



Telco Audits | Analysis | Management

ENTERPRISE TELECOM OVERSPEND CHECKLIST

15 Red Flags That Signal Hidden Cost, Billing Risk
& Contract Exposure

Built from 20+ years of independent enterprise telecom audits by CDK Telecommunications

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Most companies don't overspend on telecom because of bad decisions – they overspend because of poor visibility.

This checklist highlights the most common financial and operational red flags we uncover during independent telecom audits across Australian enterprises.

If you tick three or more, there's a very high chance your business is overspending right now.

1. Billing & Charges

- ☐ You rely on estimated charges for any services
- ☐ Credits appear on bills without clear explanation
- ☐ Billing disputes regularly take 90+ days to resolve
- ☐ You receive multiple invoices from different portals
- ☐ Finance reconciles totals but doesn't validate services line-by-line

2. Assets & Visibility

- ☐ You don't have a single master list of all active services
- ☐ Site closures don't always trigger service cancellations
- ☐ Mobile services aren't reconciled to active employees
- ☐ No one owns overall telecom asset governance
- ☐ You rely on the carrier to confirm what's active

3. Contract & Commercial Risk

- ☐ You haven't reviewed market pricing in the last 24 months
- ☐ You don't know your true early termination liability fees
- ☐ CPI or increases apply automatically
- ☐ Contracts no longer reflect your operational structure
- ☐ You've inherited legacy agreements

4. Procurement & Control

- ☐ Voice, data and mobiles sit under separate agreements
- ☐ New services aren't benchmarked before ordering
- ☐ There is no formal telecom change control process
- ☐ IT and Finance hold different versions of the truth
- ☐ No independent review occurs pre-renewal

Results Interpretation

0–2 ticks: Low risk (rare)

3–6 ticks: Moderate cost leakage

7+ ticks: High risk of uncontrolled overspend

Next Steps

If you ticked three or more, there is almost certainly hidden telecom overspend inside your business right now.

At CDK Telecommunications, we provide **independent enterprise-grade audits, asset visibility, and continuous oversight** – without any carrier bias.

Book a free Telecom Cost Review at www.cdktel.com.au