

5 CASE STUDIES SHOWING HOW **i-conX** DISPUTE MANAGEMENT/SUPPORT EXPERTISE CAN RECLAIM YOUR MONEY!

i-conX Customer Support is not just an 'IT helpdesk'. It is staffed by interconnect billing experts. They are ready to identify areas of lost revenue, and advise you on your options for reclaiming revenue where the regulatory regime allows back-billing. If required – we will manage your disputes for you!

1 COMPLEX MULTI-ISSUE DISPUTES

*A customer was locked in a dispute worth \$1.1m which almost threatened their continued existence. **i-conX** staff were able to manage the dispute process on behalf of the customer, identifying the source of the problems, and counter-claiming :

- ❖ \$500,000 retrieved after the Regulator had introduced inappropriate rate changes
- ❖ \$300,000 retrieved from over-billing by interconnect partners
- ❖ \$100,000 of fraud identified on the network (artificially inflated traffic) and retrieved

2 UNDER-BILLING BY PARTNER

* A mistake by an interconnect partner meant that one of our customers had been under-billed by almost \$600,000. Two years after the incident, they were hit by a retrospective bill for this amount. The partner was fully entitled to send such a bill, within such a timeframe.

The **i-conX** system spotted the under-billing, and the team was able to advise the customer to set aside money for exactly this potential eventuality, protecting the business, and ensuring they were covered.

3 ILLOGICAL REGULATOR INITIATIVES

* A customer discovered that there were no international roaming rates for freephone services when an interconnect partner billed its customers and passed the charges on to them.

With no previous regulatory pricing agreement for this scenario, **i-conX** raised a dispute and put a case to the Regulator.

i-conX won the case, ensuring all compliance issues were adhered to and enable the customer to save an average of \$30,000 each month

4 NEGLECTED PROBLEMS MOUNT UP!

* A customer lost small amounts of revenue in many separate areas, including ported geographic, freephone and premium service-related errors, plus a combination of underbills and overbills dating back 2 years.

i-conX was able to total all amounts and successfully back-bill the incumbent a total of \$280,000 – as a single bill, paid without objection.

5 NETWORK DISASTERS

* A customer experienced major switch problems which meant they had no interconnect data for two months.

i-conX was able to get hold of the missing data and use it to raise accurate invoices to a value of \$700,000.