

Rate and Contract Auditing

Smartbill 'Rate and Contract Auditing' allows government agencies to ensure that the pricing, rates, discounts and billing rules specified in the carrier agreements (Fixed Voice, Fixed Data and Mobility) are being applied correctly in the actual billing.

Despite carrier efforts to improve billing accuracy, there are still many challenges to produce an accurate bill. With thousands of products and plans, combined with provisioning 'Moves, Adds and Changes' and billing across multiple billing platforms, the room for carrier error on the bill is still significant, making it necessary to periodically scrutinise carrier billing.

Using our proprietary call re-rating software, Smartbill will extract the pricing, rates, discounts and billing rules from the contract and apply them to the agencies actual call traffic profile, to produce a 'clean bill', without any errors. The Smartbill auditing process will then systematically compare the **actual bill** against the rerated **clean bill** to identify and quantify the billing discrepancies.

Of all the possible types of billing discrepancies, they will fall into 'over billing events' or 'under billing events'. Each type of event is of equal importance as overbilling will mean that government is overpaying invoices due to carrier errors, and underbilling can potentially cause carriers to perform 'back-billing' exercises to collect lost revenue.

The Audit report provided to the agency will provide a description of each billing discrepancy identified within each category (Mobile, Fixed Voice and Fixed Data) including the disputed amount.

The Smartbill auditing process is an end-to-end service that includes credit claim management, which means that Smartbill will be responsible for the claim submission, claim tracking, progress reporting and all necessary carrier discussion through to acceptable completion, where the credit has physically landed in the billing.

Time to produce Report: 5 working days

Advantage to Government

- Gain confidence that any instances of overbilling are being identified each month.
- Avoid wasting time checking credit details by authorising Smartbill to pursue claims based on pre-established rules.
- Save by receiving credits which otherwise may have never been identified or claimed.