



Analyzing Telephone Bills as a Telecom Billing Analyst

A telecom and telephone billing analyst is one who analyses your telephone bills, finds out errors in billing from your telecom providers, and provides you with overcharge recovery by negotiating with your telecom providers. They check your telecom invoices for billing of services that you have not used, errors in regulatory prices and tax inclusions, and many other errors during the billing process. They also generate overcharge recoveries that may help you to save lots of money that you used to pay to the telecom providers due to billing errors. They also perform contract reviews of your telecom agreements and negotiate with the providers in order to significantly lower the money that you spend for your telecom.

The job responsibilities of a [telecom-billing analyst](#) are reviewing and auditing telecommunication bills and preparing reports that show the trends in billing charges. You have to analyze the telecom billing information and determine the cost factors. You need to review the telecommunication agreements and negotiate with the services provided to reduce these costs. You need to identify the billing errors and optimization possibilities and try to resolve them by interacting with the service providers. You also need to use your telecom knowledge to identify the incorrect billing elements like tax inclusions and over charges in voice, data, and wireless services provided by the telecom providers. You have to find out contract noncompliance by comparing the telecom invoices and the current tariff plans. You have to prepare dispute claims and documentation in order to communicate with the telecom industry. You need to interact with the telecom providers by maintaining strong working relations. You need to maintain inventory database of the telecom invoices. Another thing that is needed is to secure refunds due to errors by negotiating with service providers to ensure maximum control of cost due to back taxes, interests, and surcharges. You need to make sure whether the proper invoices are paid at the right time in order to save interests due to late payments. You have to control the overall cost spent on telecommunication. You also may also have to perform different tasks depending upon the requirements of the position. You should also be familiar with working in teams and should have the practice of reporting to other departments of the company like the accounts department in order to inform them to make the payment of the telecom invoices on time.

The skill set requirements for a [telecom-billing analyst](#) are a broad knowledge of various telecommunication products and services. You should be able to understand the telecom technology and billing system and services in order find out the common billing errors that occur during the billing process. You should possess excellent communication skills both verbal and written and strong analytical skills. You should have strong work ethics and a professional attitude. You need

to have interpersonal skills and ability to interact and build relationships with people of different personalities. You should be confident and comfortable with any working environment. You should be a team player, self-motivator, and a strong knowledge seeker. You should have strong interest in this field and should be willing to strive hard in his work. You should also have strong mathematical knowledge and should able to find out mathematical errors in billing invoices. You should have knowledge of taxes in order to detect unnecessary tax inclusions in the invoices. You should also have some computer knowledge especially in MS Office such as Word, Excel, and Access. You should have some knowledge of basic accounting and auditing concepts. You should also have internet knowledge in order to find out new tariffs through net for the telecom products in order to reduce the cost of the telecommunication facilities in the company. You should be cost conscious and should be able to control the costs for telecommunication in any way.

You should get a bachelors degree in business or accounts to become a telecom-billing analyst. You should also pursue a technical course in telecommunication to understand the telecom technologies. You should have good verbal communication skills and a good English accent if you are looking for a career in voice process as a telecom billing analyst. You should also possess some previous technical experience in the telecommunication field in order to get good opportunities. You should have knowledge about the latest telecom technology advancement, latest telecom tariffs, telecom billing system, and the regulatory charges. You should also have strong auditing skills and should be strong in calculations.

You can find [career opportunities](#) in the telecom industry as a telecom-billing analyst in many organizations. Many companies and organizations like to hire telecom-billing analysts with the right skill sets in order to control their costs to the bills they are paying for telecommunication services. You can also find good job openings in the telecom industry



Telecom Career Feature

and outsourcing companies that work on telecom billing analyzing. You can find a wide range of opportunities world wide in both voice process and non-voice process as a billing analyst with a competitive salary and also with good career prospects. The average salaries of a [telecom billing analyst](#) ranges from above \$63,000 to \$70,000 in the U.S. and many European countries, and you can also find great opportunities

in many countries in Asia and Africa. The salaries also depend on your skill sets, your experience, your nature of work, and the kind of organization you are working for. Many companies also provide you with various other benefits. You can blossom in these fields if you have a lot of the skills required for these jobs and if you are striving hard for the development of your company.

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