

# \$125M in Telecom Refunds and 25 Years later with Auditel Inc. Telecom Expense Management Company

ORLANDO, Fla., Oct. 23, 2018 (SEND2PRESS NEWSWIRE) – Auditel Inc. of Florida celebrates 25 years in business. Barbara Clements founded Auditel in February of 1993. “I’m often asked how Auditel started and changed over the years.”



Send2Press® Newswire

In the early 90's, I was in the long-distance business, and one of our clients was Gooding's Supermarkets, a Florida-based grocery store chain. While reviewing their telecom bills, I noticed they weren't billed usages for 30 phone lines. The telecom vendor thought the phone lines were in use, but I could find none of the normal usages on any bills for the past 10 years, so I requested a site visit.

The Service Provider and the vendor spent the entire day trying to locate the 30 lines. Turns out the lines had never been delivered to the site, and had been billing for the past 10 years! We obtained a refund back to the service established date, plus interest. It was a sizable refund, and I knew right then that I was on to something. I started Auditel and haven't looked back.

Gooding's hired Auditel to oversee their telecom department, and the bank branches inside the supermarkets used our telecom audit services, and the journey began. I enjoyed finding mistakes in the phone and data billings, and there were a lot of errors in our client's bills. The news traveled quickly and we began getting requests for telecom audits for clients like Florida Hospital, Rotech Medical, Sears Pest Control, Airgas, 1st National Bank, Rent a Center, the Orlando Sentinel, Pier1Imports, among others. It was truly amazing to be working with Fortune 500 Companies in our first years of business.

As we expanded, I developed a telecom training curriculum that brought IT Managers, telecom analysts, and accounts payable the telecom expense management tools and process to analyze Service Providers taxes, surcharges, fees, contracts, and USOC codes. With our GSA schedule we trained several divisions of the U.S. Marines, and The National Weather Service. Then GMAC Insurance, Southern Company, RentWay, EchoStar (now Dish Networks) and many more of our clients can't be named due to confidentiality and NDA.

We recently performed telecom expense management services for a client with current TEM provider. After two other firms independently conducted the telecom audit they couldn't find any telecom refunds or savings. The client asked us to perform the same audit, within 3 weeks we delivered findings of over \$350K in refunds plus monthly savings, with no change of Service Provider, and no upfront costs. Auditel contingency TEM services deliver unbiased results.

What started out as a question about a Gooding's phone bill ended up starting the foundations of Auditel. Now thanks to our clients, for 25 years we've delivered telecom audits, inventory management, telecom training, and contingency based telecom expense management.

Learn more at: <https://auditelinc.com>

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