Telecommunications Billing & Auditing

Paul Morris
Managing Director
ConsulCom Pty Limited

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Paul Morris Credentials

- Specialist in Telecommunications Auditing
- Formerly Telecommunications Manager for Mayne Nickless Limited
- PA Consulting group
- Founded ConsulCom 1988

Paul Morris Credentials

- Atug Involvement
  - Director since 1989
  - NSW State Secretary 1988 - 2000
  - Chairman ISDN Users Forum
  - Chairman Internet Users Forum
  - Chairman Atug NSW Technical Issues Forum

Paul Morris Credentials

- Foundation Member ACA Numbering Advisory Committee
- Member ACA Emergency Services Advisory Committee

Past Audit Savings

- Bank - $2,000,000
- Manufacturer - $1,400,000
- Insurance company - $1,488,000
- Regional health fund $449,000
  - (Annual bill was $480,000)

Past Audit Savings

- Frame Relay Service Provider
  - $400,000 refund
  - Data bill of $166,000 p.a. reduced to $13,000
  - Stopped overcharges of $20k to $100k per month
  - $484,000 compensation for long history of errors

Types of Errors - Carrier Errors

- Cancelled services not dropped off bill
- Charging wrong rate, esp Data services
- Charging for services belonging to someone else
- Delay in cancelling services
- Charging for service before installation complete

Carrier Errors

- Handset charges
- Duplicate charges
- Voicelinks, Tie Lines
- Commander & PABX maintenance charges
- Not installed properly

Carrier Errors

- Connection fees appear twice years later
- Plain wrong rate, esp data
- Contract rates not correctly applied
- Correct payments being allocated to short- paid bills
- Directory charges wrong/ wrong customer

Carrier Errors

- Service calls charged incorrectly
- ISDN internet access separately charged
- Charging exchange based rates for internal tie lines
- Resellers not passing on refunds

ISDN Errors

- OnRamp xPress
- Nominate call distance, no of circuits
- Calls capped at varying amounts
- Local 64K $900 calls / month capped at $165
- Syd-Pth 128K $30,000 calls / month capped at $4,158

ISDN Errors

- Plan not installed / Wrong plan installed
- B calls A not A calls B
- Wrong plan requested
- Relocation across a distance boundary
- 128K calls not 64K
- Plan not reinstated on disconnect/ reconnect
- Multiple short calls

ISDN Errors

- Date misalignment
- Change of account
- Change of billing date
- Cancelled service
- Helpful consultant orders wrong thing
- Order OnRamp 2 get OnRamp Business Highway LCP

Data Errors

- Customer access facilities
- Km Based charges
- Manual Entry

User Errors

- Forgetting to cancel services or all services
- Renovations, relocations
- Mergers, takeovers
- Sundry charges (metering, rotary)
- Call forwarding

Bill Checking

- Perform telecommunications audit
- Identify every service
- Verify if needed, temporary disconnect
- Verify correct price
- Build master list of services
- Match master list to bill every month

Tips to Prevent Errors

- Understand the technology
- Use master list regularly
- Cancel “All”
- Orders in writing
- Confirm receipt
- Keep all orders

Actions on Errors

- Shortpay with letter
- Go back to when error started
- Think of refund, interest, compensation
- Verify receipt of refund

Paul Morris
ConsulCom Pty Limited
02-9484 6851
pmorris@consulcom.com.au