



## Teltrac CBV

Telco Bill Analysis  
and Reconciliation  
with proven  
TELTRAC  
Technology

You can ensure your  
phone bills are 100%  
correct and fully  
reconciled.

For: PBX, IPT and  
Mobile

## Teltrac Power Options: CBV Carrier Bill Verification

The Phone Bill is NOT Always Right:

Carrier over-billing is a real problem for corporations, and one that is difficult to detect and pinpoint. It can happen easily – Telco's must configure their billing system to provide thousands of different rate plans simultaneously to corporate customer who have negotiated individually tailored rate plans.

Inevitably mistakes do get made, and your discounted rates can be mis-entered or overlooked completely when the Telco sets up billing for your account, changes your tariff plan, or maintains their billing system. Carriers themselves as well as industry analysts acknowledge this problem. In fact,

*Gartner Group has found that 80% of business telecom invoices have billing errors of some description.*



### The Solution

Call Accounting is the first step to detecting billing errors, but while it can show the fact that a variance exists, Call Accounting alone cannot actually highlight the specific calls that are mis-billed. Nor can it distinguish between the normal variance that occurs between carrier toll exchange call durations and the durations logged by the PBX / IPT / Mobile call data logging, and billing errors that may be hidden within that normal variance.

Finding incorrectly billed calls can only be achieved by a laborious process of manually comparing the printed phone bill with the call accounting reports – not a very practical proposition when your monthly bill runs to thousands of calls...!

...Until now:

**TELTRAC CBV will read the soft bills from your carriers and compare each call** individually against the Teltrac Call Accounting CDR log, sorting calls by variance in time and variance in billed amount. Quickly, cleanly, automatically, every month, every bill.

### The Benefits

- **Identify:** individual calls with incorrect billing charges.
- **Detect:** calls not placed by you but billed to you.
- **Document:** detailed hard evidence with which to approach carrier for billing adjustment and compensation.
- **Ensure:** that the individual billing plan provided by your carrier is correctly implemented for all destinations.
- **Assist:** your carrier to correct your monthly billing by providing him with complete details of billings errors.

### Proven Technology:

INTERPAC has been established for 25 years as Asia Pacific's best and most trusted provider of high-end call management system for Asia's largest corporations.

# Teltrac Power Options: Carrier Billing Verification

1501 Pacific Plaza  
410 Des Voeux Road West, Hong Kong  
Tel: (852) 2522 0608 Fax: (852) 2522 0938  
Email: teltracgx@interpac.com.hk  
[www.interpac.com.hk](http://www.interpac.com.hk)

“7% to 12% of telecom service expenses paid by corporations are in error”

Aberdeen Group

## Key Features

- Supports and analyses bills for any number of carriers
- Screens and reports individual calls found on Carrier Bill and not found on CDR Log, and vice versa.
- Analyses any call type (International, National, Local) for which a detailed soft bill is available.
- Detailed and Summary Reports
- Detects variance in both call charges and call durations
- Installs with any Teltrac SQL-based Call Accounting system
- User-definable variance sensitivity
- Browser user interface and Web-based reports for easy sorting

## INTERPAC

Other Call Billing & Management Solutions



**TELTRAC OUTSOURCED:** Teltrac Software as a Service, fully managed by Interpac



**TELTRAC ENTERPRISE:** Multi-Site Centralised Call Accounting



**TELTRAC-VPN:** Full voice network accounting and reconciliation for Private Voice Networks



**MULTI-TRAC:** Professional Public Switch Billing system for small to medium sized carriers and ISPs.



**TRAC-RECORD:** Management Information System for call centres.

### Technical Requirements:

Teltrac (any version) with SQL Server

“You Can’t Manage What You Can’t Measure.”

Authorized Interpacific Dealer

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