

Our Process

At MasterTel USA, we spend a lot of time understanding your business and analyzing your needs. This process and the ensuing results gains trust and loyalty from our customers.

NEEDS ASSESMENT & DISCOVERY

- We begin with a partial or complete Telecom Invoice Audit & Network Assessment.
- We Review and Assess what you have in place today and what you are paying for it.
- We Review your Existing Contracts for signature dates, expiration dates, renewal clauses and terms.
- We obtain LOA from the customer so that we can retrieve CSRs and other pertinent information to get a complete picture of your network and circuit configurations.
- If Historical Audits are a service that we are contracted for, then we begin the audit process at this time prior to making network design changes.
- Also, Telecom Expense Management for Wireless and Wire-line Services can also begin simultaneously, beginning with a consult with one of our TEM experts.



NETWORK DESIGN & CONSULTATION

- We then Review your Current Network Configuration and Inventory (from CSRs and from customer provided records).
- We meet, conference, email specified company personnel until we have a complete understanding of your immediate and future company goals which will impact your telecom decisions.
- We then determine Potential Alternative Solutions and/or Providers best suited to fulfill those goals.
- We look for Cost Efficiencies.
- We look for Business Efficiencies.
- We look for Carrier Credentials/Financials/Network Topologies to justify the ability to provide reliable service
- We look at Cloud vs. Premise, Wireline vs. Wireless, Complete Refresh vs. Minimal Upgrades.

INITIAL CARRIER/VENDOR CANDIDATE FINDINGS

- We engage our 200+ Best of Breed Telecom Carriers and hundreds of VARS Nationally & Internationally to provide their most competitive pricing for our design.
- We then obtain multiple flagship carrier based solutions and Equipment quotes from several sources.
- Typically, we create and manage an RFP Process with 3 leading providers/vendors in each category.
- Every solution is designed with redundancy and DR in mind while remaining within the customer's budget.

FINAL CARRIER/VENDOR SERVICE RECOMMENDATIONS & IMPLEMENTATION REVIEW

- We will then meet to review our final recommendations which will cover...
- The Design
- The Financials of the Solution
- The Implementation Process and Timeframes
- The Bill Review Process
- The Account Management Team
- Per your request, we'll continue to negotiate and facilitate changes with chosen provider until we have an approval.

CUSTOMER APPROVAL AND PAPERWORK SIGNING

- Customer approves the plan.
- We then gather order paperwork for signature.
- We will facilitate any contract language changes required.
- We will obtain signed paperwork, scrub the paperwork for accuracy and then enter it into MasterTel USA's provisioning system.
- We then send the complete order package to the vendors for credit approval and commencement of project.