

Step-By-Step Auditing Your Phone Bills Workbook

Teletruth's Step-by-Step, Auditing Your Phone Bills for Refunds and Savings Workbook

Dear Mistreated Telecommunications User,

The goal of this Workbook is to help you determine if you have been overcharged by your phone company and/or how you can optimize your current bills, saving money going forward.

This Workbook is Volume II of Teletruth's *Survival Guide & Workbook for Residential & Small Business Wireline & Wireless Telecommunications Services. Volume I, "Secrets of Reading Your Phone Bills: Have You been Rammed, Slammed or Crammed"*, gives more definitions and detail about how to read your phone bills and the charges you are currently paying for.

- 1) We have created **16 'Challenges'** to walk you through the process of examining your bills bill in more detail. These challenges include:
 - **PREPARATION CHALLENGE** — Getting the most out of the Workbook.
 - **Challenge 1: Determine if the Total Bill Is too High** — We give the customer a 'baseline' test to see if they are paying more than they think they should be paying.
 - **Challenge 2: Calculating the Number of Lines** — How many lines does the customer actually have?
 - **Challenge 3, 4, & 5: Calling and Usage** — We go through what the customer is actually paying for using the phone: making and receiving local, long distance, toll, or international calls.
 - **Challenge 6: Calling Features and Other Services** — Is the customer paying for Calling Features or other services and are they using them?
 - **Challenge 7: Ramming, Cramming, & Slamming** — Is the customer paying for a package or service they did not order, want, need or can even use?
 - **Challenge 8: Late Fees** — Is the customer paying late fees?

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- **Challenge 9: Taxes and Surcharges: Total Tax Analysis** — Gives the customer a quick examination of the taxes and surcharges being applied to the bills.
- **Challenge 10, 11 & 12: Small Business Customer Audit Questions and Responses** — Matching what the customer is paying for vs what the customer needs. Is the customer being overcharged?
- **Challenge 13: Removing All Long Distance Charges** — Because of the complications of the bills, we explain how to identify and remove all long distance charges not being used.
- **Challenge 14: The CSR: The Secret Auditing Tool** — Phone bills do not give all of the information about accounts and services and there is another document a customer can obtain for more details.
- **Challenge 15: Basics of Preparing for a Refund Or Optimization** — Before the customer takes any steps, what do they need to know about applying for a refund or lowering their phone bills.
- **Challenge 16: Dealing, Negotiating and Talking to the Phone Company** — Never talk to a phone company service representative unprepared. Read our prepared scripts to know what to say and do before and after you call. Whether you are purchasing a new service and don't want to be harmed, you want to change your service, or ask for a refund, learn what you should do and say to get what you want.

What Else Is in the Workbook:

- 2) **Challenge “Questionnaires”** — Each Challenge has not only an example using actual current small business bills, but also a series of questions that should be answered to keep score of the results of each Challenge.
- 3) **“Telecommunications Needs Checklists”** — We have created a series of “Checklists” to examine your current and future telecommunications needs. These are designed based on the actual questions and interviews we would ask as auditors to get walk through the basics of what services you need, and what you are currently paying for today.
- 4) **Actual 2010-2011 Small Business Reference Bills** — Throughout this Workbook we have included in **“Reference Bills”** based on actual customers to show you exactly what to look for.

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NOTE: We have supplied the Reference Bills in Appendix 1 as well

- 5) **HOT BUTTONS & EXPERT TIPS** — Throughout this Workbook we have included “**HOT BUTTONS**” to give you the secret expert auditing tips and things you should pay attention to,
- 6) **EDITOR’S SOAPBOX** — Our opinion on specific topics will appear from time to time.

CAVEATS:

- We are not lawyers. We work with lawyers in our capacity as expert telecom auditors and telecom analysts and therefore we are not making any legal opinion of whether you have or have not been overcharged.
- Things change and every phone company and every state has different rules, regulations, tariffs, not to mention phone bills and the information that comes with or about the companies’ services. Therefore, all information in this document may be incomplete at any one time as we can not cover all companies and the phone companies can change anything at any time, not to mention the continuous changes in rules, laws and tariffs, etc.
- All phone bill images are the property of the phone companies we feature.

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