



"I used to sign off on telecom invoices — now I help companies fight back against inflated ones. I've been on your side of the table. And I know where to look."

— Bill Henrichs, Founder of Bearstone

The 5 Secret Ways Your Telecom Carrier Is Overbilling You — **And How to Fix It**

You're Losing Thousands Per Month — What You Can Do to Stop It

\$1.85M Savings • 17% Budget Reduction • 95% Invoice Coverage

Why This Report Exists — A Message from the Founder.

I've spent my entire career on the customer side of telecommunications — negotiating contracts, reviewing invoices, and protecting companies from inflated charges.

“ Telecom billing isn't complicated by accident; it's complex **by design.** ”



After leading telecom for Simon Property Group, I founded Bearstone to help companies fight back.




Our software, **BearGuard™**, automates the work no internal team has time to do: auditing every invoice, identifying every billing error, and recovering every dollar.

The Reality

If your organization spends at least **\$25,000 per month** on telecom, you're almost certainly overpaying — not because your carrier is malicious, but because telecom billing is opaque, fragmented, and constantly changing.

Between contract renewals, service upgrades, and forgotten line items, waste compounds silently month after month. Bearstone exists to stop it. Our BearGuard™ platform automates invoice validation, detects billing errors, and recovers lost credits — before they become budget leaks.

Proof in Action — SPARC Retail Portfolio

KPI	Result	Icon
Invoices Audited Budget Reduction Credits Recovered	95% 16.9% \$1.85M	 Progress ring  Arrow  Coin stack



\$900K → **\$840K**
UNCOVERED RECOVERED

At Aeropostale, our BearGuard audit revealed hundreds of hidden billing errors totaling nearly \$900 000.

We recovered \$840 000 in credits and fee reversals + \$44 000 in waived termination fees — money straight back to the bottom line.

Wonder what's buried in your invoices?
bearstonellc.com/quiz

\$1,852,314 recovered (Jan 2023 – Jul 2025)

16.9 % reduction in expected telecom budget (FY 2024 > FY 2025)

114 of 120 invoices auto-audited monthly in BearGuard™ (~95 % coverage)

At Aeropostale alone, Bearstone uncovered nearly **\$900K** in overcharges and recovered **\$840K** in credits and fee reversals — plus **\$44K** in waived termination fees.

See what's buried in your invoices:
bearstonellc.com/quiz

The 5 Secret Ways You're Being Overbilled — And How to Fix Each One

1 You're Paying for Services No One Uses

Teams change, offices close, but unused voice lines and circuits keep billing.

How to Fix It: Run a zero-usage audit. BearGuard™ identifies inactive services with no activity in 60–90 days. Cancel or downgrade accordingly.

Typical impact: 5–10 % of total spend recovered within the first 90 days.

SPARC in Action: Removing redundant lines contributed to \$1.85 M in recovered credits.

2 You're Still on Legacy Contracts or Outdated Rates

Many providers quietly continue billing at premium rates long after a contract expires.

How to Fix It: Review renewal dates, benchmark market pricing, and renegotiate bandwidth or migrate to current plans.

Typical impact: 8–12 % rate improvement after re-benchmarking.

SPARC in Action: Rate corrections and rightsizing drove a 16.9 % budget reduction year-over-year.

3 You're Paying “Bundled” Fees You Don't Understand

Invoices often combine taxes, surcharges, and vague “regulatory” fees — many inflated or misapplied.

How to Fix It: Line-item forensic analysis. Flag duplicates or red-flag items such as *Service Restoration or Regulatory Recovery Fee*. Validate against your contract.

Typical impact: Thousands recovered per month from mis-categorized surcharges.

SPARC in Action: Line-item validation identified disputable charges that were credited in full.

4 You're Paying for Too Much Bandwidth

Most companies buy more bandwidth than they use — especially post-COVID, with hybrid teams and lighter office loads.

How to Fix It: Compare actual usage against provisioned bandwidth; right-size plans.

Typical impact: 10–20 % reduction in recurring circuit costs without performance loss.

SPARC in Action: Portfolio-wide rightsizing cut run-rate spend while maintaining performance.

5 You're Being Billed for Inactive or Ghost Locations

Services often remain billed to closed or relocated sites — especially across large, multi-location enterprises.

How to Fix It: Cross-reference billing with current real-estate data. Decommission services tied to inactive sites.

Typical impact: Immediate monthly savings once “ghost” circuits are removed.

SPARC in Action: Eliminating inactive-site charges contributed directly to recovered credits.

How Bearstone Did It for SPARC

- **Automated ingestion & audit** of 114 of 120 monthly invoices, validating every line item down to taxes and one-time fees.
- **Living inventory** tied to contracts — a true system of record for approvals and budgeting.
- **Red / Yellow / Green exception reports** each cycle: “Green” matches ignored, “Red” items disputed.
- **Dispute management as a service** — our team files carrier-specific forms with CSV-level evidence and follows through to credits.

Selected Results (Jan 2023 – Jul 2025):

Brand	Overbilled	Credits Recovered	Net Savings
Aeropostale/Nautica	\$975K	\$873K	\$102K
Brooks Brothers	\$6K	\$0.2K	\$5.8K
Eddie Bauer	\$268K	\$367K	\$-99K (net gain)
F21	\$531K	\$286K	\$245K
Lucky Brand	\$264K	\$271K	\$-7K (net gain)
Reebok	\$78K	\$55K	\$23K



\$530K
OVERBILLED

\$286K
RECOVERED

MULTI-LOCATION RETAIL | NATIONWIDE

Every dollar recovered came from waste that would have gone unnoticed.

→ **Take the 3-Minute Telecom Risk Quiz**
→ **Download the Free Guide**

Every dollar recovered came from waste that would have gone unnoticed.

AÉROPOSTALE

Brooks Brothers

Eddie Bauer

FOREVER 21

LUCKY*BRAND

Reebok

What's Next

If it's been more than 12 months since your last telecom audit, chances are you're leaking money every billing cycle.

Bearstone's process is simple:
No provider changes.
No service disruption.
No heavy lifting.
Just clear savings and clean data.

Want the one-page SPARC summary?

We'll share the exact playbook that recovered \$1.85 M and cut next-year budgets 16.9 % — then estimate what that could look like for you in a 20-minute review.

In Summary

Bearstone turns billing chaos into predictable savings — automatically. Because every dollar you recover is one you'll never lose again.

**Take the 3-Minute
Telecom Risk Quiz**

bearstonellc.com/quiz

**Schedule a Consultation
with Julie Revard**

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