

Company Name: _____
 Completed By: _____

1. What departments are involved in managing your telecommunications expenses and services?
 - IT Department
 - Telecom Department
 - A/P Department
2. Approximately how many people are involved in managing and processing your telecom expenses and services?
 - 1-5
 - 6-10
 - 11-15
3. Is your telecom invoice receiving centralized?
 - Yes, they all come to one location
 - No, they are decentralized and coming to multiple locations.
 - Outsourced
 - Do not know
4. How many total telecom invoices do you receive monthly?
 - Under 50
 - Under 100
 - Under 250
 - Under 500
 - Under 1000
 - Over 1000
 - Do not know
5. How many total telecom lines do you have?
6. Approximately how many telecom vendors to you have?
 - Under 10
 - Under 25
 - Over 25
 - Do not know
7. Do you validate charges on a monthly basis?
 - Yes all charges
 - Just exceptions
 - Not at all
 - Probably a little
8. Does your staff spend unproductive time contacting vendors to rectify service issues and erroneous billing?
 - Yes
 - No
 - Do not know
9. Do you cost allocate your telecom expenses?
 - Yes
 - No
 - Do not know
10. Is your cost allocation automated?
 - Yes
 - No
 - Do not know

11. Do you have current inventory of ALL your current services and vendors?
 - Yes
 - No
 - Do not know

12. Have you changed telecom vendors or renewed telecom service contracts recently?
 - Yes
 - No
 - Do not know

13. Have you performed an audit in the last two years?
 - Yes
 - No
 - Do not know

14. Please approximate your total MONTHLY, telecom service expenditures by service type.

- Local \$ _____
- LD (In/Out) \$ _____
- Data \$ _____
- Wireless Voice\$ _____
- Wireless Data \$ _____
- Maintenace \$ _____
- Audit/Refund \$ _____
- Optimization \$ _____
- Consultant \$ _____

15. Please check all lifecycle workflow components you wish to assess, automate or outsource?

- Sourcing & Service Procurement
- Transition/Implementation Management
- Move/Add/Change/Delete Processing
- Operational Help Desk (Trouble Ticketing)
- Wireless Procurement & Training
- Wireless Device Management
- Call Accounting
- Expenditure Optimization
- Invoice Processing (Receipt thru Payment)
- Audit & Validation
- Cost Allocation/Budget Tracking/Reporting
- Other _____

16. What is your current A/P Operating System?

- Oracle
- SAP
- Lawson
- Peachtree
- Bond
- Deltec
- PeopleSoft
- Other _____

17. Please list your vendors, if they are contracted, and their current billing method for your account.

I. Vendor: _____

Contracted:

- Yes
- No

Billing Media

- Paper
- CD Rom
- Web
- Other _____

VI. Vendor: _____

Contracted:

- Yes
- No

Billing Media

- Paper
- CD Rom
- Web
- Other _____

II. Vendor: _____

Contracted:

- Yes
- No

Billing Media

- Paper
- CD Rom
- Web
- Other _____

VII. Vendor: _____

Contracted:

- Yes
- No

Billing Media

- Paper
- CD Rom
- Web
- Other _____

III. Vendor: _____

Contracted:

- Yes
- No

Billing Media

- Paper
- CD Rom
- Web
- Other _____

VIII. Vendor: _____

Contracted:

- Yes
- No

Billing Media

- Paper
- CD Rom
- Web
- Other _____

IV. Vendor: _____

Contracted:

- Yes
- No

Billing Media

- Paper
- CD Rom
- Web
- Other _____

IX. Vendor: _____

Contracted:

- Yes
- No

Billing Media

- Paper
- CD Rom
- Web
- Other _____

V. Vendor: _____

Contracted:

- Yes
- No

Billing Media

- Paper
- CD Rom
- Web
- Other _____

X. Vendor: _____

Contracted:

- Yes
- No

Billing Media

- Paper
- CD Rom
- Web
- Other _____

(for more than 10 vendors please list on separate sheet)