

The Compass Solution

NAVIGATING BUSINESS COMMUNICATIONS

Managed Services Program

Today's communications industry is vastly different than three to five years ago. The pace in which these changes occur is only expected to increase. Developments and improvements to the way in which businesses communicate provide increased efficiencies and competitive advantages. The **Compass Solution** gives your organization access to experts who will help you assess emerging technology **as your business changes** and make decisions about what to implement in your business.

When you purchase or lease communications equipment, you bear the risks and rising costs associated with maintaining and operating the system. When implementing communications equipment you need to be given the whole picture. Most vendors only discuss the acquisition cost of the equipment...the costs associated with system ownership and operations emerge well after the system installation. In many cases, **the costs that occur after the initial installation** can equal or exceed the original acquisition cost.

The **Compass Solution** takes into consideration ALL major costs associated with the operation of your communications system. The program also ensures that you are always able to budget for new technology that will offer improved communications for your business. This solution allows Maverick Networks to partner with your organization to provide state of the art technology and the services that are needed to make sure that you realize a return on your investment.



maverick
NETWORKS INC

The Compass Solution Benefits

FULL SERVICE AND WARRANTY

When you partner with Maverick Networks under the [Compass Solution](#), you know exactly what service will cost. Your fixed monthly payment includes full service, parts, and the labor for the full term of the agreement without escalation for up to eight years.

FIXED PRICE FOR ADDITIONS

Maverick Networks provides a list of equipment that can be added to the contract at any time at a predetermined price. The monthly rate remains fixed and includes all installation charges, maintenance, insurance, and other solution provisions regardless of the number of months remaining on your contract.

TECHNOLOGY REFRESH

The [Compass Solution](#) ensures that your communication solution will always be the best available. The Technology Refresh program builds a "refresh allowance" as you make payments on a monthly basis. When you decide to use the allowance, your monthly payment stays the same and the [Compass Solution](#) is extended to the original term. Businesses who utilize the [Compass Solution](#) are able to stabilize their technology costs and establish predictability in their budgets.

SYSTEM SOFTWARE UPGRADES

Any time during the term of the [Compass Solution](#), you can request to upgrade to the latest production level of our advanced communications platform software at no additional charge. There is no limit to the number of times you can upgrade during the [Compass](#) term or renewal period. This includes the communications platform software and the labor to install the software in the then current configuration.

RISK OF LOSS COVERAGE

We assume the risk of loss for the equipment and the system is replaced at our expense. No additional insurance is required. You pay no deductible in the event of loss.

DISASTER RECOVERY PROVISION

A current copy of your system database will be maintained off-site. Should you have a catastrophic loss, the system and software are immediately replaced under Risk of Loss and, with the current database maintained off-site, your system can be re-installed, reprogrammed and back in operation as quickly as your environmental conditions permit.

SYSTEM TRAINING

We understand installing equipment is just the first step to realizing the benefits of your new communications equipment. Equipment alone does not improve communications. In order to guarantee utilization of your new functionality, [Compass Solution](#) will provide unlimited training on the new system. Any time a new employee is added, or should someone need a refresher course, we will provide training at no charge.

UNLIMITED ONSITE/REMOTE PROGRAMMING CHANGES

We will support and offer, at no additional charge, all programming changes during business hours, Monday through Friday, 8 am - 5 pm (PST). Onsite or remote, no additional charge.

GUARANTEED RENEWAL OPTIONS

Upon completion of the [Compass Solution](#) contract, you will be given the option to renew for an additional 36 months at 50 percent of the rate you had been paying. All the benefits from your original contract are locked-in for up to eight years!