



Randy Wear  
President  
Decision Systems Plus

## **The Dark Side of Telecommunications: The Carriers** **Are You Being Taken Advantage Of?**

### ***Randy Wear of Decision Systems Plus Unravels the Mystery Behind Carriers***

DES PLAINES, IL — May 24, 2004 — Taking the time to decipher a phone bill can be one of the most unpleasant and painful management responsibilities to do in life. The mere thought makes people feel sick to their stomach, especially if they are the owner of the company. Local, long distance and broadband carriers billing can be confusing and difficult to interpret at best. So how do company owners know what services they're getting for what they're paying? They really don't.

Most businesses today, regardless of size, have no idea what's included in their contract or that they're actually getting services and pricing that were originally contracted. On top of that, the task of matching service charges to usage can be an insurmountable task. This is where a leading telecommunications provider like Decision Systems Plus can help unravel the mystery behind the carriers.

By being a premier member of Technology Assurance Group (TAG), a national organization of leading, independently owned telecommunications providers, Decision Systems Plus has access to over 20 long distance phone carriers, 15 local carriers, and numerous broadband organizations. This unique relationship enables us to act as a non-biased, third party helping small to medium size businesses select the carrier that's right for them. We handle the difficult and tedious work of analyzing the carriers

and presenting customers with options that will meet their needs. More importantly, Decision Systems Plus monitors the services provided by carriers on a semiannual basis, conducts intensive audits of phone bills, and matches the charges to those services to ensure accuracy and that carriers are meeting expectations. By outsourcing this service, we make sure companies are paying the correct amount and receiving the services for which they've contracted.

The trap that most companies fall into when dealing with any carrier is signing a long-term contract. When businesses sign a long-term contract it is next to impossible to break it, therefore, they're stuck with poor service, high fees, and no way out. At Decision Systems Plus, we strongly recommend signing a twelve month contract and at the end of that period we assist in renegotiating contracts to get the best possible service and deal. Our customer advocate representatives have found that companies embracing this service are extremely happy because they now know that they're receiving the contracted level of service.

Decision Systems Plus takes away the burden from companies having to spend the time, money, and resources necessary to monitor this situation. However, conducting quality assurance on carriers is something that must be done because it impacts every

company's bottom line and overall profitability. Minimizing costs is the name of the game to be successful in any marketplace.

#### **ABOUT DECISION SYSTEMS PLUS, INC.**

Decision Systems Plus, Inc. is a member of the Technology Assurance Group (TAG). Founded in 1985, Decision Systems Plus, Inc. (DSPI) provides voice, data, and converged related solutions that are based on integrated, open systems that work with a variety of organizational and technology environments and structures. DSPI clients tend to be distribution, manufacturing, and service organizations. DSPI are specialists in technology infrastructure support, including the desktop, the computer room, the telephone room, local and wide area network, and the telephone lines to connect an enterprise to the rest of the world for voice and data. Headquartered in a suburb of Chicago, DSPI's team has hundreds of man-years of experience and has been involved in thousands of implementations during their careers. DSPI also has affiliated offices throughout the U.S., and strategic relationships with firms around the world. DSPI is located at 1011 E. Touhy, Des Plaines, IL 60018. For more information, call 847-600-9960 or visit [www.dspi.com](http://www.dspi.com).