



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

### ***Mike Melton of United Systems Unravels the Mystery Behind Carriers***

QUINCY, IL — March 29, 2007 — 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 United Systems 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, United Systems 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, United Systems 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 United Systems, 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.

United Systems 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 UNITED SYSTEMS, INC.**

Founded in 1986, United Systems, Inc. is committed to establishing and maintaining a dynamic partnership with every customer. Extensive technology and service experience allows the United Systems, Inc. team to develop an understanding of each customer's unique requirements, and to respond to those requirements quickly and effectively.

Our mission is that we are in business to serve every customer in the tri-state area with priority service. Our goal is to make their businesses profitable and provide a competitive edge with the use of technology and services.

For more information on United Systems, Inc., call (217) 228-0315 or visit [www.4unitedsystems.com](http://www.4unitedsystems.com).