Centerline
COMMUNICATIONS ADVISORY

AUDIT CHECKLIST

Auditing Your Technology Stack

A practical review of what you already own. Work through it with twelve months of invoices and every agreement you can locate. The gap between what is billed and what anyone can explain is where the first round of savings always lives.

1. BUILD THE INVENTORY

- [ ] **One row per billed service**
  Not per invoice. One carrier account often covers many services and sites.
- [ ] **Service address, not billing address**
  A circuit billed to headquarters may terminate somewhere else entirely.
- [ ] **Provider and underlying carrier**
  Many services are resold. Know whose network you are actually on.
- [ ] **A named internal owner**
  Anything with no owner is either unnecessary or undocumented. Both are findings.

2. INVOICES AND SPEND

- [ ] **Services nobody can account for**
  Analog lines, old backup circuits and lines at vacated addresses.
- [ ] **Disconnects that kept billing**
  The service stopped; the billing did not. Ask for credit to the disconnect date.
- [ ] **Billed rate versus contracted rate**
  Check line by line, especially after an amendment or a carrier acquisition.
- [ ] **Expired promotional pricing**
  Discounts that quietly lapsed, and commitments you pay toward but do not meet.
- [ ] **Fees, surcharges and tax jurisdiction**
  Separate mandated charges from carrier-imposed ones. Verify the taxing address.

3. CONTRACTS AND RENEWALS

- [ ] **Expiration date for every agreement**
  Including the ones that live in an inbox rather than a contract system.
- [ ] **The notice deadline**
  The date that actually matters. It arrives months before expiration.
- [ ] **Renewal rate language**
  Whether it holds your rate or reverts to list pricing.
- [ ] **Termination liability per site**
  What it costs to close or move a location before the term ends.

4. NETWORK AND CAPACITY

- [ ] **Utilization against what you pay for**
  Circuits running at ten percent, and circuits running hot, are both findings.
- [ ] **Redundancy that is actually redundant**
  Two circuits in the same conduit from the same carrier are one circuit.
- [ ] **Equipment age and support status**
  Anything past end-of-support is a risk you are already carrying.
- [ ] **Sites that changed since install**
  Headcount, hours and workload drift away from the original design.

5. COMMUNICATIONS AND LICENSING

- [ ] **Assigned licenses versus active users**
  Seats for departed staff are the most common recurring overcharge.
- [ ] **License tier against actual use**
  Premium seats for people who only need to make and take calls.
- [ ] **Overlapping platforms**
  Two meeting tools, two messaging tools, two numbers per person.
- [ ] **Unassigned numbers and trunks**
  Capacity ordered for a peak that never came.

6. SECURITY, ACCESS AND CONTINUITY

- [ ] **Offboarding actually completes**
  Test it. Accounts that survive departures are both a cost and an exposure.
- [ ] **Administrator access is current**
  Who can change your services, including former staff and former vendors.
- [ ] **Recording and data retention**
  What is kept, where it is stored, and whether that matches your policy.
- [ ] **The failure plan is current**
  Documented, and tested against the environment you have now.

7. GOVERNANCE

- [ ] **A single source of truth**
  One inventory, maintained whenever a service is added, changed or removed.
- [ ] **A renewal calendar with owners**
  Three dates per agreement: internal review, notice deadline, expiration.
- [ ] **A scheduled re-audit**
  Set the cadence now. Environments drift back within a few quarters.

WHERE TO START

If you only do one thing, reconcile a single month of invoices against a list of services your team can name. Everything that cannot be explained goes on a short list, and that short list is usually worth more than the rest of the audit combined.

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