

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 do 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 \$ _____
 - Maintenance \$ _____
 - 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)