

Contract Validation

Ensure your organisation is receiving the charges, tariffs and discounts you are contracted to receive.

If your organisation has negotiated a Telstra contract to receive specific tariffs or discounted rates it is essential to ensure these tariffs and rates are represented within your monthly bill once implemented. It is not uncommon for specialist rates or discounts to be incorrectly implemented across certain products, only implemented against a selection of accounts or not implemented at all.

Our process is a combination of specialist software interrogation and high level manual analytics.

Process & Deliverables

Supplied with your electronic billing information and telecommunications contract we systematically match each line item of your billing information to the applicable pricing as stipulated within your agreement. With the pricing matrix established your billing information is effectively recompiled, reproduced and compared with actual costs.

The output is a series of Excel workbooks outlining the results against specific categories:

- Itemised list of access products for voice, data and mobile services, showing quantities, pricing, discounts and variation against contract;
- National Call categories: Local Calls, Calls to Mobiles, Calls from Mobiles, Mobile Data, Inbound 13/18, SMS and Messagebank each call checked for compliance;
- International Call Categories: Fixed to Fixed and Fixed to Mobile each call checked for compliance against destination country rates;
- International Roaming: Mobile to Fixed, Mobile to Mobile, Mobile Data and SMS each call checked for compliance against applicable country rates;

The information will highlight areas of non compliance, the reason for non compliance and the value difference of over or under charging.

Contract validation can occur monthly, bi-annually or annually.

The process will be conducted on the billing information relevant for the period in which the reporting requirement falls due.

