



Telecommunications Audit

Network expenses are probably one of your top five line item expenses. We can painlessly cut 4-12% of your budget. Whether you are a CFO or CIO, VIE Healthcare has the information, tools, processes and people in place to help you drive down technology costs and provide a better way to manage costs.

We focus on telecommunications bill cost reduction including:

- § Local telephone bill savings with emphasis on telecom recovery strategies through credits and refunds
- § Frame relay, data, internet, and wireless billing errors, and overcharges with recoveries and refunds

We don't recommend changing providers or carriers to obtain these savings. We don't sell telecommunications products, plans, or equipment. Our consulting services simply find errors that reduce your communications budgets.

VIE Healthcare's Telecommunications Audit is a detailed review of billing records, reconciled with contracts and tariffs, circuit inventory, and physical demarcation inventories to determine if you are being overcharged or incurring costs for services no longer in use. We seek to attain the maximum allowable refund in a professional and proactive manner.

Is it Time for a Telecom Audit?

- Are you overpaying for your telecommunications services?
- Do you know if you are receiving the rates negotiated in your carrier contracts?
- Have closed sites and discontinued services been removed from your billing?
- How is your circuit management and circuit provisioning affecting your bills?
- Could telecom audits of your carriers' billing lead to refunds?

Audit Benefits

- Significant refunds/credits for erroneous billing
- Reduced operating expenses through elimination of billing errors
- Future savings through locating, disconnecting, and eliminating charges for unused circuits/services
- Demarcation survey (physical inventory of lines and circuits)
- Minimal client involvement

Why is billing likely to have errors?

Carrier's billing and methods of operation are undergoing dramatic changes.

Carrier billing systems have become increasingly more complex. When there was just a telephone switch, it was simpler. Everything being billed came from that telephone switch. Now many chargeable activities are coming from different sources (switches, IP routers, etc.). They all need to be consolidated to the same bill.

In addition, new services, product packages, and creative pricing plans are being developed faster than billing systems can respond.

Why are telecommunications bills wrong?

1. Human error
2. Computer error
3. LEC portability
4. Contract clauses
5. Incorrect order placement
6. Misapplied rates
7. Mergers and acquisitions
8. Billing decentralized
9. Tax and surcharge mistakes
10. No record keeping
11. Inaccurate recordkeeping
12. Tariff error
13. Duplicate billing
14. Expired contracts
15. Still paying for long-ago-forgotten locations which have been closed for YEARS!

These are just some of the reasons for telecommunication billing mistakes. Our training during the audit will ensure you begin placing correct orders, and preserve accurate records. In many cases, only by keeping accurate telecommunications records, managed and maintained, will you be able to obtain a refund when an error is found.

Tax Review

How Can I Get Money Back From The IRS?

Tax errors represent an opportunity for significant refunds and cost savings. VIE Healthcare has a department focused solely on the highly complex statutes, codes, and rulings affecting the tax treatment of telecom invoices. Our tax specialists follow issues through to resolution and receipt of refunds. This focused approach secures better results for our clients.

To get started:

- We obtain the past three years of your billing records on our own with the telecom vendor sending us the bills
- Upon finding issues, we route them to the correct office
- We supply all required documentation adhering to IRS-required format
- Our highly refined tax expertise ensures claims are processed efficiently

During our general tax review, we will:

- Analyze and research statutes, codes, and rulings affecting tax treatment of telecom billing
- Determine if taxes are being applied on a taxable item
- Review VIE's proprietary database precedents with client billing
- Verify taxes are calculated properly
- Research and establish new precedents on incorrect billing

Did You Know?

After the billing errors are identified, the real work begins. VIE's largest refunds were won after government agencies dismissed our claims multiple times.

Be sure the auditing firm you choose does more than:

- § Circuit mileage calculation inaccuracies
- § Skim local providers contracts
- § Check long distance rates
- § Recommend carrier changes through portability
- § Sell long distance Services or refer new plans

Audit Services Promised by VIE Healthcare

- § Complete **Review** of all **Telecommunications Contracts**
- § Telecom Line and Circuit **Inventory** - detailed list of line or circuit , location, and feature
- § Telecom bills **reviewed and analyzed** for billing mistakes
- § **Tariff analysis** provided for; local providers, long distance carriers plus frame, data, and internet

Why A Telecommunications Audit?

- § If you have overpaid your telephone bill containing errors, you deserve a refund!
- § Do you understand all the items you can see on your telecommunications billing?
- § Do you understand the tariff behind each charge on your telephone bills?
- § Do you understand the monthly services you can't usually see on your telecom bills?
- § Do you know what surcharges and taxes apply to your telephone bills?
- § Ask VIE Healthcare what happens when you dig into a telecom bill that has potential refunds?
- § Ask VIE Healthcare why incorrect orders lead to no credits or refunds from your providers.
- § When you place an order, what are the key items you need to obtain?
- § What happens in some cases when you overlook a telephone bill overcharge?

Utility Audit

Gas, Electric and Water

Billing errors are not as prevalent in the utility industries (electricity, natural gas, water, and sewage) as they are in telecommunications, but they exist none the less. Case in point: one law firm was paying for street lighting even though they were on the fourth floor of the building.

National experts conservatively estimate that 70% of all utility bills contain errors which result in overpayment of 30% or more. Utility rates are based on usage, consumption, time of day, demand loads, and other billing factors. Understanding how these factors work together can greatly effect your costs.

VI's audit experts are armed with a working knowledge of these factors and can become your most powerful ally in your fight for reasonable utility bills.

In addition, many organizations assume that the local utility company is automatically giving them the lowest legal rate available under their Public Utilities Commission.

Many organizations fear that if they refuse to pay erroneous utility bills their service will be discontinued. There are legal alternatives to paying a disputed utility bill.

The best way to offset some of these errors, irregularities, and price increases is to have your accounts audited to ensure you are paying the lowest cost for your service.

1. Confirm the accuracy of your company's electric bills and other energy bills.
2. Review past billings for refunds and overcharges.
3. Understand your operations and usage to ensure that you are on the most beneficial rate.
4. Audit both commodity and transportation expenses incurred where you have selected deregulated services, to confirm the accuracy of your bills and to secure the best deal possible.
5. Ensure the accuracy of your **Electric Bills** and **other energy bills** through effective energy saving analysis.

Overview

Are Your Utility Meters Telling You ALL You Need to Know?

Confirming meter accuracy and knowing specific usage patterns could be the key to savings. VIE Healthcare has an independent meter verification system that enables us to analyze usage loads to maximize savings opportunities.

Many large end-users do not know all the details of their utility usage or whether or not bills can be lowered by simply modifying their usage - this is where VIE Healthcare comes in. Proper monitoring can hold all the answers and we can provide you with the usage information you need! In addition to meter verification, additional customer information generates a data stream for enhanced audits.