



SpyGlass Action Items

Cost Reduction Opportunity	Monthly Savings	Annual Savings	Issue	Recommended Action
Excessive Line Pricing	\$104.00	\$1,248.00	Rate(s) out of line with competitive benchmarks	Negotiate and implement reduced rate structure
Billing Errors	\$22.00	\$264.00	Services not billing per contracted agreement	Correct error and pursue credit
Tax Credits	TBD	TBD	Taxes were requested for removal and a credit requests were opened	Pursuing credit

Client Action Items - Research and make decisions on previous tabs

Service Elimination Opportunity	Monthly Savings	Annual Savings	Issue	Recommended Action
Unused Lines	\$118.07	\$1,416.84	Lines have no outbound usage and ring unanswered when dialed	Research line(s) to determine whether to keep, cancel, or port
Excessive Lines	\$112.54	\$1,350.48	Lines are functional but may be excessive due to other technologies in place	Research line(s) to determine whether to keep, cancel, or port
Landline Features	\$10.50	\$126.00	Some lines contain optional features that may not have a business function	Research use of feature to determine whether or not to keep or cancel
Advertising & Listings	\$18.91	\$202.92	Advertising & Listings for phone books may no longer be necessary	Research use of feature to determine whether or not to keep or cancel
Unused Wireless Devices	\$0.00	\$0.00	Devices have no outbound usage, text, or data during 2 month sample	Research device(s) to determine whether to keep or cancel

Potential Savings:	Monthly	Annual
	\$384.02	\$4,608.24

Completed in Phase 1 (August)

Tax	\$109.42	\$1,313.04	Accounts erroneously billing taxes	Eliminate taxes and pursue credit
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