



# META LIND SOLUTIONS, INC.

## EXPERIENCE YOU CAN TRUST ACCOUNT RECONCILIATION FAQ'S

### How Do Mistakes Happen?

As companies shrink and grow so do their needs for services. Good or bad, the day to day operations often keep the people responsible for tracking changes tied up keeping systems up and running, updating systems and software, and in reality, things get missed. Many other situations also cause errors to occur; here are a few:

- Your new order is taken, entered, or completed in the carrier's system incorrectly
- You disconnect service and the order never completes or has a wrong stop bill date
- Contract rates are not implemented correctly or on time
- A service is terminated and you don't realize it billed across 2 bills, not 1
- Carrier contracts may include erroneous price elements; inappropriate bill elements
- Carrier mergers cause bill system consolidations creating compromised rate structures
- Computer glitches cause account delinking, lost discounts, and more.

### Why Consider An Account Reconciliation

*Inaction today could cause you to lose your right to recovery* - Many carriers are now imposing "maximum reach-back periods." If your billing dispute is not filed within your carrier's designated period of time and, is not in a properly documented format sent to the right place, then your over billing may well be deemed to be correct and binding upon you. Sounds unfair, right? The truth is we see this all the time.

*Many telecom customer service and billing representatives are under trained or trained only within minimum parameters.* If you question a charge on your account, you may receive explanations that sound valid but are incorrect. For example, a customer we worked with had a \$5.00 monthly charge appearing on their invoice. When they questioned the charge, the carrier explained that it was a recurring charge and would appear monthly. The customer accepted this as a reasonable answer to their question. When MLSI reviewed the account, we challenged the explanation and found this should not have been a recurring charge and was invalid altogether. The result was a credit of over \$73,000.00 for multiple years of over billing as well as reductions going forward.

*Internal policing of bills is a great practice, but how can you validate that your billing is accurate?* – Far too often the same mistakes are viewed month after month and thought to be correct. If you think about it, can you successfully audit yourself when you are looking at it from the same vantage point every month?

One may identify some overcharges but if they are hidden or buried within a bill, without the in-depth knowledge of rates, terms, conditions, industry rules and tariffs you'll most likely never find them.

Paying for services is fine; paying for services NOT RENDERED is not fine.



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### **How Can MLSI Help?**

We have experience in contracts and billing; it is our specialty. We understand tariffs, US Codes, Federal and State regulatory filings. Most of all we know how to negotiate and who to talk to on your behalf, for the best possible refunds.

### **How Do You Get Started?**

To bring us on board as part of your team, we need an agreement, an agency letter, copies of any telecom contracts you have, and the first two (2) pages of each telecom bill (current month only). If you are too busy to pull bills together we can either work with your AP person or view your bill(s) on-line at your carrier's web site portal.

### **What can you expect?**

You can expect your first report back in approximately 4 weeks. MLSI prepares detailed spreadsheets listing areas for refunds and/or reductions. The first conference call we have will set the stage for future reports. This analysis is a living document and will grow as items are approved or disapproved until all is 100%. Subsequent conference meetings typically take place every 2 – 4 weeks depending upon how quickly your carriers supply us with what we need.

MLSI appreciates that your time is valuable, and while we keep you apprised of our progress, we work with minimum interruptions to you and the team.

### **How Long Does a Project Take?**

A project's length is dependent upon the size of the project, the level of cooperation supplied by your carriers, and your carrier's internal dispute process if erroneous billing is found.

### **Does MLSI Look To Change Your Carriers?**

MLSI is a true audit firm. We have no hidden agenda to change what you have now. MLSI's only allegiance is to our clients.

### **I Want To Change Carriers, Can MLSI Help?**

Yes, MLSI has a vast background in telecom consulting. MLSI can assist you in changing carriers and help in many other areas of telecommunications.