

## WHAT IS THE DIFFERENCE BETWEEN DIRECT AND INDIRECT TELECOM CHANNELS?

# CARRIERS VS. AGENTS



### HOW ARE REPS AND AGENTS PAID?

Sales rep is employed and paid directly by the carrier on a commission/incentive basis

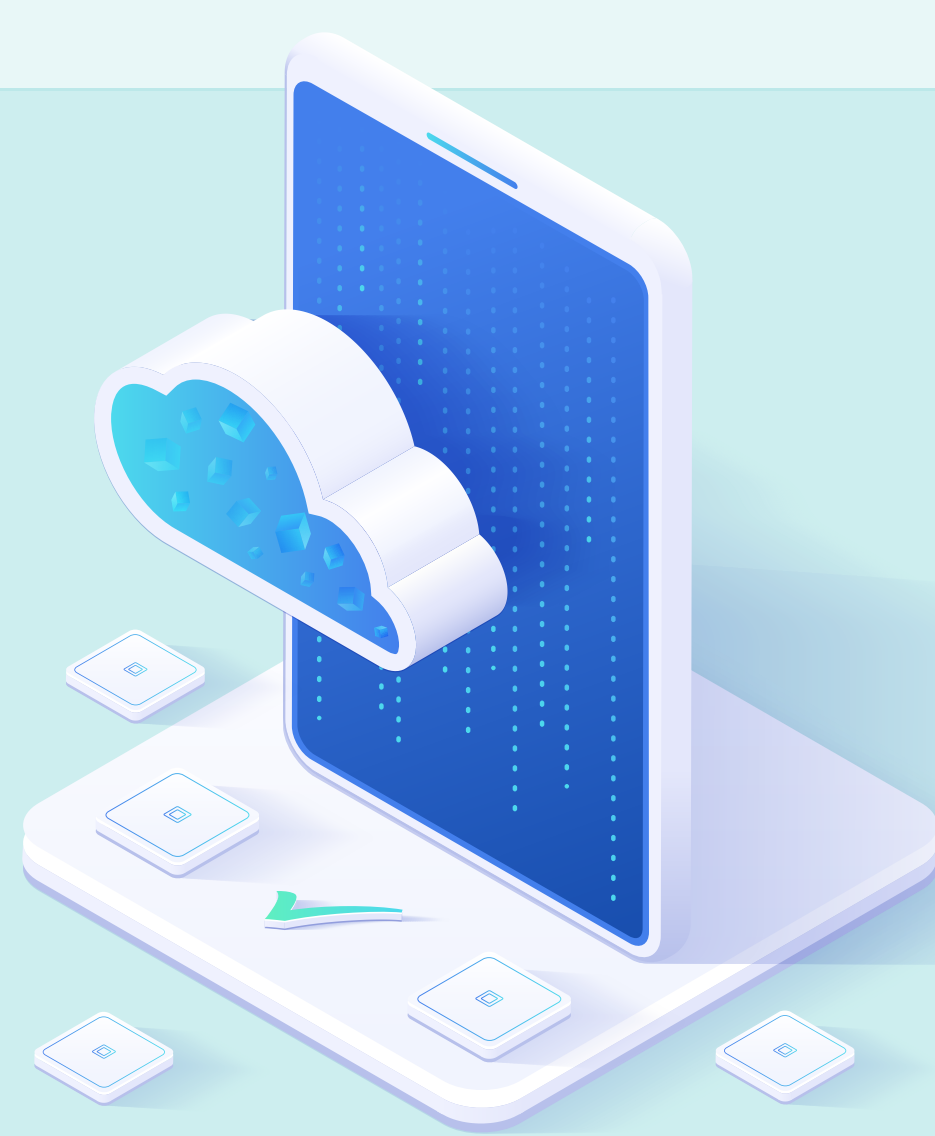
Agent works independently and receives commission/incentive from multiple carriers

Customer pays the same price for services if they buy directly or through an agent

### WHAT PRODUCTS AND SERVICES CAN THEY OFFER?

Sales rep only sells products offered by the carrier for whom they work

Agent is carrier neutral and can sell multiple products offered by a large number of carriers, at the same price to customer as direct sales rep



### WHO IS MY MAIN CONTACT?

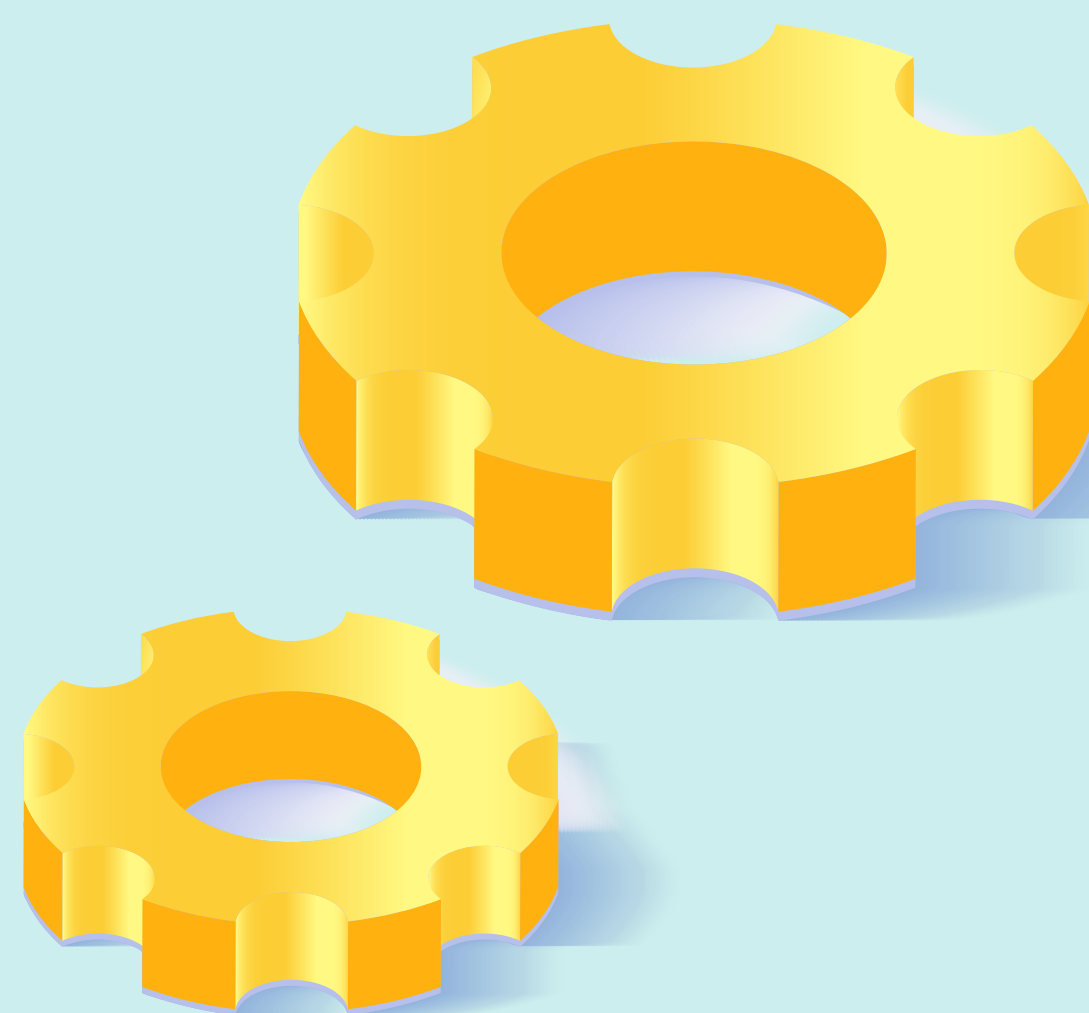
Sales reps typically don't stay with the carrier long-term, often less than two years, so companies may have multiple contacts

Agents build long-term relationships with companies to develop a deep understanding of their business needs

### DOES MY CONTACT HELP WHEN I NEED SUPPORT?

Sales reps are not involved with support or trouble tickets once the order is processed

Agent is a single point of contact for sales, billing questions and service related issues



## WHAT ARE THE ADVANTAGES OF USING FOSTAR AS YOUR TELECOM AGENT?



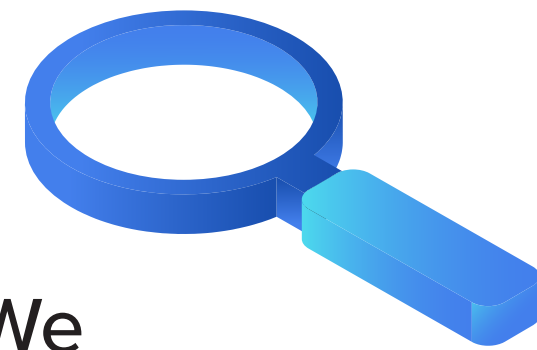
**SAVE TIME, MONEY AND RESOURCES** — We do the research for you and help your company navigate through complicated products and pricing structures

### PROVEN TECHNOLOGY —

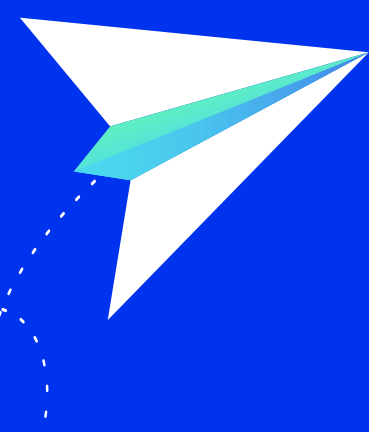
Our agents are experts who continually test new technology and understand how to keep your business productive and secure.

### UNBIASED ADVICE —

We source multiple providers for cloud, internet and phone services at the same price you pay directly from the carrier, without additional fees.



**SERVICE ISSUE SUPPORT** — We build relationships with carriers and speak their language, so we can help you get issues resolved quickly.



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