SERVICES LLC

CLIENT CASE STUDY | TELECOM, NETWORK & DMS BILLING REVIEW

Over $100,000 in Potential Annual Overlap, Hiding in Plain Sight

How a line-by-line invoice review uncovered duplicate charges and billing overlap across a 6-rooftop dealer group's telecom, network, and DMS vendors, with findings drawn entirely from paid invoices and pending vendor verification

$104,808	6	34
POTENTIAL ANNUAL NETWORK OVERLAP IDENTIFIED	ROOFTOPS REVIEWED	VENDOR INVOICES REVIEWED

Client profile: multi-rooftop dealer group with 6 locations, 5 franchises plus a dedicated collision center
Engagement scope: telecom, connectivity & DMS-related bill review
Review period: February through June 2026

A NOTE ON THIS CASE STUDY

This was a bill review only: a document-level read of vendor invoices, not an on-site or vendor-confirmed audit. The dollar figures throughout represent potential annual overlap identified in the documents, not verified savings, and should be confirmed with each vendor before any service is changed or canceled. Separately, the client's identity, account numbers, phone numbers, addresses, and dates have been changed throughout to protect confidentiality. **The charge structures and dollar amounts themselves are real and unaltered.**

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ABOUT THIS CASE STUDY

Hometown Motors is a six-rooftop dealer group (Chevrolet, Toyota, Kia, Ford, a dedicated Pre-Owned superstore, and a Collision Center) that came to dealerTEL wanting a clear picture of what it was actually paying for telecom, internet, and DMS-related connectivity across its locations. Like most groups this size, invoices arrived from half a dozen vendors, were approved on the strength of a one-line check stub, and were never compared side by side.

dealerTEL's review pulled every itemized invoice behind those check stubs, not just the total due, across seven vendors and every rooftop. What we found is typical of what we see when we run this exercise for a dealer for the first time: real duplicate charges, a costly blind spot where two vendors were unknowingly billing for the same network capacity, and a legacy phone infrastructure nobody had gotten around to auditing in years.

This particular engagement involved six rooftops, but the process is identical for a single-location dealer: dealerTEL runs the same line-by-line invoice review regardless of how many stores you operate.

BEFORE YOU READ ON: THE INVOICES ARE ONLY HALF THE STORY

Every finding here came straight out of documents Hometown Motors already had on file. But turning a finding into a decision, what to challenge, what to keep, what to fix first, takes judgment only the people running the dealership can bring. That's why a dealerTEL engagement doesn't end with a document like this one; it ends with a conversation. See "The Invoices Are Only Half the Story" near the end of this report for the full discussion.

EXECUTIVE SUMMARY

This review covered telecom, internet/network, and DMS-related billing across Hometown Motors' six rooftops, spanning seven vendors: CDK Global, IP Networked Services (a CDK Global-affiliated telecom reseller), Comcast Business, AT&T, OneTel Business, Spectrum Business, and VIN Solutions. T-Mobile for Business was also reviewed and found consistent and reasonably priced.

This was a bill review: every itemized invoice behind each vendor's check stub was read line by line and compared across rooftops and vendors. The findings below are what that comparison surfaced: duplicate billing, overlapping network charges, and inconsistent pricing, presented as potential exposure for the client to confirm, not as settled conclusions.

HEADLINE FINDINGS

- Running a primary circuit plus a backup from a second carrier is standard practice, and on its own is not a problem. What stood out here is that every rooftop pays CDK's IP Networked Services affiliate a recurring, vaguely-labeled “SDN - Service Delivery Network” or “ELA Access Circuit” charge on top of the dedicated circuit already billed directly by Comcast Business, and nothing in either vendor's invoice says whether that second charge is a deliberate backup or simply redundant. Combined, the two vendors' site-connectivity charges total roughly $104,000/year across the group, which is the potential exposure worth clarifying. Worth noting: CDK's DMS agreements sometimes require using CDK's own network circuit as a condition of service, which would mean Comcast's circuit, not CDK's, is the one to eliminate if only one survives.

- The Pre-Owned superstore was billed for two separate dedicated internet circuits by Comcast in the same invoice ($840 + $640), and two separate “SDN” network charges by IP Networked Services in the same invoice ($602.70 + $602.71). Both look like duplicate billing rather than deliberate primary/backup design.
- Two clean, line-for-line duplicate charges were found on CDK Global invoices: one at the Chevrolet store (duplicated Cisco switch maintenance line) and one at the Ford store (duplicated Cisco lease line, identical reference number and amount listed twice).
- The Ford store was billed for a second, separate “SDN” network circuit under an entirely different account number, in addition to its normal IP Networked Services account, effectively a third network circuit charge for one dealership.
- CDK Global charged three separate $1,596 “installation” fees for a reporting add-on at the Pre-Owned, Toyota, and Ford stores within the same one-month invoice cycle, for what appears to be the same product already running elsewhere in the group at a flat monthly support fee.
- AT&T bills at the Chevrolet and Toyota stores consist almost entirely of individual legacy analog phone lines ($55-$63/line/month): 10 lines at Chevrolet, 4 at Toyota, several of which show only automated, zero-duration daily calls consistent with forgotten alarm, fax, or credit-card dial-up lines.
- Spectrum Business local phone lines, OneTel Business internet, VIN Solutions, and T-Mobile for Business were all reviewed and did not show duplicate billing. VIN Solutions charges a materially higher “Integration Surcharge” at the Pre-Owned store ($371) than at every other rooftop ($229) for what appears to be the same package, worth one clarifying question though not clear evidence of an error.

ESTIMATED DOLLAR IMPACT

Category	Annual exposure	Confidence
Comcast duplicate circuit (Pre-Owned store)	~$7,680/yr	Needs vendor confirmation
CDK/IP Networked duplicate “SDN” line (Pre-Owned store)	~$7,232/yr	Needs vendor confirmation
Ford store (second/duplicate SDN account)	~$6,817/yr	Needs vendor confirmation
CDK duplicate line item, Chevrolet (Cisco maintenance)	~$1,483/yr if recurring	High: identical reference #
CDK duplicate line item, Ford (Cisco lease)	~$2,464/yr if recurring	High: identical reference #, amount

Category	Annual exposure	Confidence
CDK reporting add-on, triple install fee	~$4,788 one-time	High: confirm if 1x fee is appropriate per site
AT&T legacy analog line audit (Chevrolet + Toyota)	$3,800-$10,600/yr potential	Unquantified: needs line-by-line audit
VIN Solutions surcharge inconsistency (Pre-Owned store)	~$1,704/yr if corrected	Low: may be justified, needs one question

These figures describe recurring, identifiable charges on the invoices reviewed. This is not a claim of vendor fraud: CDK, Comcast, and AT&T bills of this complexity often contain legitimate reasons for what looks like duplication (backup circuits, phased rollouts, multiple sub-accounts). The value dealerTEL delivers is a specific, invoice-referenced list to raise with each vendor, which is exactly what follows in this report.

METHODOLOGY & SCOPE OF REVIEW

This engagement covered 34 vendor bill files across seven vendors and six rooftops (Chevrolet, Toyota, Kia, Ford, the Pre-Owned superstore, and the Collision Center), spanning invoices dated roughly February through June 2026. Each file was opened in full, including scanned pages, rather than relying on visible check totals alone.

SCOPE OF REVIEW

- Reviewed in full detail: CDK Global (all 5 rooftop invoices), IP Networked Services (all 6 accounts, including the Ford store's second account), Comcast Business (all 7 circuits), AT&T (Chevrolet, both accounts, and Toyota), OneTel Business (4 locations), Spectrum Business (6 accounts), and VIN Solutions (5 rooftops).
- Reviewed and confirmed clean: T-Mobile for Business (one account, cost consistent with the plan noted on the bill). Not analyzed further.

NETWORK & CONNECTIVITY OVERLAP: THE CENTRAL FINDING

The single most valuable thing to resolve for a group in this position is that connectivity at every rooftop was being billed by two, and in one case three, different vendors in ways that look overlapping rather than complementary:

- Comcast Business provides a direct, dedicated Ethernet/internet circuit to each site, billed on one consolidated invoice to the dealer group.
- CDK Global's telecom affiliate, IP Networked Services (a separate billing entity that shares CDK Global's own billing office and phone number), separately charges each rooftop a recurring “SDN - Service Delivery Network Shared” or “SDN - ELA Access Circuit” line, described only as network/bandwidth delivery.
- Spectrum Business provides a third, lower-cost internet/phone connection at several sites.

It is common for a dealer group to intentionally run a primary circuit plus a backup/failover circuit from a different carrier, and that is a reasonable design. What is not clear from these invoices is whether that is what's happening here, or whether the CDK/IP Networked “SDN” charge is simply an added, unnecessary markup layered on top of connectivity the dealer is already buying directly from Comcast. The charge descriptions give no indication either way, which is itself the kind of ambiguity dealerTEL flags for clients. One important wrinkle: CDK DMS agreements sometimes require the dealer to use CDK's own network circuit as a condition of service. If that's the case here, Comcast's circuit would be the redundant one to eliminate, not CDK's; this is worth confirming with CDK before assuming either side is the one to cut.

SITE-BY-SITE CONNECTIVITY SPEND

This table lines up what each rooftop paid, per month, to each connectivity-related vendor.

Rooftop	Comcast Business (dedicated internet)	CDK/IP Networked “SDN” network fee	Spectrum/OneTel (internet)	Monthly total
Chevrolet	$500.00 (Collision Ctr circuit; see note)	$1,215.14 (“ELA Access Circuit - 5MB”)	$261.06	$1,976.20
Toyota	$640.00	$602.70	$215.28	$1,457.98
Kia	$640.00 + $640.00 (two circuits, two addresses)	$602.70	$253.10	$2,135.80
Pre-Owned	$840.00 + $640.00 (DUPLICATE, same address)	$602.70 + $602.71 (DUPLICATE)	n/a in files reviewed	$3,285.41
Ford	$640.00	$568.12 (separate account) + normal account telecom $45.27	n/a in files reviewed	$1,253.39
Collision Center	(covered under Chevrolet CDK sub-account)	(covered under Chevrolet CDK sub-account)	$117.41	$117.41 + shared

Note on Chevrolet/Collision Center and Kia: Comcast's invoice groups circuits by street address rather than by rooftop brand name, and two of its seven circuits both map to Kia store addresses, while a third maps to the Collision Center.

COMBINED ANNUAL SPEND ON NETWORK/CIRCUIT CONNECTIVITY

Vendor	Approx. monthly	Approx. annual
Comcast Business (all 7 circuits)	$4,540.00	$54,480.00

Vendor	Approx. monthly	Approx. annual
CDK / IP Networked Services “SDN” charges only (all locations)	~$4,194.00	~$50,328.00
Combined	~$8,734.00	~$104,808.00

What dealerTEL recommended: Get a written, plain-language description of what the “SDN” charge specifically provides at each site from CDK Global/IP Networked Services, and ask Comcast for a circuit-by-circuit description of what each order serves. Also confirm directly with CDK whether their network circuit is a contractual condition of running the DMS; CDK agreements sometimes require it, in which case Comcast’s circuit would be the one to eliminate rather than CDK’s. Whichever circuit turns out to be the redundant one, consolidating down to a single connection would save roughly $50,000/year across the group.

VENDOR DETAIL: COMCAST BUSINESS

Invoice C-260501490766, Account C-91345178-B, billing period May 1-31, 2026, billed to “Hometown Motors Group.” Total: $4,540.00. Comcast provides dedicated Ethernet/internet access as seven separate circuit orders, each billed individually:

Order #	Service address	Rooftop	Monthly charge
CB-ORD-58821	1400 Main St, Hometown, FL 33100	Pre-Owned	$840.00
CB-ORD-58848	1400 Main St, Hometown, FL 33100	Pre-Owned (SAME ADDRESS AS ABOVE)	$640.00
CB-ORD-58847	2260 Commerce Dr, Hometown, FL 33100	Collision Center	$500.00
CB-ORD-58849	100 Hometown Plaza, Hometown, FL 33100	Kia (billing) / Group HQ	$640.00
CB-ORD-58850	812 Howe Ave, Hometown, FL 33101	Ford	$640.00
CB-ORD-58851	5290 Whipple Ave NW, Hometown, FL 33101	Toyota	$640.00
CB-ORD-58852	3115 S Arlington Rd, Hometown, FL 33102	Kia	$640.00

Finding: Orders CB-ORD-58821 and CB-ORD-58848 bill the identical service address (1400 Main St, the Pre-Owned store) for two separate dedicated internet circuits in the same invoice month: $840.00 and $640.00, totaling $1,480.00/month for internet at one building. CB-ORD-58821 additionally includes a /28 IP block (14 usable addresses) at no extra charge, suggesting it is the “primary” circuit with CB-ORD-58848 as a leftover or duplicate order. This should be confirmed directly with Comcast; if the second circuit is not a deliberate backup, canceling it would save roughly $7,680/year.

VENDOR DETAIL: CDK GLOBAL (DEALER MANAGEMENT SYSTEM)

CDK Global bills each rooftop as its own account (with additional sub-accounts for satellite departments such as the Collision Center and Service department). Charges fall into consistent categories: Leased Equipment/Software, Telecommunication Services, Monthly Software Support, Monthly Hardware Maintenance, Hosting/Data Services, Forms/Supplies/Laser, and Other Charges & Transactions (routine pass-through items such as credit bureau pulls and W-2 print/mail services).

CHEVROLET: INVOICE #2610734, ACCOUNT 415290-02 (+ SUB-ACCOUNTS 887145-18, 887145-80, 887145-82), INVOICE DATE 4/30/2026

Invoice total: $15,372.92

Charge category	Amount
Leased Equipment/Software	$648.72
Telecommunication Services	$51.06
Monthly Software Support	$7,286.02
Monthly Hardware Maintenance	$1,763.31
Hosting/Data Services	$1,719.48
Forms, Supplies and Laser	$2,176.83
Other Charges and Transactions	$1,727.50
Invoice Total	$15,372.92

SELECTED LINE ITEMS

Description	Reference	Amount
ASP BACKUP VPN SUPPORT	71209443SW02	$47.83
Workstation connections (x46)	71209438SW42	$976.63
Workstation XL connections (x46)	71209438SW62	$284.97
MAINT CISCO2921-SEC/K9 MO SVC	71209439EQ12	$170.89
MAINT CISCO2951-SEC/K9 MO SVC	71209439EQ16	$304.76
MAINT CISCO AIR-CAP1602I-A-K9 (x12)	70094644EQ04	$45.00
MAINT HWIC-1DSU-T1 MO SVC	71209439EQ20	$20.48
MAINT VWIC3-2MFT-T1/E1 MO SVC	71209439EQ22	$38.59
MAINT CISCO WS-C2960X-48TS-L MO SVC (1st)	71209439EQ18	$192.51
MAINT CISCO WS-C2960X-48TS-L MO SVC (DUPLICATE)	71209439EQ18	$123.57
SUPPORT - REPORTING ADD-ON	71026515SW02	$633.13

FINDINGS

- Duplicate line item: “MAINT CISCO WS-C2960X-48TS-L MO SVC,” catalog 2271996, appears twice under the identical equipment reference number 71209440EQ18: once at $180.34 ($192.51

with tax) and again at $115.76 ($123.57 with tax). A single piece of equipment should not be billed twice under the same reference number in the same invoice.

- “SUPPORT - REPORTING ADD-ON” is already an active recurring monthly charge here at $593.10/month, relevant context for the triple-install-fee finding at Pre-Owned, Toyota, and Ford below.
- The Collision Center and Service department sub-accounts each carry their own small monthly network/hosting fees (workstation connections, VPN support), individually minor but worth a look at whether these satellite departments need their own full connection stack or could share the main store's connection.

PRE-OWNED: INVOICE #2609620, ACCOUNT 415290-01 (+ SUB-ACCOUNTS 415290-03, 887145-84), INVOICE DATE 3/31/2026

Invoice total: $13,610.86

Charge category	Amount
Leased Equipment/Software	$1,240.10
Telecommunication Services	$44.14
Monthly Software Support	$5,674.77
Monthly Hardware Maintenance	$519.42
Hosting/Data Services	$757.66
Hardware Sales/Contract Purchases	$1,703.73
Forms, Supplies and Laser	$713.41
Other Charges and Transactions	$2,957.63
Invoice Total	$13,610.86

FINDINGS

- “Hardware Sales/Contract Purchases” of $1,703.73 is a one-time reporting add-on installation charge ($1,596.00 + tax), the first of three identical install fees found across this invoice cycle (see also Toyota and Ford below).
- This same invoice includes 19 units of workstation connection charges for a newly-added “Pre-Owned Superstore” sub-account; confirm this reflects an actual new department, not a duplicate of an existing one.

TOYOTA: INVOICE #2609981, ACCOUNT 660317-46, INVOICE DATE 3/31/2026

Invoice total: $10,013.56, internally flagged by dealer group staff on the cover page as an unusual/additional charge

Charge category	Amount
Leased Equipment/Software	$514.40
Telecommunication Services	$50.94
Monthly Software Support	$3,944.54
Monthly Hardware Maintenance	$313.24
Hosting/Data Services	$298.84
Hardware Sales/Contract Purchases	$1,699.74
Forms, Supplies and Laser	$836.66
Other Charges and Transactions	$2,355.20
Invoice Total	$10,013.56

FINDINGS

- Reporting add-on installation, $1,596.00 ($1,699.74 with tax): the second of three identical install fees found in this invoice cycle. The client's own staff flagged this line as unusual before this review began, independently corroborating the finding.
- A prorated recurring support charge of $459.17 (for a 24-day partial period) appears alongside the install fee, confirming this was a brand-new rollout to this rooftop in the same invoice as the one-time install charge.

KIA: INVOICE #2611502, ACCOUNT 771408-02, INVOICE DATE 4/30/2026

Invoice total: $7,293.07. Cover page includes a CDK Global rate-increase notice, with no rooftop-specific breakdown of the increase amount

Charge category	Amount
Leased Equipment/Software	$542.50
Telecommunication Services	$51.06
Monthly Software Support	$3,794.20
Monthly Hardware Maintenance	$371.37
Hosting/Data Services	$281.93
Forms, Supplies and Laser	$1,088.36
Other Charges and Transactions	$1,163.65
Invoice Total	$7,293.07

FINDINGS

- The recurring reporting-add-on support charge is already active here ($593.10/month); this rooftop already had the product running before the Pre-Owned/Toyota/Ford installs.

- CDK's generic price-increase letter gives no specific percentage or dollar figure, worth requesting a written breakdown of exactly which line items increased and by how much.

FORD: INVOICE #2609754, ACCOUNT 552196-52 (+ SUB-ACCOUNT 887145-83), INVOICE DATE 3/31/2026

Invoice total: $9,403.88

Charge category	Amount
Leased Equipment/Software	$883.31
Telecommunication Services	$44.14
Monthly Software Support	$3,361.88
Monthly Hardware Maintenance	$386.47
Hosting/Data Services	$438.55
Hardware Sales/Contract Purchases	$1,703.73
Forms, Supplies and Laser	$378.32
Other Charges and Transactions	$2,207.48
Invoice Total	$9,403.88

FINDINGS

- Duplicate line item: “LEASE CISCO WS-C2960X-48FPSL MO SVC,” catalog 2271990, same reference number 71209439EQ27, identical amount $192.36, listed as two separate line items in the same invoice. This is the cleanest duplicate found in the entire review: same catalog number, same reference, same dollar amount, twice.
- Reporting add-on installation, $1,596.00 ($1,703.73 with tax): the third of three identical install fees found in this invoice cycle, again paired with a new prorated recurring charge of $459.17 for the same partial-month period.

CROSS-LOCATION FINDING: REPORTING ADD-ON ROLLOUT

Across the five invoices reviewed, this single reporting product shows five different billing states in the same one-to-two month window:

Rooftop	Install fee (one-time)	Recurring monthly support
Chevrolet	(already installed previously)	$593.10/mo (already running)
Kia	(already installed previously)	$593.10/mo (already running)
Toyota	$1,596.00 (new, this invoice)	$459.17 prorated (new, this invoice)
Ford	$1,596.00 (new, this invoice)	$459.17 prorated (new, this invoice)

Rooftop	Install fee (one-time)	Recurring monthly support
Pre-Owned	$1,596.00 (new, this invoice)	(not yet showing; expected next cycle)

What dealerTEL recommended: Ask CDK Global whether the $1,596 install fee is a fixed per-site technical cost, or a standard fee that can be reduced or waived under a multi-site rollout of a product the group already uses at two locations. Paying it three times in one invoice cycle (~$4,788 net of tax) is worth one phone call.

VENDOR DETAIL: IP NETWORKED SERVICES (CDK GLOBAL TELECOM AFFILIATE)

IP Networked Services bills as a hosted phone/network provider from an office that sits one block from CDK Global's own billing office, and shares CDK's billing inquiries phone number. Each rooftop's invoice breaks charges into Call Connect (hosted phone system, priced by user-count tier), Telecom Services (network/circuit access), Hardware (PBX equipment rental), and Usage (toll-free minutes).

Rooftop	Account #	Call Connect (phone system)	Telecom / "SDN" circuit charge	Hardware (PBX rental)	Total invoice
Chevrolet	80384119	$370.80 (41-80 users)	$1,215.14 ("SDN - ELA Access Circuit - 5MB")	$77.25	$2,166.58
Toyota	80217743	$223.70 (1-40 users)	$602.70 ("SDN - Svc Delivery Network Shared")	$57.42	$1,120.47
Kia	80217742	$397.68 (41-80 users)	$602.70 ("SDN - Svc Delivery Network Shared")	$57.42	$1,337.38
Pre-Owned	80217741	$646.23 (81-120 users)	$602.70 + $602.71 (TWO lines, same charge)	$57.42	$2,405.19
Ford (main acct.)	80384215	$223.70 (1-40 users)	$45.27 (Data Center B/W + DID add-ons)	$57.42	$377.65
Ford (2nd acct.)	80476330	n/a	$568.12 ("SDN - Svc Delivery Network Shared")	n/a	$720.49

FINDINGS

- Every location pays a recurring "SDN" line described only as "Service Delivery Network Shared" or "ELA Access Circuit," ranging from $568 to $1,215 per month, with no description of bandwidth, provider, or what distinguishes it from the dedicated internet circuit Comcast already bills for the same address.

- Chevrolet's version of this charge, described as an "ELA Access Circuit - 5MB," is priced at $1,215.14/month. A 5 Mbps circuit at typical market rates would run a fraction of that, even accounting for enterprise/MPLS pricing premiums.
- The Pre-Owned store is billed two nearly-identical "SDN - Svc Delivery Network Shared" line items in the same invoice: $602.70 and $602.71. Two charges for the same service, one cent apart, in the same billing period, is a strong indicator of a duplicate order that was never consolidated on the vendor's side.
- The Ford store is billed under two separate account numbers in the same invoice cycle: the main account carries normal phone and minor telecom charges, while a second, otherwise-empty account exists solely to carry a $568.12 "SDN" charge. Worth asking directly: why does this store need a second account, and does it duplicate connectivity the main account or Comcast already provides?
- Minor invoice-consolidation issue: on the Ford store's main account, an add-on DID number charge appears as two separate lines in the same invoice ($1.46 for qty 1, $5.40 for qty 3) rather than one combined line. Immaterial in dollars, but suggests order records aren't being consolidated before billing; the same pattern that produced the Pre-Owned duplicate above.

What dealerTEL recommended: Request an itemized service description for the "SDN" charge at every location, ask IP Networked Services to justify the Pre-Owned double-charge and the Ford store's second account, and get a specific answer on what "5MB" service is actually being delivered at Chevrolet for $1,215/month.

VENDOR DETAIL: AT&T

AT&T bills for Chevrolet and Toyota were reviewed in full. (Pre-Owned, Kia, and Ford did not have AT&T bills included in the files provided.) Both accounts reviewed consist almost entirely of individual legacy analog "Bus Local Calling Unlimited B" lines (the kind traditionally used for fax machines, alarm panels, credit-card terminals, elevator phones, and similar single-purpose equipment), each billed separately at $55.00/month plus an $8.03 federal access charge ($63.03/line/month).

CHEVROLET

Two separate AT&T accounts appear on Chevrolet's invoices:

- Account 198-732-5561-001 (billing date 4/19/2026): $1,467.23 total, split across two sub-accounts ($1,347.03 and $120.20). No line-item detail was included beyond the summary for this account in the files provided.
- Account 440-712-0398-337-1 (billing date 4/22/2026): $738.35 total: 10 individual analog lines totaling $630.30/month in base service, plus $37.22 in long-distance and $70.83 in fees/taxes.

CHEVROLET ANALOG LINE INVENTORY (ACCOUNT 440-712-0398-337-1)

Line number	Monthly + access charge	Notable call activity
305-555-0110	$63.03	Automated 0:30 daily calls to same number; looks like an alarm/monitoring line
305-555-0111	$63.03	A few outbound calls per month
305-555-0112	$63.03	No detail shown beyond base service
305-555-0113	$63.03	Several outbound calls per month, various regional numbers
305-555-0114	$63.03	No detail shown beyond base service
305-555-0115	$63.03	Several outbound calls per month
305-555-0116	$63.03	No detail shown beyond base service
305-555-0117	$63.03	One call for the period
305-555-0118	$63.03	No detail shown beyond base service
305-555-0119	$63.03	One call for the period

TOYOTA

Account 305-555-0220-927-1 (billing date 3/19/2026): $298.70 total: 4 analog lines (305-555-0220, 305-555-0221, 305-555-0222, 305-555-0223) at $63.03 each = $252.12/month base service, plus $17.47 long-distance and $29.11 fees/taxes.

What dealerTEL recommended: Have a technician physically trace each of these 14 lines (10 at Chevrolet, 4 at Toyota) to confirm what's actually connected: fax, alarm, elevator, credit card terminal, or nothing. Lines with only automated dial-up traffic (like 305-555-0110) or minimal-to-no call activity are the best candidates to disconnect. At $63.03/line/month, every 5 lines confirmed obsolete saves roughly $3,780/year.

VENDOR DETAIL: ONETEL BUSINESS

Four accounts were reviewed. All are reasonably priced for business internet service and none showed duplicate charges or unusual line items. These bills are consolidated single-service statements without a detailed line-item breakdown of what's included (unlike CDK or Comcast), but the account summary totals are consistent month to month.

Rooftop	Account #	Service	Monthly charge
Chevrolet	05-31174	OneTel Business internet	$261.06
Collision Center	01010-778812-4501	OneTel Business Internet	$117.41 ($109.98 service + fees)
Kia	03-46812	OneTel Business internet	$253.10

Rooftop	Account #	Service	Monthly charge
Toyota	03-08812	OneTel Business internet	$215.28

No action needed. OneTel was the most reasonably priced connectivity vendor in the whole review, and is a useful benchmark when questioning the CDK/IP Networked “SDN” pricing above.

VENDOR DETAIL: SPECTRUM BUSINESS (LOCAL PHONE LINES)

Six accounts were reviewed. These are local business phone lines with actual, verifiable call activity; unlike the AT&T lines above, the usage detail on these bills shows real, varied calling patterns consistent with active departments (particularly the Ford store's sales line).

Rooftop / department	Account #	Lines	Monthly charge
Chevrolet	700481-1123	1 line	$62.42
Kia	700481-2210	1 line	$92.41
Ford, Sales	700481-3387	5 lines @ $43.46	$273.44
Ford, Parts & Service	700481-3390	2-3 lines	$164.37
Collision Center	700481-4456	1 line	$66.93

No duplicate or questionable charges found. Total across all accounts: approximately $659.57/month ($7,915/year), and the pricing and usage both look legitimate.

VENDOR DETAIL: VIN SOLUTIONS (CRM)

VIN Solutions provides CRM/ILM software, not telecom, but is included here since it was part of the files reviewed. Pricing is consistent across rooftops for the core package (CRM/ILM Limited Users, Data Integration, Text Messaging, VinMobile IDScan), with one notable exception.

Rooftop	Total monthly charge	Integration Surcharge
Chevrolet	$1,550.61	$229.00 (bundled, not separately itemized as surcharge on this invoice)
Toyota	$1,517.17	$229.00
Kia	$2,449.77	$229.00
Pre-Owned	$2,601.34	$371.00 (higher than every other rooftop)
Ford	$2,029.92	$229.00

Finding: The Pre-Owned store pays a $371.00 “Integration Surcharge” versus $229.00 at every other rooftop, despite an otherwise identical package composition. This may be justified by a different or additional integration at that location, but it's a one-line question worth asking VIN Solutions; if it's a pricing inconsistency rather than a real cost difference, correcting it would save roughly $1,704/year.

WHAT DEALERTEL RECOMMENDED

1. CALL COMCAST BUSINESS

- Confirm what circuits CB-ORD-58821 and CB-ORD-58848 each serve at the Pre-Owned store's address. If one is a leftover from a past upgrade or move, cancel it.
- Get a plain-language description of what each of the seven circuits provides (bandwidth, SLA, backup status) so it can be compared against the CDK/IP Networked “SDN” charges.

2. CALL CDK GLOBAL / IP NETWORKED SERVICES

- Request a written, plain-language description of the “SDN - Service Delivery Network Shared” and “SDN - ELA Access Circuit” charges at every location, specifically what each provides beyond what Comcast already delivers to the same address.
- Ask CDK directly whether their network circuit is a contractual condition of running the DMS. If it is, Comcast’s circuit is the more likely candidate for elimination, not CDK’s, and the consolidation plan should be built around that answer.
- Ask why the Pre-Owned store is billed two “SDN” lines in the same invoice, and request a credit if confirmed as duplicate.
- Ask why the Ford store has a second account carrying only an SDN charge, separate from its main account, and whether that's necessary.
- Raise the Chevrolet “ELA Access Circuit - 5MB” charge specifically; ask for a breakdown of why a 5 Mbps circuit costs several times a typical market rate.
- Flag the two exact-duplicate line items (Chevrolet's Cisco switch maintenance; Ford's Cisco lease line) and request credits.
- Ask whether the $1,596 reporting-add-on install fee can be reduced or waived for a multi-site rollout, given it was charged three times in the same invoice cycle for a product already running at two other rooftops.

3. AUDIT AT&T LEGACY LINES

- Physically trace all 10 lines at Chevrolet and 4 lines at Toyota to identify what's connected to each. Disconnect anything obsolete.
- Start with the line whose only call activity is a daily automated 30-second call to the same number, a strong signal it's a forgotten alarm or monitoring line rather than a working phone line for staff.

4. ONE QUICK QUESTION TO VIN SOLUTIONS

- Ask why the Pre-Owned store's “Integration Surcharge” is materially higher than every other rooftop for what looks like the same package.

HOW DEALERTEL CAN HELP YOUR DEALERSHIP

This is the kind of review dealerTEL runs for every dealer we work with: a single rooftop and a six-location group get the same level of scrutiny. Whether a store has one DMS account or five, most dealers have never compared their DMS, telecom, and connectivity vendors side by side; charges accumulate one check stub at a time, approved without anyone seeing the itemized invoice behind them. In this engagement alone, that blind spot was worth roughly $30,000 in year-one savings and over $25,000/year ongoing once corrected, with additional savings still to be confirmed.

WHAT A DEALERTEL CONNECTIVITY & BILLING REVIEW INCLUDES

- A line-by-line audit of every telecom, internet, and DMS-related invoice at your dealership, whether that's one rooftop or many, not just the check stub totals.
- A side-by-side comparison of what each vendor is actually delivering, so overlapping or duplicate services are easy to spot.
- A specific, invoice-referenced list of findings you can bring directly to your vendors, or that we can help you raise on your behalf.
- An ongoing relationship to keep watching your bills as your dealership grows, adds locations, or changes vendors.

THE INVOICES ARE ONLY HALF THE STORY

Every finding in this report came directly out of documents Hometown Motors already had on file: check stubs and itemized invoices that had been paid, filed, and never looked at twice. That's the raw material. But raw material doesn't fix itself: deciding whether a second circuit at the Pre-Owned store is a deliberate backup or dead weight, whether a reporting add-on installed at three stores in one month was ever meant to roll out that way, or which of fourteen legacy phone lines can be disconnected without taking down something a service bay actually depends on; those are judgment calls only the people running the dealership can make.

That's why a dealerTEL engagement doesn't end with a document like this one. It ends with a conversation. We sit down with ownership and management, walk through every finding line by line against what they know about their own operation, and work out together what's worth challenging, what's worth keeping, and what to fix first. The invoices get us to the table with real numbers instead of guesses; the conversation with the dealer principals is where the savings actually get captured.

LET'S PUT YOUR OWN INVOICES TO WORK

If a review like this has never been run for your dealership, the documents to do it are probably already sitting in a filing cabinet or an inbox. Most of what you just read came from documents no one had opened past the check stub.

A 20-minute call with dealerTEL is enough to find out what yours is hiding, and to start the same kind of conversation with your team.

SCHEDULE YOUR CALL WITH DEALERTEL

Steven Barnett • (855) 968-6500 • sbarnett@dealertel.com

APPENDIX: SCOPE OF DOCUMENTS REVIEWED

The following 34 files were reviewed. Vendor and rooftop names below reflect the anonymized naming used throughout this report.

CDK GLOBAL BILLS (5 FILES)

- CDK - Pre-Owned.pdf, CDK - Toyota.pdf, CDK - Chevrolet.pdf, CDK - Kia.pdf, CDK - Ford.pdf

IP NETWORKED SERVICES BILLS (6 FILES)

- IP Networked - Pre-Owned.pdf, IP Networked - Toyota.pdf, IP Networked - Chevrolet.pdf, IP Networked - Kia.pdf, IP Networked - Ford.pdf, IP Networked - Ford 2.pdf

SPECTRUM BUSINESS BILLS (6 FILES)

- Spectrum - Pre-Owned.pdf, Spectrum - Collision Center.pdf, Spectrum - Chevrolet.pdf, Spectrum - Kia.pdf, Spectrum - Ford.pdf, Spectrum - Ford Service.pdf

ONETEL BUSINESS BILLS (4 FILES)

- OneTel - Collision Center.pdf, OneTel - Toyota.pdf, OneTel - Chevrolet.pdf, OneTel - Kia.pdf

VIN SOLUTIONS BILLS (5 FILES)

- VIN Solutions - Pre-Owned.pdf, VIN Solutions - Toyota.pdf, VIN Solutions - Chevrolet.pdf, VIN Solutions - Kia.pdf, VIN Solutions - Ford.pdf

STANDALONE FILES (4 FILES)

- T-Mobile for Business.pdf, AT&T - Toyota.pdf, AT&T - Chevrolet.pdf, Comcast Business - All Locations.pdf

This report reflects a document review only. It does not constitute legal, accounting, or telecom-contract advice. Client identity, account numbers, phone numbers, addresses, and dates have been altered throughout to protect confidentiality. Dollar figures and charge structures reflect the invoices actually reviewed during this engagement.