

Do you get confusing, multiple telecom bills every month? Concerned you're paying too much for carrier services or paying for lines and circuits you no longer need? Turn to Total Communications. From initial network inventories and invoicing review, to correcting billing errors and identifying ongoing savings opportunities, we understand how critical your communications network is, we take this comprehensive approach to working with you:

- Evaluate your present services
- Look carefully at your regulatory requirements
- Ask questions about your competitive market and situation

Based on our evaluation, we design a network blueprint that will deliver secure, reliable communications for your company now and in the future. We can also help you navigate the confusing maze of telecom services. With access to different carriers, we can recommend the most cost-effective services that meet your technical specifications. Total has built relationships with these leading Tier 1 and Tier 2 service providers:

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- Frontier
 - AT&T
 - Charter
 - Comcast
 - EarthLink
 - Windstream
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CONSULTING SERVICES

- Network Inventories and Configurations
- Network Cost Analysis
- Complex Network Recommendations using Tier 1 & 2 Service Providers
- Wireless / Mobility Corporate Strategy
- Network Disaster / Contingency Plans
- Backroom Management of Network Implementations
- Corporate Network Strategy & Implementation with Advanced Technologies
- Contract Re-Negotiation

A Total Carrier Services Consultation includes an initial evaluation and can extend to ongoing management of your carrier services contracts. We would begin by reviewing your current carrier bills and inventory and identifying potential savings. We would then craft an overall network strategy and work with you on an ongoing basis to order new lines and services. Our goal throughout this process is to streamline your infrastructure and maximize your savings while assuring that your company has the reliable, secure, scalable services they need to support their ongoing operations and strategic growth initiatives.

INITIAL CARRIER SERVICES REVIEW

- Existing Carrier(s) Invoice & Inventory Review
Review invoices to uncover errors and unused / underutilized circuits
- Existing Carrier(s) Contract Review
Assessment of current contracts to determine how they compare to market and identify potential savings opportunities

Process

- Customer provides copies of current carrier bills
For some carriers, account numbers may be sufficient
- Total will have CSR's pulled by carriers
(this may require an LOA, or your permission to provide Total access to carrier's records)
- Total will assemble network inventory based on the bills provided, along with the locations
- Total will determine if there are any billing errors
- Total will determine if a better overall solution is available

Outcome

- Total will review the network inventory with the customer
- Total will be a single point of contact for repairs on accounts you have provided information on
- Total will work with carrier(s) to correct billing errors, get any credits due, and assure corrected invoices going forward
- Total will identify savings opportunities
- Total will define an overall network strategy

ONGOING SUPPORT

- Your company can work directly with Total in providing a solution and ordering future network lines or circuits.
- Total can negotiate new contracts on your behalf that drive savings with improved terms and conditions whenever possible

FOR MORE INFORMATION
CONTACT YOUR TOTAL CARRIER SERVICES REPRESENTATIVE
AT 800.300.0824