees.
- ✓ **Purchase Maximization** - We help you get best-in-class pricing from your vendors.



STEP 3: PAG provides unbiased, vendor-neutral recommendations to meet your technology needs now and in the future.

We look at key areas to help you find savings, including:

- ✓ Monthly recurring charges
- ✓ Unused features and services
- ✓ Contract and tariff compliance
- ✓ Inaccurate billing



STEP 4: You can choose to implement all, some, or NONE of our recommendations – we'll help you no matter what.

You can repurpose your savings to reach business objectives faster. Our clients have used their savings to:

- ✓ Offset budgets
- ✓ Increase bandwidth
- ✓ Improve customer and patient experiences
- ✓ Expand networks
- ✓ Refresh equipment
- ✓ And much more