

Sample Proposal for CLIENT Telecom Expense Reduction

Proposal Summary:

Berlin Pacific proposes to review telecom expenses for cost savings. We will look for cost savings in three main areas – unused services, billing errors, and as appropriate, better rates. To be thorough we will review every telecom vendor of voice and data services, (e.g. long distance, local, internet, data lines, cell phones, conferencing, blackberry.)

CLIENT will only need to supply us with vendor costs, bills, and contracts, and the permission to contact their vendors. If necessary, we can come to your office and make copies of the documents. We will review every single cost saving opportunity to ensure that any changes and the amount saved are correct. The client will pay Berlin Pacific 50% of the amount saved – this includes any savings from past vendor bills, e.g. vendor credits and refunds, and 50% of the first years savings. The client has the option to pay us up front, or evenly spread the monthly payments over a year. We will coordinate with the vendor to make sure changes are made, including reviewing the next cycle of bills for accuracy and performing if requested an additional review three to six months later. We will ensure that vendor errors are fixed, and will refund consulting fees for those specific cost savings that did not materialize. As we discover and implement cost saving ideas for you, you need only expend as little or as much effort you require to approve our ideas. *Only steps a., j., l. and o., below require your involvement.* We encourage clients to start immediately as they lose money each day they wait. A six month delay, if avoided, would pay for all consulting fees.

1. Proposed Procedure

- a. *Collection by us of all vendor bills and contracts where applicable.* We will assist as possible, including finding and copying all bills. We wish to look at any voice or data service that creates monthly bill, not just one area of your telecom costs.
- b. Requesting complete bills and contracts from vendors where applicable, e.g. CSR.
- c. Reviewing bills for potential unused services.
- d. Reviewing bills for potential billing errors – including costs not on your contract, incorrect calculated taxes or regulatory fees/subsidies.
- e. Reviewing bills for potential above market rates.
- f. Contacting vendors to logically verify unused services.
- g. Physically verifying unused services as needed.
- h. Contacting vendors to verify billing errors.
- i. Contacting vendors to verify better rates.
- j. *The vendor may call you or request you call to verify we're authorized to discuss service.*

- k. Creating an inventory of services and itemized plan with for reducing costs.
- l. *Reviewing each cost saving proposal with you for approval, ensuring recommended change and amount saved is correct and fully documented.*
- m. Calling vendors to terminate unused services.
- n. Calling vendors to fix billing errors and receive credits or refunds.
- o. Calling vendors to implement better rates. *Client signature of any new approved contracts.*
- p. Coordinating with vendors as needed.
- q. Verifying cost savings by reviewing next cycle of vendor bills.

2. Specific Areas to be reviewed include -

- a. To be determined by CLIENT.

3. Deliverables

- a. Inventory

We inventory all bills and break them down by service, including by phone line and even sub-service (like caller id.) and we show how much they cost. Due to the complicated manner in which most vendors handle their reporting, many clients have difficulty determining what exactly the bills are for, they only have a general idea. Clients with an inventory gain visibility into their services and spending.
- b. Option Comparison

Typically there are multiple money saving options, and they are presented in a format that allows side by side comparison of the leading possibilities
- c. Site Changes

Berlin Pacific keeps an extensive record of all service changes and expected cost savings. Clients have a complete picture of how and when their services will change. Information includes the new vendor, quality of service, expected savings, and the individual responsible for deploying the change.
- d. Scorecard

This lists and tracks all of our clients cost savings in a simple to read format.
- e. Cost Savings Documentation

We extensively document all of our client's cost savings so our clients can verify how much they save each month.
- f. Invoices

We show customers exactly how much they've saved each month by using our service.



4. **Optional Recommended Deliverables**

a. Contract Review

We will review new service contracts and help them make sure you get the best price.

b. Sourcing of Services

We will order new services on your behalf, and ensure you receive a low price.