STEP 1 · A 10-MINUTE CHECK YOU CAN DO YOURSELF

Are You Paying for IT You Don't Need?

Keep it. Use it once a year

Grab your last IT invoice, phone bill, internet bill and credit card statement. Check every box you can.

1 Email & Microsoft 365

- ☐ People who work here: _____ Email accounts we pay for: _____ **Do they match?**
  Accounts for people who left keep billing every month until someone removes them.
- ☐ **Is everyone on the right plan?** Someone who only uses email may not need the most expensive license.

2 Software & subscriptions

- ☐ **Look at your credit card statement** for every software, app or "cloud" charge. Does someone actually use each one?
- ☐ **Are two things doing the same job?**
  Common doubles: Zoom *and* Teams · Dropbox *and* OneDrive · two backup services · two antivirus programs. Many are already included in Microsoft 365.
- ☐ **Any yearly auto-renewals** nobody remembers signing up for?

3 Phones & internet

- ☐ Phone lines: _____ People: _____
  Any old fax or alarm lines still billing?
- ☐ **Has a promo rate expired?** When did anyone last call to review your plan?
- ☐ **Renting equipment** (modem, router, phones) you could own?

4 IT support

- ☐ **Can you explain every line** on your IT invoice?
- ☐ **Do you know what's included** and what's billed extra by the hour?
- ☐ **Do you have the admin passwords** to your own email, website and network?

5 The costs you don't see until it's too late

- ☐ **Has anyone tested restoring your backups** in the last 90 days?
- ☐ **Is your Microsoft 365 email backed up?** Microsoft keeps it running, but it's up to you to back it up.

Couldn't check every box? That's normal. IT bills are hard to read. I'll go through yours with you for free: no cost, no obligation, nothing to buy.

Request your free IT Cost Review: cyberneticnetworks.com/review

Or call or text our office: **407-554-5534**

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STEP 2 · WRITE IT DOWN

Your Monthly IT Costs at a Glance

Takes about 10 minutes

Most owners have never seen all their technology costs in one place. Fill this in once; the total often surprises people.

WHAT YOU PAY FOR	COMPANY	PER MONTH	STILL NEED IT?
IT support / IT company		$	Y / N
Microsoft 365 / email		$	Y / N
Other software & apps		$	Y / N
Backup service		$	Y / N
Antivirus / security		$	Y / N
Phone service		$	Y / N
Internet		$	Y / N
Website & domain		$	Y / N
Copier / printer lease		$	Y / N
Other		$	Y / N
Total per month		$	

What you should get for your IT money

Whoever takes care of your IT, these are fair things to expect:

- **Someone answers** when you call, without waiting days.
- **Problems caught early** by monitoring, not after they break.
- **Updates and security handled** without you asking.
- **An invoice you understand,** with no surprise charges.
- **Backups that are tested,** not just "running."
- **You own your passwords** and accounts, always.

Want help filling this in? We'll do it with you, free.

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