- 1 Introduction p. 1
- Why this book? p. 2
- Cost management: Audit, optimize, negotiate p. 3
- How to use this book p. 3
- 2 Background of the telecom industry p. 5
- A concise timeline of the telecom industry p. 7
- 3 The complete do-it-yourself telecom audit p. 17
- The audit objective p. 18
- Preparation p. 18
- Audit phone bills p. 20
- Implement your changes p. 28
- Document the audit p. 29
- 4 Local service p. 31
- Local access and transport areas p. 31
- The Telecom Act of 1996 and local service p. 33
- Local telephone companies p. 33
- 5 Local lines p. 43
- The physical telephone line p. 43
- Alternative local lines offered by local carriers p. 49
- How line charges and local calls are billed p. 52
- 6 Local calls p. 61
- Saving money on local calls by changing class of service p. 62
- 7 Intralata calling p. 69
- Autodialers p. 70
- Dial-around p. 71
- Program your PBX p. 71
- PIC-ing your intralata traffic p. 71
- Extended local calling area plans p. 74
- 8 Long-distance calls on local bills p. 77
- Loose traffic p. 78
- 9 Managing your payphones p. 87
- Eliminating payphone bills p. 87
- Saving money on semipublic payphones p. 88
- Commissions directly from the operator services provider p. 88
- Saving money by using a customer-owned payphone p. 89
- The payphone surcharge p. 90
- 10 Customer service records p. 91
- Universal service order codes p. 91
- Sample CSR p. 93
- CSR errors p. 97
- Chapter summary p. 102
- Appendix 10A USOCs p. 103
- Appendix 10B 150 Most commonly used PIC codes p. 107
- 11 Long-distance overview and sample bill p. 113
- What is a long-distance call? p. 114
- How does a long-distance call work? p. 115

- Long distance is now a commodity p. 116
- Long-distance service p. 117
- The carriers p. 123
- Local telephone companies p. 125
- Sample long-distance bill p. 125
- 12 Long-distance pricing p. 133
- Tariffs p. 134
- Rate increases p. 135
- Long-distance pricing p. 136
- 13 Long-distance contract discounts p. 141
- Volume and term commitments p. 141
- National accounts p. 149
- 14 Dedicated service p. 153
- Is it switched or dedicated? p. 153
- Long-distance virtual private networks p. 157
- 15 Data networking essentials p. 161
- What is data networking? p. 161
- The information revolution p. 162
- Network evolution p. 164
- The Internet, intranets, and extranets p. 166
- Types of data p. 167
- Sample bill p. 174
- Miscellaneous cost management strategies p. 176
- 16 Dedicated private lines p. 179
- Technology evolution p. 179
- Dedicated private lines p. 180
- 17 Circuit switching p. 189
- ISDN p. 190
- 18 Packet switching p. 193
- What is a packet? p. 193
- Frame relay p. 195
- Voice and data convergence p. 197
- 19 New data networking services p. 201
- DSL and cable modems: High speed and low cost p. 201
- 20 Wireless telecommunications service p. 207
- Mobile radio and mobile telephones p. 208
- Cellular service p. 208
- 21 Mobile phone rate plans p. 217
- Free wireless phones p. 217
- Monthly billing for wireless telephone service p. 218
- Rate plans p. 218
- 22 Airtime p. 233
- The home area p. 233
- Roaming p. 235
- Long distance p. 238
- 23 Paging service p. 243

- Level of service p. 244
- Paging coverage areas p. 245
- Paging bills p. 248
- 24 Contract negotiation p. 255
- The carrier's objective p. 256
- Typical contract outline p. 256
- Basic contract negotiation strategy p. 269
- 25 The request for proposal process p. 275
- What is a request for proposal? p. 275
- Appendix 25A An RFP from the Acme Corporation for the provision of telecommunication services p. 278
- Section 1 General scope p. 280
- Section 2 Proposal instructions p. 280
- Section 3 Descriptions and specifications p. 284
- Section 4 Carrier specifications p. 289
- Appendix 25B Acme's long-distance call volume p. 295
- Appendix 25C List of Acme's sites' frame-relay information p. 296
- Glossary p. 297
- List of acronyms p. 303
- Selected bibliography p. 307
- About the author p. 309
- Index p. 311