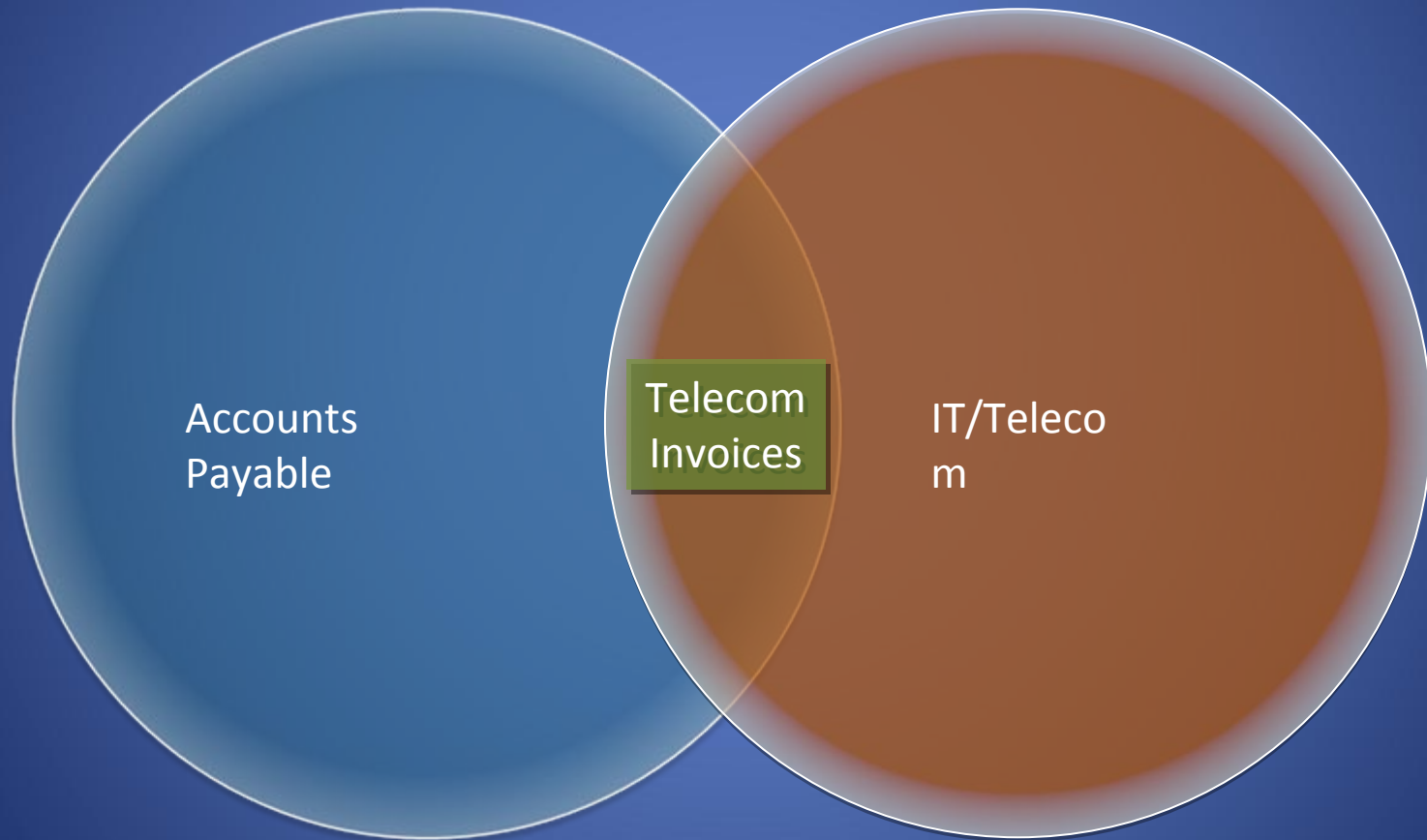


Drawing from the Well

Telecom Information the Way You
Need it, Want to See it

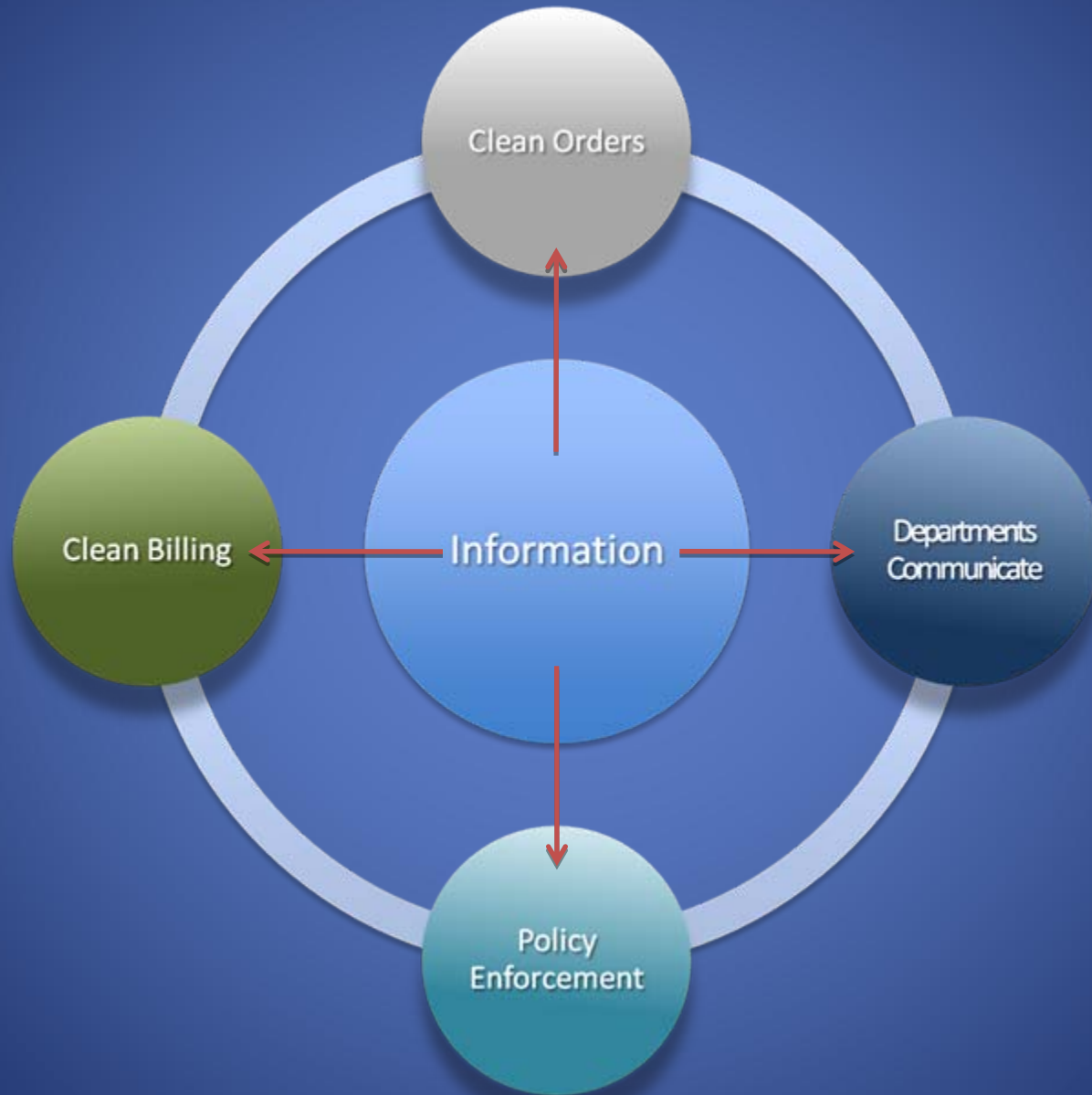
First truth: Your jobs are linked; so are many of your issues



A Little Context

- **Basic rule in Telecom:** There are absolutely no services provided without billing.
- **Another rule:** It doesn't really matter if billing and services are out of synch; unpaid bills get services turned off.
- **Final rule:** You're on your own – good communication and a working process between finance and technical titles is the only antidote.

Second truth: It's all about the information



Some observations about billing and Network Service Providers:

1. They have no real incentive to provide you with information that makes your job easier – clarity and convenience pay low dividends.
2. Profits are driven by sales, sales are driven by decision makers, and decisions are based on cost and other incentives.
3. The two job functions that most often rely on information related to billing are Accounts Payable and Network Administrators.

Vendor

Also -
information

online isn't

always useful



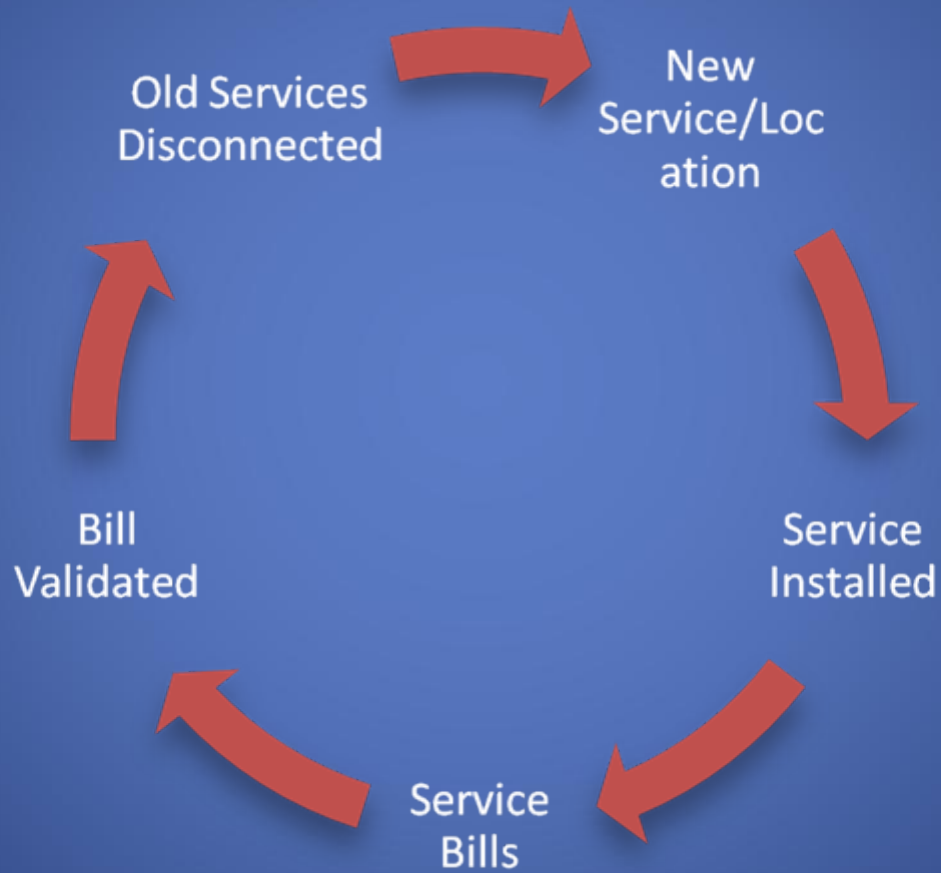
It's not your imagination...

The Third Truth: It can be fixed

- **Process** – Take a lifecycle viewpoint
- **Policy** – Everyone cooperates
- **Common Ground** – Communication, Terminology & Datasets
- **Screening** – Bills & Orders

Lifecycle

(Include disconnects in process)



Policy

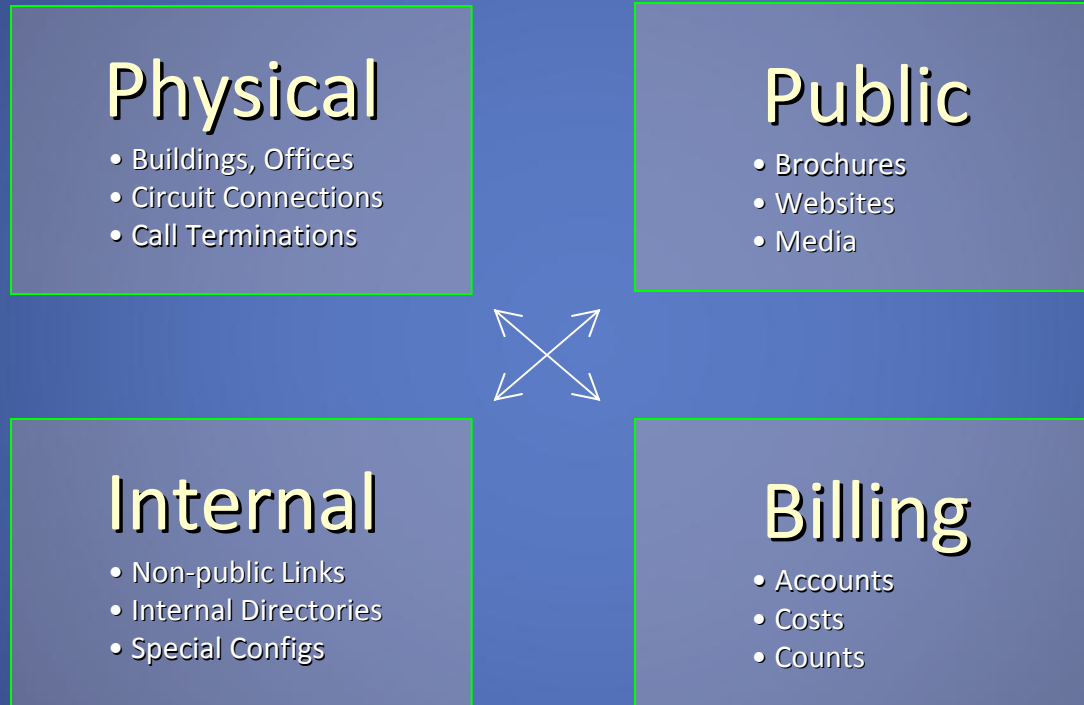
- Create an **order control** system
- Designate who is **authorized to order**
- Establish **approved services**
- Insist on **complete location information**
- Trend install timelines to **set expectations**
- Designate **who can approve bills**
- Institute **periodic bill review** process

Establish a common dataset:

- Location Info
- Service Info
- Account Info
- Billing Run Rates

The 4 Views of an Enterprise

(Compare against this)



Common Courtesy, Common Language

- Make sure the **terminology** used is understood in emails, documents, and meetings
- Distribution lists should **include all stakeholders**
- **Assign names to projects** and orders and group them accordingly
- Create **reliable paper trail** with emails & files

Screening

(Filters that catch problems on the front end)

- AP
 - Establish **bill thresholds** based on history
 - **Review larger, complex bills** regularly
 - Have **inventory of established accounts** by location
- IT/Telecom
 - **Know contract rates** for key items
 - Have **inventory of locations**, circuits and services
 - Hold meetings or calls with AP to **preview new projects**

Concluding suggestions

- Inventories **should be online** to be shared
- Keep **only key data** on single sheets
- Utilize **document audit features** to control and monitor changes
- Make the **inventory part of routine and validate** data continuously

For more info:

- Not enough details or want to know more? Subscribe to our newsletter and you will see these issues discussed in more depth.
- Or if you have any questions, please give a call or send us an email. We'd be happy to answer your questions.



412 221-4228