

# MITECH PARTNERS, LLC

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MASTER FILE LIST – MITECH UNIVERSITY

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# CONFIDENTIALITY STATEMENT

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# MITECH UNIVERSITY MASTER FILE LIST

This document signifies documents that are within the Mitech University Learning Portal. Please note that all documents are specific to different user groups within the system. This document will be updated periodically to address additions, corrections, and updates to the document system.

## *Current Document Warehouse Contents* *Categorized By How Its Displayed On The Site*

### General Documents

Document Name	Partner Portal	Team Member Portal	Administration Portal
<a href="#">Mitech Frequently Asked Questions (FAQ's)</a>	X	X	X

### Human Resources, Payroll, & Compensation Documents

Document Name	Partner Portal	Team Member Portal	Administration Portal
<a href="#">Employee Handbook</a>		X	X
<a href="#">Attendance Policy Acknowledgement</a>		X	X
<a href="#">2018 Payroll Calendar</a>		X	X
<a href="#">Residential Rate Commission Rate Card</a>	X	X	X
<a href="#">Small Business Commission Rate Card</a>	X	X	X

### New Partner & Team Member Onboarding Documents

Document Name	Partner Portal	Team Member Portal	Administration Portal
<a href="#">Onboarding New Partners &amp; Team Members</a>			X

### New Product Development Documents & Focus Group Takeaways

Document Name	Partner Portal	Team Member Portal	Administration Portal
<a href="#">Focus Group Session #2 – Mitech Application</a>			X

### Training Materials – Charter/Spectrum

Document Name	Partner Portal	Team Member Portal	Administration Portal
<a href="#">How To Create A Quote For A Spectrum Client</a>	X	X	X
<a href="#">Charter/Spectrum Services Business Rate Card</a>	X	X	X

## Training Materials – Comcast

Document Name	Partner Portal	Team Member Portal	Administration Portal
<a href="#">Comcast Business Voice Edge (BVE) Slick</a>	X	X	X
<a href="#">Comcast Business Voice Edge (BVE) Checklist</a>	X	X	X
<a href="#">Comcast Business Voice Edge (BVE) Configurator (Microsoft Excel File)*</a>	X	X	X
<a href="#">Comcast International VOIP Phone Rates</a>	X	X	X
<a href="#">Comcast Current Promotions (Effective March 2018)</a>	X	X	X
<a href="#">Comcast Rate Sheet</a>	X	X	X
<a href="#">Comcast Standard Offers &amp; Promotions</a>	X	X	X
<a href="#">Need For Speed – Explanation of Internet Bandwidth</a>	X	X	X
<a href="#">Public View TV Channel Lineup</a>	X	X	X
<a href="#">Private View TV Channel Lineup (Nashville, TN)</a>	X	X	X
<a href="#">SMB/PRI Configuration (Microsoft Excel File)*</a>	X	X	X
<a href="#">Transfer / Disconnect Form</a>	X	X	X
<a href="#">Voice Edge Promo &amp; Information Sheet</a>	X	X	X
<a href="#">Welcome to Comcast Business Booklet</a>	X	X	X

(\* - Please submit a request on the Mitech University Website for this file. Link embedded is subject to change and may not work at the time of the downloading.)

## Training Materials – Comcast

Document Name	Partner Portal	Team Member Portal	Administration Portal
<a href="#">Commercial Business TV Lineup Kit</a>	X	X	X
<a href="#">Commercial Quick Reference Tool</a>	X	X	X
<a href="#">Commercial Public TV Channel Lineup Kit</a>	X	X	X
<a href="#">Commercial Private TV Channel Lineup Kit</a>	X	X	X
<a href="#">Commercial Sales Guide</a>	X	X	X
<a href="#">New Residential Customer Worksheet</a>	X	X	X
<a href="#">Overcoming DirecTV Sales Objections (AIMs)</a>	X	X	X
<a href="#">Phone Sales Call Flow Strategy</a>	X	X	X
<a href="#">Required Call Component Disclosure</a>	X	X	X
<a href="#">Residential Sales Guide</a>	X	X	X

## Training Materials – Mitech Card Payment Processing Offerings

Document Name	Partner Portal	Team Member Portal	Administration Portal
<a href="#">Card &amp; Payment Processing 101</a>	X	X	X
<a href="#">Mitech Card Payment Processing Services Lead Form (Google Form)</a>	X	X	X

## Training Materials – Mitech Phone Service & Other Phone Carriers

Document Name	Partner Portal	Team Member Portal	Administration Portal
<a href="#">8x8 Phone Services</a>	X	X	X
<a href="#">Birch Communications</a>	X	X	X
<a href="#">Comcast Business Voice Edge (BVE)</a>	X	X	X
<a href="#">Fonality VOIP Service</a>	X	X	X
<a href="#">Jive Phone Service</a>	X	X	X
<a href="#">MiVOIP (Mitech) Phone Service</a>	X	X	X
<a href="#">Mitel Phone Service</a>	X	X	X
<a href="#">Nextiva Phone Service</a>	X	X	X
<a href="#">NexVortex Phone Service</a>	X	X	X
<a href="#">Ring Central Phone Service</a>	X	X	X
<a href="#">Vonage VOIP Service</a>	X	X	X

## Training Materials – Mitech Phone Service & Other Phone Carriers

Document Name	Partner Portal	Team Member Portal	Administration Portal
<a href="#">ADS Business &amp; Residential Security Services</a>	X	X	X
<a href="#">ADT Business Promotional Offer</a>	X	X	X
<a href="#">ADT Residential Promotional Offer</a>	X	X	X
<a href="#">Mitech Security Services Lead Form (Google Form)</a>	X	X	X

## Training Materials – Mitech Phone Service & Other Phone Carriers

Document Name	Partner Portal	Team Member Portal	Administration Portal
<a href="#">Building Momentum In Business &amp; Life</a>	X	X	X
<a href="#">Client Engagement Model</a>	X	X	X
<a href="#">Client Order Process</a>	X	X	X
<a href="#">Effective Networking Strategies – 04/02/2018</a>	CURRENTLY	UNDER	DEVELOPMENT
<a href="#">Effective Prospecting – 04/02/2018</a>	CURRENTLY	UNDER	DEVELOPMENT
<a href="#">Follow-Up Fundamentals – 04/02/2018</a>	CURRENTLY	UNDER	DEVELOPMENT
<a href="#">How To Get Opportunities</a>	X	X	X

<a href="#">How To Submit An Order In The Back Office</a>	X	X	X
<a href="#">How To Submit Leads</a>	X	X	X
<a href="#">New Partner Welcome Kit</a>	X	X	X
<a href="#">Pass The Words</a> (Google Spreadsheet Document)	X	X	X
<a href="#">Partner Engagement Model</a>	X	X	X
<b>Productivity Dashboard Training – 04/02/2018</b>	<b>CURRENTLY</b>	<b>UNDER</b>	<b>DEVELOPMENT</b>
<a href="#">Residential Completed Order</a> (Google Form)	X	X	X
<a href="#">Sample Marketing Materials (Slicks) Provided To Partners &amp; Team Members</a>	X	X	X
<a href="#">Stretch Goals</a>	X	X	X
<a href="#">Suggested Phone Scripts</a>	X	X	X
<a href="#">The Grind Includes Friday (TGIF) // Mitech Partners, LLC YouTube Channel</a>	X	X	X

#### Training Materials – Technology Fundamentals

Document Name	Partner Portal	Team Member Portal	Administration Portal
<a href="#">Cable Services 101</a>	X	X	X
<a href="#">History of Wireless Internet Infographic</a>	X	X	X
<a href="#">Internet Services 101</a>	X	X	X
<a href="#">Telecom Services 101</a>	X	X	X
<a href="#">Wireless Fundamentals 101</a>	X	X	X

#### Mitech University Website–Specific Materials

Document Name	Status of Document	Administration Portal
Master Document File List – Mitech University	<b>Continuously Updated</b>	X
Mitech University Site Map	<b>Updated As Document Portal Expands</b>	X

