



**Integrity Telecommunications Services**  
*Service with Integrity!*

## Telecommunications Audit Checklist

### What you will need

- A copy of all telecommunications bills for the past three months (copies only please, no originals). These include local and long-distance bills, bills for Internet service, voicemail service, cell phone bills, etc.
- Copies of any telecommunication-related contracts.
- A list of any current services or vendors which are off limits to our analysis. While you will get your best result when we look at all your services, we understand if your brother owns an Internet company and you want to give him your business.
- Notes about any telecommunications needs you have that you don't feel are currently being met, or specific changes you would like to see.
- Letters authorizing ITS to speak to your vendors on your behalf, ON YOUR LETTERHEAD. Please use the form letter on our web site.
- Information about where phone circuits enter your building, and access to that room.
- A designated contact person in your organization to answer any questions during the audit process.

### What we will do

1. Speak to you briefly via phone to gain an understanding of what your organization does, how you use your current services, and what outstanding needs you have.
2. Speak to each of your vendors to obtain detailed information about your services.
3. Review your current bills looking for billing errors, hidden charges, etc. If we identify any errors or inappropriate charges, we will request that your vendors correct them and issue the appropriate credits.
4. Identify any unused circuits or services.
5. Identify alternative vendors, technologies, or services that could result in significant savings.

### What we will deliver

- A detailed recommendation document listing our findings, with specific information about which vendors, technologies and/or services that could be used to realize the indicated savings.

- A comprehensive spreadsheet listing your current charges from all vendors, and the estimated changes after the implementation of the recommended changes. A detailed circuit inventory will be included which will help you with your ongoing vendor management.

#### Other Notes

- Given the detailed nature of the audit, and the lead time involved in getting information from your vendors, it will take approximately 30 days to complete. We ask that you not make any changes to your services during this time. If changes are necessary, please advise us as soon as possible.
- If you are being billed on a contingency basis, we will bill you a percentage of the estimated one year savings, and any credits agreed to by your vendors. The contingency fee will apply to all recommended changes, whether or not you elect to implement them. The fee will not apply to areas you designate as “off limits” before the start of the audit.
- We will provide sufficient detail for you to coordinate any changes with your vendors. If desired, you can contract with ITS to manage these changes for you.
- For organizations subscribing to the ITS Bill Management Service within 30 days of the audit, we will coordinate vendor/service changes at no additional charge.