

CLIENT AGREEMENT HISTORICAL VOICE & INTERNET AUDIT

An agreement is hereby entered into between _____ and Connectivity Services, Inc. under the following terms and conditions:

Understanding of Project – Historical Audit

Connectivity Services, Inc. will audit all of the client's telecom billing charges, collectively: "Clients Bills". If we find any errors, we will negotiate with the appropriate carrier to have the errors eliminated and obtain a refund or credit for the period of time that the error existed.

General Tasks To Be Performed For Proposed historical Audit

A. Specific Items – Historical Audit

1. Provide adequate staffing to compile billing information
2. Request Customer Service Records (CSR) from accounts carrier
3. Conduct tariff and rate study
4. Make comparison against applicable PSC/ FCC current tariff schedule
5. Verification of all lines billed to client
 - a. All telephone lines are verified by dialing each number
 - b. A usage study is preformed to verify all lines are active
6. Verification of voice and data circuits that they are working and billed at the appropriate rate
7. Any mileage sensitive circuitry is examined for proper application
8. Generate "Discrepancy Report" to be sent to carrier. Client will be notified of the discrepancy report.
9. A complete detailed listing of over billings will be issued to the customer we are auditing. The appropriate agent at CSI will follow up to make sure all claims are worked on in an expeditious manner and that all credits are applied back to the appropriate date.
10. Insure that all refunds/credits will be issued in a timely manner.
11. Once credits are received by the client, verify that future billings have been corrected and that the erroneous charges billed no longer appear on then current bills
12. Deliver credit checks to Client and verify credits on accounts as negotiated with carriers before billing client according to terms.

B. FEES

Our fee is 50% of the amount of past overcharges credited to or collected by the client. If we do not obtain a refund or credit, there is no fee at all.

Please sign below to authorize the work above:

Authorized Signature:

Name: _____

Company Name: _____

Date: _____