



OUR MISSION

Outreach through technology is our mission by making the Gospel of Jesus Christ known across the globe through technology solutions; to assist the local church and ministries to do the same using those tools; and to provide service and quality with excellence. We also wish to provide easily accessible and sustainable cost improvements to faith based organizations. We believe the savings of both time and money can translate to additional resources available for ministries and outreach.

WHAT IS TELECOMMUNICATIONS AUDITING?



Telecom Auditing is the art of discovering errors in Carrier Contracts, Customer Service Records, Taxes, Usage and Per Minute Rates, Carrier Invoices and conflicts in tariffs. We perform Audits for all types of businesses with varying monthly spend. In most cases, we discover and recover errors on most carrier invoices averaging 15 to 30% on a monthly basis. We fully implement changes and credits on the customers' behalf. We ensure all changes through completion and guarantee if there is an error, it is rectified.

In this audit, we analyze:

- How competitive are your vendors' rates
- Accuracy of billing
- Most cost effective solution for you

Our goal is to reduce your monthly communications expenses. Most of an organizations communications expenses are their monthly billing with the telecommunications provider and at times, communications equipment. This includes all voice, data, wireless and long distance services, networking and communications devices. With a thorough audit of each bill, we can recommend the reduction, elimination or consolidation of those expenses. Then, with your approval we will implement these changes. The goal is to save you as much money as possible with a solution that makes sense for your church. A contingency fee is required to initiate changes after the audit, which is refunded within the savings derived by the audit. This set-up fee is calculated by determining what percentage your church will save; if any changes need to be made to give you the best solution.

We require a percentage of the savings and credits. These can be paid in multiple payment terms.

You will receive . . .

- A full itemized inventory of each vendor's services.
- Detailed inventory and descriptions of the function all communication services in your church.
- A financial analysis of what you were paying vs. what you would pay after the recommended savings were implemented.

We require the most recent invoices and bills for all local, Internet, wireless and long distance service, current communication equipment bills, a letter of authorization to view the account (required by each telecommunications carrier) and a meeting/conference call to discuss your current communications infrastructure.



OVER TIME, WE HAVE PERFECTED THE AUDITING PROCESS.

- We granularly comb through every aspect of a customer's account with each carrier
- We have relationships with most of the large carriers across the United States which has given us the ability to build relationships with the billing teams, order centers and product specialist groups
- We test and justify inventory for all lines and circuits
- We determine what services should be removed (if any), make recommendations on upgrades, migrations or deletion of services
- We have the ability to recover credits for up to 24 months with most carriers
- We have the ability to utilize Tax Specialists to discover and recover Federal Excise, Universal Service and other state, local or city taxes that you customer may not be aware they could be exempt from
- We have the ability in some cases to get up to 36 months of credits from Tax errors
- Our Implementation Staff is in house and is seasoned in process and order management
- We stand behind our work and if requested, can provide the documentation on the disputed items
- We hold bi-monthly status updates via conference for all parties involved in the project
- We work with you to recommend additional optimization opportunities with the carriers of your choice

WHAT IS NEEDED TO PERFORM AN AUDIT

The following is a list of items that will help us perform the audit effectively:

1. Most recent copy of each bill (prefer up to 3 months of most recent invoices)
 - a. Local
 - b. Long Distance (prefer to review the last 3 LD Invoices)
 - c. Data
 - d. Internet
 - e. Wireless
 - f. Web Conferencing
 - g. Expense Management
 - h. Equipment / Network Support
2. Copies of any or all contracts for these services; as well as equipment lease agreements if any
3. Contact names & phone numbers for all Carrier Representatives assigned to your accounts (not mandatory)
4. Phone list of assigned extensions and phone numbers, including any number assignments for
 - a. Fax
 - b. Modem
 - c. Server
 - d. Fire
 - e. Elevator
 - f. Security/Alarms
 - g. Wireless
5. Signed Letter of Authorization on Customer Letterhead

TIME FRAME TO CONDUCT AN AUDIT

- For churches, we can estimate apx 2 weeks to 30 days for account review pending we receive all of the required information and depending on size.
- For ALL Audits, we will conduct bi-weekly conference calls to review the status of the audit, review the findings and approval or disapproval of an item. We will continue to do these calls until all items have completed.
- Compensation invoices will be sent once records are posted with changes or once credits have been approved.
- We require copies of all invoices via email or mail for the next 3 months to verify all changes have been made or credits have posted correctly.
- For large disputes, this process can take some time – those compensation invoices are not required until the settlement or dispute has been approved.

FEES FOR SERVICES

- **CONTINGENCY:**
This rate is calculated after the audit review is complete. It is calculated by deriving a percentage of feed forward savings and a percentage of the credits to be retrieved for the customer.

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