



...to the World  
**Joy! Communications**  
Business Telephone Systems  
& Data Cabling

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

### ***Peter Engle of Joy Communications Unravels the Mystery Behind Carriers***

Stuart, FL — March 31, 2008 — 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 Joy Communications 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, Joy Communications 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, Joy Communications 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 Joy Communications, 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.

Joy Communications 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 JOY COMMUNICATIONS**

Joy Communications, with offices in Stuart, Tampa, Ft. Lauderdale and Miami, is a multi-million dollar private company servicing South Florida and the Tampa/St. Petersburg area since 1982, with over 10,000 customers. Joy Communications sells and services telecom equipment including Mitel, Samsung, ShoreTel, and Nortel, and provides voice services from the new AT&T as well as comprehensive data services. Joy's service area extends from Jacksonville to Key West and the Tampa/St. Pete area. Joy Communications specializes in providing quality service and support to its customers with locally based, certified technicians. For more information about Joy Communications, please call 1-800-432-3638 or visit [www.joycomm.com](http://www.joycomm.com).