

## *The Alexander Group*

# TeleVantage Partner Program

### **HIGHLIGHTS**

#### Operating Identity:

The Partner retains “ownership” of their customer. The Alexander Group (TAG) will not offer any services to the Partner’s customers which compete with services offered by the Partner. At the Partner’s preference, TAG will present itself as either a partner of the Partner, or as an independent contractor recommended by the partner.

#### Sales Commissions:

The Alexander Group will pay commissions to the Partner for referrals that result in the sale of a TeleVantage System. The percentages listed below will be paid on the GROSS INVOICE price of the sale, including hardware, software, setup, installation, training and service contract.

- Partner gives name referral to TAG - 3% of gross sale.
- Partner arranges TAG demo for prospect - 5% of gross sale.
- Partner completes sale with telephone support from TAG - 10% of gross sale.

Bonuses are available for higher sales quotas.

#### Service:

The partner may elect how they want to service their customer. There are several options:

1. The customer may sign a service agreement with TAG. In this case the Partner receives a commission on the service contract.
2. The Partner may elect to have the customer call TAG for service as required. In this case the customer pays TAG directly on an hourly basis. When on-site service is required, the Partner will have the first option for servicing the call with TAG’s support. TAG will pay the Partner \$100 per hour for each hour’s work performed by the Partner, and paid to TAG by the customer.
3. The Partner may elect to provide direct support to the customer. In this case, the Partner would call TAG for 2<sup>nd</sup> level support as required. TAG will provide the Partner with a 30% discount from TAG’s normal billing rates.