



PAPERLESS

Emergency Broadband Benefit Solution



What if you could manage your customers' Emergency Broadband Benefit documents without all the paperwork?

Maplewave's digital contract solution, Paperless, makes it simple and cost-effective to sign, store and retrieve documents - from almost anywhere.

As a leader in the digital contract management space for the telecom industry, our fit-for-purpose solution is designed to meet the requirements of the FCC Emergency Broadband Benefit Program.

Absolutely no installation is required.

Our turn-key solution meets all program requirements and makes document signing a highlight of the customer experience:

- Captures the customer's information.
- Confirms their approval into program (upload proof).
- Lets them review the agreement and agree to T&Cs.
- Lets them digitally sign documents (in-store or remotely).
- Emails documents to the customer.

After signing, Paperless:

- Triggers the next step in activation workflow.
- Provides access-controlled visibility to contracts and supporting documents for auditing/validation.

Important benefits:

- No paper or storage/retrieval costs.
- On-site prem licenses and SaaS options are available!
- Option to expand Paperless deployment to manage all contracts and documents.

For more information, please contact:

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Remote Signing

Remote signing lets customers remotely sign documents without needing to visit a store. An email is sent to the customer that includes a unique link, which lets them access and sign the contract in their browser. This functionality extends the power of Paperless into additional channels, such as call centre and B2B, all while unifying the customer experience.

Web Signing

Web signing extends the capabilities and benefits of Paperless beyond fixed terminals. Web signing can be used in the store environment when the customer is physically present, allowing a contract to be loaded for signing directly on any device.

Key Benefits & Features

Transact Anywhere: Modernize your customer experience with a sleek contract signing process from any location or device.

Multiple Contract Types Supported: Contracts in PDF, HTML, or XML formats can be uploaded for signing.

Signature Points Associated With Person: Every signature point on a contract is associated with a signatory and only that person can sign them.

Define Required Attachments per Contract & Signatory:

Contract types can be configured to require attachments before the signatory can submit it - requirements can be assigned by individual signatory.

Multiple Signing Stages: Contract types can be configured to have multiple signing stages where remote signing emails are sent to signatories in the order in which the contract must be signed. The flow only advances to further stages once all signatories have signed the current stage.

Remote Signing Approval: Contract types can be configured to require approval, so all requirements are met (e.g. correct names signed, valid documentation attached, etc.). The contract will be held after signing is complete so designated users can review and approve it before it is sealed and submitted to the server for storage.