

MITECH UNIVERSITY

WELCOME TO THE MITECH PARTNERS, LLC FAMILY!

VERSION 2.00 – FEBRUARY 2018



CONFIDENTIALITY STATEMENT

All information that is contained in this procedure is confidential and proprietary in nature. This document may not be distributed, edited, copied, or shared with anyone outside of the Mitech Partners, LLC organization without the written consent of Mr. Bill McCleskey, Founder. Information contained within this document may include strategic initiatives, processes, procedures, and other core tasks that can be severely impacted when unauthorized distribution of said item is executed.

It is agreed upon once opened, the user(s) that access this document will assume full liability and protect all information that is not for public consumption as proprietary and confidential. In the event of unauthorized release which may include, at a minimum, disciplinary action and up to termination of partnership, employment, civil, and/or criminal penalties.



WELCOME TO THE MITECH PARTNERS, LLC FAMILY!

Below are tools you now can access to build your telecom business and work more efficiently. Remember, we only do 2 things. We get customers and customer getters (other partners like you). Anything outside of doing these 2 things really isn't working. We have created a solid opportunity for you to plug into and maximize for financial gain. We are always here to help by email or phone. Please reach out to us with any questions or comments. Make it happen!

Residential Cable Services

For new residential clients, follow one (1) of the two (2) processes below depending on the carrier used for the installation and signups. Note that the instructions must be followed IN ORDER so that one is paid the commissions for the sale. Failure to execute the process as described will result in commissions forfeited once a service has been installed.

CABLE SERVICES (E.G. COMCAST, TIME WARNER, CHARTER, FRONTIER COMMUNICATIONS, COX COMMUNICATIONS, ETC.)

- ◆ Dial 1-844-449-1422
- ◆ Press **OPTION 3** for 'New Customers'
- ◆ It is *preferred* having the customer with you or on the line via a 3-way call to assist with the order-taking process
- ◆ Complete the instructions as required on the phone with the agent on the other end of the line.
- ◆ Once the client has scheduled their install, submit the client info to the following URL: <http://bit.ly/cableinternet>
 - This is needed so we can track the order back to one and they receive credit for it

CABLE & RESIDENTIAL SERVICES FOR UVERSE ONLY

- ◆ Dial 1-844-458-0439
- ◆ Press **OPTION 3** for 'New Customers'
- ◆ It is *preferred* having the customer with you or on the line via a 3-way call to assist with the order-taking process
- ◆ Complete the instructions as required on the phone with the agent on the other end of the line.
- ◆ Once the client has scheduled their install, submit the client info to the following URL: <http://bit.ly/cableinternet>
 - This is needed so we can track the order back to one and they receive credit for it

Residential DirecTV Service

DIRECTV RESIDENTIAL

- ◆ **URL:** www.retailer.directv.com (Use Microsoft Explorer Only)

This tool enables you to price and submit Residential DirecTV Orders for customers anywhere in the United States. You can schedule customer's installation after order has been submitted with this tool also.

LOGIN CREDENTIALS

- ◆ **URL:** www.retailer.directv.com (Use Microsoft Explorer Only)
- ◆ **Username:** `rame0012`
- ◆ **Password:** `Hie05Abbe` (case sensitive)

This is the FFL portal which means DirecTV will install this client. You schedule during last steps of entering the order. This changes every 3 months, so stay in touch with your Team Coordinator (TC) to ensure you have the correct login information. Excessive attempts into the portal with wrong information will cause the account to be locked out.

DIRECTV PORTAL TRAINING – ORDER ENTRY & SUBMISSION

- ◆ **URL:** <http://salestraining.directv.com/>; click 'Login'
- ◆ **Username:** `billmc`
- ◆ **Password:** `mitech`
- ◆ Click 'Building Your DirecTV business (Residential)' and complete the following two (2) training courses:
 - How to sell DirecTV – 6 Steps
 - Marketing & Selling Door to Door
- ◆ Once completed with these, click 'New Dealer Onboarding' and complete the other two (2) training courses:
 - Selling DirecTV bundles
 - Order Entry FFL – Residential

Other training courses are available to choose from and are optional to complete but not required to do so. If one decides to complete these courses, allow sufficient time for completion and comprehension of all materials within them. Thank you.



Business Back Office & Orders

New partners that become a part of the Mitech Partners, LLC family the most powerful sales tools available today in the telecom industry. For specific instructions on how to submit an order using the back office, please review the training document on submitting orders in the back office for guidance. Below are some videos that apply to some of the most common situations we come across in the office:

- ◆ Intro to Back Office: <https://www.youtube.com/watch?v=R1GaNKVennk>
- ◆ How to Submit an Order: <https://www.youtube.com/watch?v=wqVDII9Itpo>
- ◆ Build Comcast Business Quote (or any small business quote): <https://www.youtube.com/watch?v=6JJeY5nkttw>

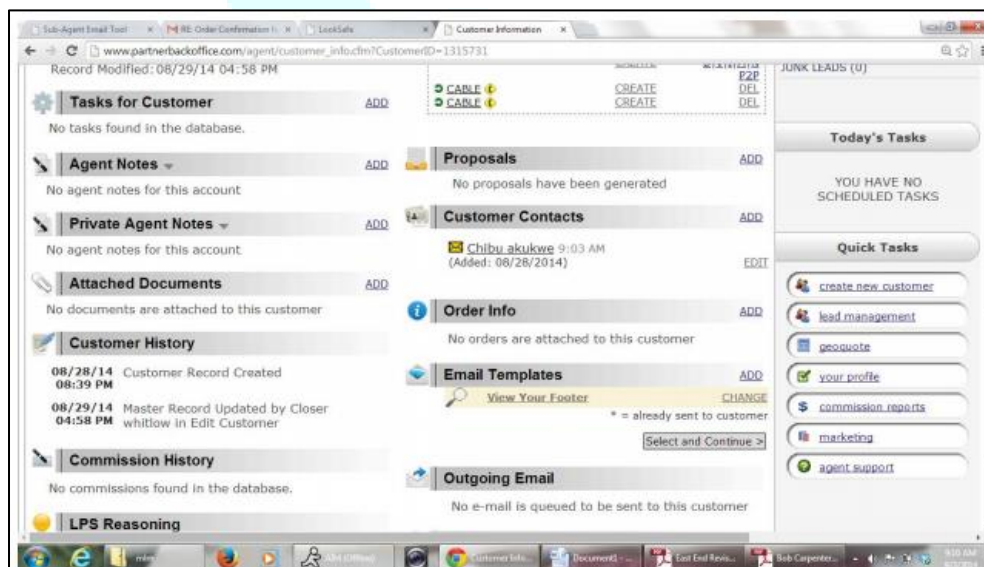
In order to access one's **Business** Back Office, type the following website below in the browser of your choice and enter your username and password provided.

- ◆ URL: <http://www.mitechbiz.com> (or partnerbackoffice.com)
- ◆ Username:
- ◆ Password:

Note: If credentials have not been supplied yet, contact your Team Coordinator to receive them. Orders should not be gathered or be ready to be entered until this is provided.

Within the back-office portal, partners will be able to get real-time pricing available, how-to documents, channel lineups, brochures, and more. This is also the best way we can track commissions and sales partners make as well as assist with issues related to new orders. Additional information such as this can be accessed at the following website and required password for entry:

- ◆ Forms Tab: <http://MitechPartners.com/forms>
- ◆ Password: Mitech13



Alarm & Security Service Orders

For new alarm and security service orders, there are two (2) ways partners can receive assistance for this request. The preferred method is to access the 'Mitech Security' tab of the Mitech Partners, LLC website (<http://www.mitechpartners/forms>) and access information on how to obtain pricing information, submitting order, and more.

The alternate method is to contact your Team Coordinator for additional assistance. Due to the high-volume of requests we receive on a business daily basis, the first method is recommended so that clients can be taken care of in an efficient manner.

Credit Card Payment Processing Orders

For new credit card payment processing clients, we ask that all partners review the 'Credit Card Processing' tab of the Mitech Partners, LLC website (<http://www.mitechpartners/forms>) so they are familiar with the service prior to selling it. Once one has completed that task (should take no more than 15 minutes), we ask that one contacts their Team Coordinator for assistance. This ensures the best service possible to prospective clients with this service in mind.

Submitting Leads, Referrals, & Clients For Other Services

As part of our continued offerings to provide unique alternatives to the standard quo of calling in, we provide Order Texting Services to our partners. This feature is great for transactions that may need to be pushed through as quickly as possible and/or by request of the prospective client. This practice should be used for RESIDENTIAL CUSTOMERS only because all business transactions must go through the back office.

TEXT ORDER SUBMISSION – DIAL 615-249-5072 & GIVE THE FOLLOWING PIECES OF INFORMATION...

- ◆ Customer Name
- ◆ Address
- ◆ Phone
- ◆ Email
- ◆ Services Needed
 - If they are requesting a bundle, please note the number of TV outlets needing activated/installed
- ◆ Additional Information
 - Provide us if they have a carrier preference or one they wish to stay away from
 - Past-due or balances subject to collection to a carrier

This information will assist us in providing the fastest quote possible to the client and in the shortest amount of time.

PHONE ORDER SUBMISSION – DIAL 615-249-5072 & GIVE THE FOLLOWING PIECES OF INFORMATION...

- ◆ Customer Name
- ◆ Address
- ◆ Phone
- ◆ Email
- ◆ Services Needed
 - If they are requesting a bundle, please note the number of TV outlets needing activated/installed
- ◆ Social Security Number & Date of Birth (Residential Customers Only)
- ◆ Additional Information
 - Provide us if they have a carrier preference or one they wish to stay away from
 - Past-due or balances subject to collection to a carrier

This information will assist us in providing the fastest quote possible to the client and in the shortest amount of time.

EMAIL ORDER SUBMISSION – DIAL 615-249-5072 & GIVE THE FOLLOWING PIECES OF INFORMATION...

- ◆ Customer Name
- ◆ Address
- ◆ Phone
- ◆ Email
- ◆ Services Needed
 - If they are requesting a bundle, please note the number of TV outlets needing activated/installed
- ◆ Social Security Number & Date of Birth (Residential Customers Only)
- ◆ Additional Information
 - Provide us if they have a carrier preference or one they wish to stay away from
 - Past-due or balances subject to collection to a carrier

This information will assist us in providing the fastest quote possible to the client and in the shortest amount of time.

If one chooses to do so, they are welcome to create leads in the back office. This is not a required practice but is helpful for the staff in the office to obtain information in an expeditious manner when the other options are not utilized. A benefit of utilizing this practice is that one will receive emails and correspondence on orders that are in progress and have been installed/completed.

Note: For DirecTV customers ONLY, they are **REQUIRED** to put a credit/debit card on file even if there is no upfront cost. This is because DirecTV gives them all their equipment for free and will charge their card on file if the customer runs away with the equipment. So, it's merely a security measure for DirecTV. You may send the customer's CC# via the above methods or call it in. Either is fine.

Key Websites To Bookmark

Regardless of which browser you choose to use, please bookmark the following as these will be ones one will use on a near daily basis.

- ◆ **Company Website:** <http://MitechPartners.com>
 - Remember: You can access everything directly from this site including (Back Office / Agent Portal, Forms/Docs, TelecomJunkie.com, etc.)
- ◆ **Forms Tab:** <http://MitechPartners.com/forms>
 - Here you can access How to docs (getting a quote, submitting an order), download brochures, channel lineups, look up rates, etc.
- ◆ **Business Back Office:** <http://Mitechbiz.com>
 - This is accessible from the 'Agent' tab on the website. Use this CRM to log customers, prospects, submit orders, track orders, track commissions, set follow up reminders, view fiber maps and more.
- ◆ **DirecTV Residential:** Retailer.directv.com
 - This tool enables you to submit Residential DirecTV Orders for customers anywhere in the United States. You can schedule customer's installation after order has been submitted with this tool also.
- ◆ **Serviceability Tool:** <http://Cabletv.com>
 - Find out what cable company (Comcast, Cox, Time Warner, Charter, Mediacom, etc) is serviceable for a customer by entering customer's zip code.
- ◆ **AT&T Service Tool:** <https://m.att.com/shopmobile/u-verse/availability.html>
 - This tool helps determine what AT&T services are available at a customer's address
- ◆ **Trouble Ticket:** <http://MiTrouble.com>
 - Use this tool to help you get a resolution on a customer's outage, billing issue or if you have a question about your commissions.
- ◆ **Refer a Sales Partner:** <http://MitechOpportunity.com>
 - You can refer as many sales partners as you want and receive an overriding commission on their sales. Sign them up on this simple form or send them to this site and they can complete the form themselves. Make sure the new Partners puts your name as the referring Partner. You will earn up to a 10% override on each commission they make for life. You must have at least one (1) sale per quarter to continue to receive overrides.

Questions or Further Assistance

If you have questions or need further assistance, please reach out to the following:

- ◆ Operations – 615-249-5072, AC@mitechopportunity.com
- ◆ Team Coordinators – 615-249-5072,
 - Ann Ying – ann@mitechopportunity.com
 - Doug Trovinger – doug@mitechopportunity.com
- ◆ Administrators – 615-249-5072, admin@mitechopportunity.com

Please let us know if you ever have any questions. We can always walk you through any of our tools or even help you close deals. Our goal is to put money in your pocket consistently. Look forward to making it happen with you. Talk soon!



Bill McCleskey
Founder and President – Mitech Partners, LLC

