

Telecommunications Consulting Services Proposal

Statement of Work Agreement

For CLIENT

The objective of this statement of work is to provide Client with a snapshot of the objectives, methods, time lines and client required information for successful fulfillment of the outlined project. The strategic initiatives outlined in this statement of work will deliver significant financial impact directly to your organizations bottom line by identifying undetected billing errors and overcharges and recovering this lost revenue from the applicable vendors in the form of credits and refunds payable to your firm. Initial and ongoing cost reduction initiatives will deliver additional monthly bottom line savings, give your organization the edge it needs to reduce its cost of ownership for telecom service, increase its quality and level of services, while decreasing vendors delivery and implementation time frames for new service, including increase vendor responsiveness to client issues. Evaluation of current operational practices for management of vendors, vendor migration and the steps to follow, including moves adds changes and deletions will be reviewed. Based on our review we will provide two or three options for consideration, of which many small changes can be done within the Clients organization in some instance's we may recommend other alternatives such as outsourcing these functions to our help desk to ensure best practices are followed. This comprehensive initiative will further allow your organization to operate more efficiently and cost effectively. In addition, your organization will benefit by receiving comprehensive Executive Project Management Reports to better manage and maintain accountability of your telecommunications infrastructure associated assets, services, vendors and contracts. This agreement shall initiate our review of clients telecom cost on an enterprise wide basis.

Project Objectives

- Provide quick and efficient resolution to client's ongoing outstanding credit issue using best practices to negotiate maximum credit amount if applicable
- Provide a review of all other telecommunications expenditures to determine if errors are in existence. When identified, best practices will be followed to quantify the total lost revenue and negotiate for maximum credit amount
- Provide survey of phones, lines and circuits to validate utilization
- Provide line/traffic studies to determine trunking/line utilization
- Provide recommendations on way to maximize current service and possibly elimination of services or features
- Provide significant cost reductions with its existing service providers utilizing best practices to negotiate lower price points, discounts, promotional credits and more favorable terms and conditions with current and or new service providers



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120 East Market Street, Suite 1101
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- Provide implementation, verification and documentation of all items that are approved by client
- Provide monthly detailed Executive Project Management Reports detailing our impact

Project Methodology

- Collection of past and current invoices for review for all vendor's and their invoices including local, long distance, pagers, wireless cell-phones, data services including frame Relay, VPN, internet service connection including cable, dial up or T-1, phone and voice mail maintenance agreements
- Ordering, cataloging and auditing of all applicable contracts with past and current service providers and the corresponding tariffs to detail contract errors and regulatory oversights
- Order and review all Customer Service Records (CSR's) comparing each billing element and its corresponding Universal Service Code (USOC code) to detail invalid charges, duplicate charges and identify charges for services and features your organization did not order, or do not utilize but are paying for
- Order line studies to determine current line configuration and line utilization
- Develop independent Inventory of all lines and circuits and compare to current quantities of services and lines charges on your monthly bill
- Implement , verify and document all requested error corrections with applicable vendor for correction of error and over billing
- Negotiation with applicable vendors for final credit/refund amount based on the total dollars over-billed over the term of the errors and overcharges identified
- Negotiate with applicable vendors for lower rates, consolidation of services, greater discounts and more favorable terms and conditions
- Implement client approved cost reductions with applicable vendors
- Provide monthly submission reports detailing discoveries and expected credit and savings due dates
- Provide monthly billing statements that will have copy of credits, savings and refunds that have appeared on the organizations accounts for that month which will also a copy of each phone bill that reflects the credit, refund or reduction



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Project Deliverables & Estimated Time Frames

Client will receive detailed reports throughout this project as outlined below:

- Initial Reports
 - Business Analysis Toolkit
 - Initial Bill Log
 - Initial Bill Chart
 - Vendor Distribution Report

Time frame: 10 Days from receipt of Client Account information

- Ongoing Reports
 - Initial Discovery Reports
 - Ongoing Discovery Reports
 - Management Progress Reports
 - Implementation Reports
 - Monthly Savings Reports
 - Monthly Credit Reports

Time frame: 90 days for initial savings and credits. Efforts will continue, however, for the term of the agreement.

- End of Engagement Reports
 - Summary of Discoveries
 - Summary of realized Savings
 - Summary of realized Credits
 - Impact Report
 - Recommendation for ongoing management project

Time frame: Will be provided at the end of the project as agreed to in the service agreement

Billing Documentation

Accounting will provide with its invoicing support documentation of all items invoiced by providing a copy of your billing statement reflecting the credit(s), refund or reduction.

Implementation & Provisioning

Our Telecom Analyst will implement all Client approved credits, refunds and reductions with the applicable service provider.

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Project Benefits

Client will benefit from our experience:

- Over 100 years of combined telecommunications industry experience working for you
- The avoidance of costly mistakes in the vendor negotiation and dispute resolution process
- The maximum credit amount due as a result of an error or overcharge to your account(s)
- The maximum cost reduction possible initial and ongoing as a result of our knowledge of vendors tariffs, pricing method and business development practices
- Recommendation for implementation of best practices that will result in more efficient, cost effective management of it's vendors, acquisition of service, ongoing moves, adds, changes and deletions
- Ongoing updates on changes to current technology and services, including evolving and emerging technologies and best practices for vendors selection, acquisition and deployment of technology & services and vendor selection and migration when applicable

Project Requirements from Client

To successfully meet the proposed project objectives, Client shall provide the following

- The support of Client personnel at different phases of the project
- The cooperation of Client vendor(s) and assistance from Client to ensure this cooperation via a signed letter of agency (LOA) and if requested a verification phone call to the applicable vendor(s)
- A site location map detailing all locations' main phone number and physical address
- Complete list of phone numbers if available for all locations
- Complete set of all your most recent invoices including local, long distance, pagers, wireless cell-phones, data services including frame Relay, VPN, internet service connection including cable, dial up or T-1, phone and voice mail maintenance agreements
- All contracts with service providers (if available)
- Any written correspondence with vendors regarding identified disputes (if applicable)

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Ms. Rafaela Farias
Project Manager
Recovery Consulting, Inc.
120 East Market Street
Suite 1101
Indianapolis, IN 46204

Dear Ms. Farias:

I want to take a moment and share our appreciation for a job well done. Your staff's attention to detail and your willingness to do the footwork with our local, long distance and cellular carriers made the process of auditing our telecommunication services much easier and less time consuming for our staff than we could have hoped for.

During a time when cost reduction takes a priority, the team at Recovery provided us with significant savings and credits from our vendors which produced results beyond our expectations. This has been a very worthwhile, advantageous endeavor.

Again, thank you for your assistance in making our telecommunications operation more cost effective and our process of cost analysis and contract renegotiation much simpler.

Sincerely,

Brock Bowsher
Director of Finance & Operations
Avon Community School Corporation

Board of School Trustees

Gary A. Brinkman
Mark A. Buckley
Pamela J. DeWeese
Anne L. Engelhardt
Kimberly L. Woodward

Administration

Superintendent

Timothy L. Ogle, Ph.D.

Associate Superintendent

Margaret E. Hoernemann, Ph.D.

Executive Director

Kent A. DeKoninck

Directors

Brock J. Bowsher

Peggy B. Clark, Ed.D.

Maryanne B. McMahon

NORTH WEST HENDRICKS SCHOOL CORPORATION

104 North Church Street • P.O. Box 70 • Lizton, IN 46149-0070

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Dr. Leo P. Philbin
Superintendent of Schools

Richard G. King
Assistant Superintendent

January 22, 2009

To Whom It May Concern,

I would gladly recommend the services of Recovery Consulting. Within a few months Recovery Consulting was able to lower our monthly invoices by over 30%. Making sense of vendor invoices can be very difficult and time consuming. Some errors can go on for months, but without an in-depth analysis by specialists, it is almost impossible to keep track of changing tariff charges and new wireless discount offerings from all of the vendors. It was nice to have the experts from Recover Consultants negotiating new contracts and credits on our behalf.

Recovery Consulting examines your bills closely looking for better billing rates, but also seeking credits on past bills. If you work on a tight budget and cannot afford to pay for unnecessary charges, I recommend using Recovery Consulting to identify all of the ways available for your organization to save money.

Sincerely,



Leo Philbin
Superintendent

• Board of School Trustees •

Connie L. Bowman
President

Judith Pingel
Vice President

Kathy Waite
Secretary

Brad Williams
Member

Steven Sprecher
Member



Beech Grove City Schools
Operations Department

5330 Hornet Avenue, Beech Grove, IN 4610 (317) 787-1258 FAX: (317) 781-2920

January 14, 2009

Recovery Consulting

I appreciate all of your hard work. I was happy to hear that you found a one time credit due to an error in our Centrex billing. This credit quickly covered the cost of our Account Initiation Fee. I would recommend your services because you have the experience to analyze telecommunication costs, you know the people to contact, and you have found costs savings for our school corporation. A school corporation doesn't have the expertise or time to accomplish what Recovery Consulting has accomplished.

Philip Wagoner
Director of Operations
Beech Grove City Schools