



SPN
SECURE PATH NETWORKS

TELECOM.

UNTANGLED.

MACD Services

Lower total-cost of ownership

Enterprise management
(multiple locations)

Improved order information

Consolidated asset
inventory

Reduce telecom
expenses

- Full data and voice-line implementation
- Coordination of multiple carriers and vendors
- High-level support for data and voice-line issues
 - Full audit of existing data and voice-line bills
 - Single-point of contact through dedicated staff
- Web-portal access to asset information and orders
 - Management of existing data and voice lines
- Organization of activities across multiple locations



Our MACD service is designed to assist our customers with the management of existing voice and data lines. Once our customers' locations and assets are entered into our client management application ("CMS"), we then begin the process of managing those assets, keeping track of any MACD requests that are sent to us – and making those changes available to our client as a point of reference at any point throughout our relationship.

Specifically, here is how we define each function:

Moves

By definition, this includes the movement of voice or data lines from one location to another. Once the destination site is prepared by our clients, we work with the selected carrier or vendor and instruct them where the lines are to be relocated to.

We can also assume the responsibility of preparing the destination location (inside wiring, phone switch vendor coordination, terminations, etc), should our clients choose to have us perform the management of that site as a project using our project-management service.

Adds

This strictly includes the addition of services to existing voice and data lines. As an example, we could add additional IP addresses to a data circuit, add additional features to voice lines, or even additional lines to an existing hunt group.

Changes

Similar to the *adds*, the focus of the *changes* remains on the existing voice and data services. We can change the services on these lines to reflect our clients' needs and provide reference to those changes in our application, CMS.

Deletes/Disconnects

On behalf of our clients, we can manage the disconnections and deletions of any data or voice line, as well as any services that may run on those lines. We work closely with our partner relationships to make any disconnections or cancellations as smartly as possible to try to reduce any unnecessary expenses our clients may incur for the termination of a line or service.

