

## ***Telecoms Cost Management & Auditing***

### **Our Value Proposition**

**1. What is reflected on the telecommunications accounts will be aligned with the services working at the customers' sites in line with the customer's business needs.**

- Billing discrepancies, identified in favour of the customer, will be recovered from the Service Provider on the customers' behalf. Claims can be made retrospectively for up to **36 months** in accordance with the Prescription act.
- In cases where the billing discrepancies are in favour of the service provider, the customer will be advised accordingly.
- Corrective actions will be introduced to ensure accurate billing by the service providers

**2. Over-dimensioning of voice and non-voice services will be identified and addressed. Many cases of over-dimensioning are due to over- selling by the service providers**

- Service Level Agreements [SLA] reticulation validation and contract validation etc.)
- Dimensioning of data access services and related distance based costs.
- PABX (PSTN Access, Switching, Extensions and related reticulation)

**3. Cost reduction opportunities will be identified. (Equally effective but less costly technology)**

- Proposals for solutions to these opportunities will be made
- If accepted, the TCMA team will provide assistance with the engaging of the service providers for the implementation of the proposed solutions

***If no cost reduction or no billing discrepancies leading to refunds are identified, there will be no charge to the customer and the TCMA team will cover its own costs. To determine the viability of conducting a full review, a sample "Dipstick" review is conducted free of charge.***

### **Our Reward**

A performance fee or commission will be negotiated based on the industry standard:

**(i) A percentage of refunds claimed from the service provider/s:** In the case of recovery of funds, the client will be invoiced once the refund or credit note has been reflected on the clients telecommunications invoice or a refund payment has been made by the service provider.

**(ii) A percentage of all projected savings, per cost saving project, for a predetermined period.**

In the case of cost saving; after the implementation of the cost saving project /initiative, the client will be invoiced once the sustainability of the benefits of the costs savings initiative has been established... This will enable an effective projection of savings per project. The six months prior to the implementation of the project will be used as the baseline.