

How much is term mismanagement costing you?

It is estimated that telecoms overspend by 12.5% by failing to effectively manage the terms of their leased facilities.

Project Overview

Agility Solutions partners with existing Access Planning functions to target out-of-term services, misapplied monthly discounts and forbidden term liability charges. We combine telecom expertise with strong data analytics skills **to deliver cost recoveries, dispute wins, and optimized term planning.**

Key Benefits

- ✓ **Recovery Opportunity** – Average recovery is between 5% - 20% of monthly recurring spend per vendor.
- ✓ **Success-Based Model** – Projects typically yield a 3 - 4 month payback period and a 200% - 300% first year ROI.
- ✓ **Fast Recoveries** – Our knowledge of common offenders and complex telecom contracts enables us to navigate the carrier landscape and pinpoint recoveries quickly.
- ✓ **Test Carrier** – We can start with a single carrier in order to deliver cost recoveries in a small and controlled initial scope.

Carrier Term Life Cycle

☑ INITIAL TERM

Are vendors sticking to the terms in the initial agreements?

Opportunities include:

- Contractually forbidden rate increases (includes both monthly and one-time recoveries)
- Inaccurate early term liability assessments

Are early termination decisions being made appropriately?

Opportunities include:

- Incorrect early term liabilities
- Missed early term liability charges
- Porting services to avoid term liability

🔄 TERM RENEWAL

Are all expiring services being reviewed for renewal?

Opportunities include:

- Renewing circuits billing month to month rates

Are services that were renewed billing appropriately?

Opportunities include:

- Renewal rates not applied on invoices
- Renewal rates not applied per terms of order

⊗ SERVICE DISCONNECT

Are term liability charges being applied consistently?

Opportunities include:

- Term liabilities passed to end-users

Are there any one-time (NRC) charges that should not be charged?

Opportunities include:

- One-time disputes for erroneous term liability

Case Studies



ISSUE



ACTION



RECOVERY

CASE 1

Invalid Rate Increase

A vendor raised customer rates by nearly \$4,000 per month only a few months into the initial term, which was not allowed by the contract. After a thorough contractual review by Agility Solutions, our client recovered not only the \$4,000 in monthly overcharge, but also more than \$80,000 in one-time credits.

\$4,000 MRC;
\$80,000+ NRC

CASE 2

ASR Dispute

A client renewed a large bandwidth circuit on a new 60 month term prior to expiration. The ASR was received and acknowledged by the vendor, however billing from the vendor increased to the month to month rate nearly \$15,000 more per month than what our client expected. Using data analytics, Agility Solutions identified the ASR acknowledgement and subsequent billing increase. A dispute was filed on behalf of our client which recovered the \$15,000 in month overcharge as well as nearly \$50,000 in one-time credits.

\$15,000 MRC;
\$50,000+ NRC

CASE 3

Missed Renewal Opportunity

Multiple circuits with a single ILEC had recently expired. Our client's tracking software did not have appropriate expiration dates entered, and no communication was received from the vendor. All of the circuits began billing month to month rates, costing our client in excess of \$30,000 per month more than they should. Agility aggregated all of the month to month services and worked with client planning teams to identify new terms for all of the circuits, thus helping our client save over \$30,000 monthly.

\$30,000+ MRC

Why Use Agility Solutions?

Agility Solutions is confident in our ability to deliver cost savings to your business. With our success-based fee model, Agility Solutions only gets paid if we deliver results. The Carrier Term Management projects have a built in 200% - 300% first-year ROI.

Additional Agility Solutions Facts

- Extensive experience in telecommunications
- In-depth understanding of contractual agreements and carrier nuances
- Data specialists who quickly summarize complex sets of data to identify cost savings