

## **Telecommunications Cost Reduction Services Proposal/Agreement Statement of Work Agreement**

The purpose of this engagement is to provide the client with significant cost reductions and to maximize efficiencies with its telecommunications costs as well as provide an ongoing support for invoice validation.

### **No Affiliations**

We are not affiliated nor compensated by any telecom provider. We are only compensated by our clients. This allows us to remain unbiased in our recommendations and interactions with our clients.

### **Project Objectives**

- Provide a review of all telecommunications expenditures to determine if errors are in existence. When identified, best practices will be followed to quantify the total lost revenue and negotiate for maximum credit amount.
- Provide quick and efficient resolution to client's ongoing outstanding credit issues using best practices to negotiate maximum credit amount if applicable.
- Provide recommendations on ways to maximize current service and possibly elimination of services or features that may not be needed.
- Provide significant cost reductions with existing service providers utilizing best practices to negotiate lower price points, discounts, promotional credits and more favorable terms and conditions with current and or new service providers.
- Provide implementation, verification, and documentation of error corrections and items that are approved by client.
- Provide an expert review and validation of ongoing monthly invoices (when online bills are available) for elimination of additional billing errors and erosion of price points.



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### **Project Methodology**

- Collection of one month of all invoices for review for all vendors and their invoices including Local, VoIP, Long Distance, Pagers, Wireless cell-phones, Data Services (including Fiber & MPLS), VPN, Internet Service Connection (including cable, T-1,DS-3), Phone and Voice Mail maintenance agreements, conference calling, and advertising.
- Ordering, cataloging, and auditing of all applicable current service providers and the corresponding tariffs to detail contract errors and regulatory oversights.
- Order and review all Customer Service Records (CSR's) comparing each billing element and the corresponding Universal Service Code (USOC code) to detail invalid charges, duplicate charges, and to identify charges for services of any feature(s) your organization did not order, or do not utilize but are paying for.
- Negotiate with applicable vendors to correct errors, overcharges, and standard inefficiencies to eliminate inappropriate charges from client's invoices moving forward.
- Review monthly invoices (when available) for additional billing errors, overcharges, and better pricing points that come available. **Billing Documentation: 180 Solutions will provide, with its invoicing, documentation of monthly savings for all items for the first month as well as all credits and refunds. (when online access to invoices is granted by client)**
- Negotiate with applicable vendors for lower rates, consolidation of services, greater discounts and more favorable terms and conditions.
- Remove and secure credits for all errors and fraudulent charges that have already been billed to Client (where applicable).

### **Implementation & Provisioning**

180 Solutions will implement all Client approved credits, refunds and reductions with the applicable service provider.

- Provide reports detailing Cases Findings for expected and estimated credit(s)/refund(s) and monthly savings.
- Seek approval from client for any opportunities (cases) that may require a change in service or commitment (billing errors and standard inefficiencies will automatically be corrected).
- Implement, verify, and document all requested error corrections with applicable vendor for correction of error and over billing.
- Implement, verify, and document all client approved cost reductions with applicable vendor.

### **Project Deliverables & Estimated Time Frames**

Client will be provided ONLINE access to detailed reports throughout this engagement via a web portal as outlined below:

- Initial Reports
  - Summary Inventory
  - Initial Bill Log

*Time frame:* 10 Days from receipt of all Client Account information
- Ongoing Reports access:
  - Case Finding Reports containing details of identified cost reductions.
  - Case comments with updates on the status, activity, and disposition of case findings.
  - Impact Dashboard measuring sum of the cost reductions identified.
  - Billing documentation details for the first month of billing & credits (When online access is granted)

***Time frame:*** 90 days for initial savings and credits however, efforts will continue for the remainder of the relationship. *Time frame(s):* Based on items identified and complexity of services reviewed.

### **Project Requirements from Client**

*To successfully meet the proposed project objectives, Client shall provide the following:*

- One complete month of all your most recent invoices including:
  - **Local**
  - **Long Distance**
  - **Wireless cell-phones**
  - **Data services** (including Fiber, MPLS, DSL, Cable)
  - **Internet service connection** (including cable, T-1, DS-3)
  - **VoIP service** (Hosted, Sip Trunks, PBX)
  - **Conferencing**
  - **Pagers**
  - **Phone and Phone Equipment** maintenance agreements
  - **Advertising** (Listings & Yellow Pages)
  
- Online login and pass codes to all accounts (180 Solutions will set up if none exists).
- A signed Letter of Agency (LOA).
- All contracts with service providers (if available).
- A site location map detailing all locations' main phone number and physical address.
- Complete list of phone numbers (if available) for all locations.
- Any written correspondence with vendors regarding identified disputes (if applicable).
- The support and cooperation of Client personnel at different phases of the project.
- **The cooperation of client to conduct our engagement**, vendor(s) and assistance from Client to ensure this cooperation for our engagement via a signed letter of agency (LOA) and if requested a verification phone call to the applicable vendor(s). Timely follow up(disposition) on opportunities information, and cases presented for action by client.




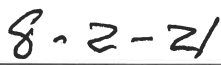
**Project Investment**

- Credit/Refund Fee:** 50/50 Share of actual credits and refunds recovered/received by Client.
- Ongoing Savings Fee:** 50/50 Share of actual savings, beginning the date savings first appears on Client account and continuing for 24 months.
- Account Initiation Fee:** \$500.00 due upon execution of agreement. Check# WAIVED  
~~This is not a retainer and is in addition to the fees outlined above.~~
- Guarantee:** ~~If we cannot identify savings, credits or refunds in the amount equal to or greater than your initiation fee, we will refund your entire Account Initiation fee at the conclusion of this agreement. This is not a retainer fee.~~

Initial: \_\_\_\_\_

**Approval**

We look forward to beginning this engagement immediately. Please indicate your approval of this proposal by signing and dating below.

_____	<b>180 Solutions, LLC</b>
Company Name	_____
_____	
By	By
_____	
Printed	Printed
_____	
Title	Title
_____	
Date	Date

