



Reseller Sales Manual



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I. INTRODUCTION

Thank you for your interest in distributing the products and services of Aianna Corp. (AIANNA). You will find that distributing AIANNA's Corp services is rewarding for your customers—because they are receiving a great product—and rewarding for you because you are earning an income on your customers' continued usage of AIANNA's service.

This Sales Guide will give you all of the information that you need to sell our services and to manage your customers' needs. In summary, the AIANNA program operates as follows:

- 1) You, the Reseller, promote the appropriate AIANNA services according to your unique sales plan within your target market
- 2) A prospective customer completes and signs a Customer Application, and faxes or e-mails you the signed application
- 3) You enter the account information into AIANNA's VSR Management Access system. And you can open all accounts and services needed for each customer.
- 4) Upon receipt of the signed application and funds, the Reseller should activate services requested,
- 5) You monitor your customers' usage, traffic reports, make adjustments to customer accounts if needed (i.e. add/delete features*, etc.), 24 hours a day, seven days per week from your VSR reseller access.

Although the above five steps are simple and straightforward, the scope of the business opportunity available through Aianna Corp goes much deeper. Therefore, it is important to the success of everyone involved, that the distributor for AIANNA, and his sales organization is well equipped and prepared to perform this procedure in a professional and efficient manner. AIANNA is dedicated to making the process as easy as possible updating the platform when necessary and have or adding all the right services to offer to your customers.

We look forward to working with your organization to bring the highest level of value in telecommunications services to your customers, and advance your own professional objectives.



For the purpose of highlighting the AIANNA opportunity, please consider the following:

Top Ten Reasons Why You Should Become a AIANNA Distributor:

10. Your company will be associated with a respected, world-class, communications company
9. Your customers will identify you as a reseller for cost savings.
8. In addition to cost savings, your customers will have access to many value-added tools and solutions; many previously not available in your market
7. Your customers will have access to AIANNA's responsive and efficient 24-hour, 7-day per week to our Customer portal, that you can customize to your own needs.
6. As a Reseller, you will have access to a dedicated AIANNA sales support staff to entertain suggestions and answer questions as well as new ideas
5. Your input to AIANNA will be valued and acted upon regarding issues that affect our mutual success, such as pricing, policy, promotions and product feature options
4. You will have the opportunity to sell a full range of value-added services
3. You will be backed by a high quality, cost-effective, facilities-based international network
2. You will have access to a comprehensive, on-line, real-time account management system and sales tool
1. Your will receive a strong and reliable monthly recurring income on your growing business

To take advantage of this unique and exciting opportunity, call immediately:

Aianna International
Business Development, Sales & Marketing
11901 Santa Monica California
Los Angeles, CA 90025, USA
Phone 1.310.427.7287 Fax: 1.310.943.1516

www.aianna.com



II. CONFIDENTIALITY AGREEMENT

CONFIDENTIALITY AGREEMENT dated _____ 2 _____, between Aianna Corp. (herein "AIANNA"), 11901 Santa Monica Blvd, Suite 503., Los Angeles, CA 90025 and _____

WHEREAS, the parties to this Confidentiality Agreement have determined to establish terms governing the confidentiality of certain information that one party ("Owner") may disclose to the other party so named in this agreement ("Recipient"). NOW, THEREFORE, the parties agree as follows:

1. For the purposes of this Confidentiality Agreement, "Confidential Information" means all information in whatever form transmitted relating to the past, present or future business affairs, including without limitation, research, development, or business plans, operations or systems, of Owner or another party whose information Owner has in its possession under obligations of confidentiality, which (a) is disclosed by Owner or its affiliates to Recipient or its affiliates, bearing an appropriate legend indicating its confidential or proprietary nature or otherwise disclosed in a manner consistent with its confidential or proprietary nature or (b) is produced or developed during the working relationship between the parties and which would, if disclosed to competitors of either party, give or increase such competitors' advantage over that party or diminish that party's advantage over its competitors. This information also includes confidential and proprietary product Customer and other information concerning Owner's business, such information is otherwise not available to Owner's competitors and the public, and marketing information, brochures, printed matter, rates and rate tables, contracts, etc.

Confidential Information shall not include any information of an Owner that: (a) is already known to Recipient at time of this disclosure; (b) is or becomes publicly known through no wrongful act of Recipient; (c) is received from a third party free to disclose it to Recipient; (d) is independently developed by Recipient; (e) is communicated to a third party with express written consent of the Owner; or (f) is lawfully required to be and is disclosed to any governmental agency and such disclosure is make available for public inspection in the agency's records or is otherwise required to be disclosed by law, provided that before making such disclosure the Recipient shall give the Owner an adequate opportunity to interpose an objection or take action to assure confidential handling of such information.

2. For a period of five (5) years from the date of disclosure to Recipient, Recipient shall not disclose any Confidential Information it receives from Owner to any person or entity except employees of Recipient and its affiliates who have a need to know and who have been informed of Recipient's obligations under this Confidentiality Agreement. Recipient shall use not less than the same degree of care to avoid disclosure of such confidential information as Recipient uses for its own confidential information of like importance. Recipient shall use Confidential Information of the Owner only for purposes consented to by Owner.

3. All Confidential Information disclosed by Owner to Recipient under this Confidentiality Agreement in tangible form (including, without limitation, information, information incorporated in computer software or held in electronic storage media) shall be and remain property of Owner. All such Confidential Information shall be returned to Owner promptly upon written request and shall not thereafter be retained in any form by Recipient. The rights and obligations of the parties under this Confidentiality Agreement shall survive any such return of Confidential Information.

4. Owner shall not have any liability or responsibility for errors or omissions in, or any business decisions made by Recipient in reliance on, any Confidential Information disclosed under this Confidentiality Agreement.

5. The parties agree that, in the event of a breach or threatened breach of the terms of this Confidentiality Agreement, Owner shall be entitled to an injunction prohibiting any such breach. Any such relief shall be in addition to and not in lieu of any appropriate relief in the any of money damages. the parties acknowledge that Confidential information is valuable and unique and damages for breach cannot be easily quantified, and that disclosure in breach of this Confidentiality Agreement will result in irreparable injury to Owner.

Initial_____

Initial_____



6. All rights and obligations hereunder shall survive with respect to Confidential Information disclosed prior to expiration of the Agreement.

7. Neither party hereto shall in any way or in any form disclose, publicize or advertise in any manner the discussions that give rise to this Confidentiality Agreement or the discussions or negotiations covered by this Confidentiality Agreement without the prior written consent of the other party.

8. The term "affiliate" shall mean any person or entity controlling, controlled by or under common control with a party.

9. This Confidentiality Agreement: (a) is the complete agreement of the parties concerning the subject matter hereof and supersedes any prior such agreements; (b) may not be amended or in any manner modified except in writing signed by the parties; and (c) shall be governed by and construed in accordance with the laws of the State of California without regard to its choice of law provisions. If any provision of this Confidentiality Agreement is found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision shall be deemed modified to the limited extent required to permit its enforcement in a manner most closely approximating the intention of the parties as expressed herein.

10. Recipient holds Owner harmless against all claims, damages and expenses, including reasonable attorney's fees, resulting from an alleged wrongful disclosure by Recipient which would breach this Agreement.

11. It is understood that Owner does not grant to Recipient any rights Owner may have under existing or future patents or proprietary information.

12. In the event of a dispute or controversy arising hereunder, including but not limited to arbitration proceedings and judicial proceedings with respect thereto, the prevailing party shall be entitled to costs and expenses, including reasonable attorney's fees.

13. Any claim, dispute, controversy breach or similar event arising under this Agreement shall be heard and resolved by arbitrators and, as the case may be, state courts of general jurisdiction in Los Angeles, California, USA, and the parties hereto agree to the exclusive jurisdiction of such courts for enforcement of arbitration awards, agree to accept any service of process from such court by mail (return receipt requested) or by such private courier service as being binding on such party and agree to accept such arbitrators and court as being the sole and exclusive forum and venue for hearing such claims, disputes, controversies, breaches or similar events. The parties agree to waive any defense of forum non-convenient or improper venue respecting such courts.

IN WITNESS THEREOF, the parties hereto have caused this Confidentiality Agreement to be executed in duplicate, each on its own behalf, by the person duly authorized for that purpose as of the date first mentioned above.

Aianna Corp.

(Company Name)

(Authorized AIANNA Signature)

(Authorized Signature)

(Print Name)

(Print Name)

(Date)

(Date)



INITIAL_____

INITIAL_____

III. CORPORATE OVERVIEW

Aianna Corp (AIANNA) was formed to capitalize on the opportunity created by the deregulation and introduction of competition in telecommunications worldwide. AIANNA provides retail and wholesale long distance telecommunications and related value-added services to businesses and residential users in selected countries throughout the world.

AIANNA Vision Statement:

To be the #1 alternative communications company in each market we serve.

AIANNA Mission Statement:

- I. Establish the ***premier technology platform*** designed to address:
 - A. *Deregulated telecommunications markets* by employing direct switch access products and services and,
 - B. The significant abundance of *regulated or peripheral telecommunications markets* through the deployment of call-back/re-origination services;
- II. Establish a ***world class, cost-effective retail distribution channel*** in each market we serve by "franchising" the AIANNA opportunity with an established, in-country telecommunications organization;
- III. Insure long term customer retention through the promotion of ***telemangement services*** and the introduction of additional ***value-added products and services***



IV. PRODUCTS

Carrier services

Broadband Services (VoIP from IP Phone to IP Phone)

Calling cards (Over 12 languages available)

Callback (Web trigger, SMS, DID)

PC2Phone with free dialer (Dialer/Softphone only works with Aianna Services)

Gateway connectivity

GK/ Registrar customers

Callshop services (including full hot billing at no extra cost)

Free Voice mail to all customers (you can pick the language)

Free Extensions to all customers

DID in over 55 countries (Local access numbers - hundreds of cities available)

800 Numbers for your business or calling cards

Manage your own retail rates, currencies, increments

VSR access for all resellers

Customize portal for reseller's customers (you can add various languages in the portal, reconfigure colors, and add your own text)

Prepaid / postpaid (Even if you prepaid us, you can still work with prepaid /Postpaid customers)

System accepts payment form all major providers like PayPal.

Full invoicing system

Unlimited packages

NEW

New Limited packages system coming soon

New IPPBX system, coming soon

New Video Conferencing, system coming soon



Company Overview

Corporate Profile

AIANNA™ Corp is a leading provider of long distance and related international telecommunications products and services to individual, business and carrier customers around the globe. With offices serving customers in over 40 countries worldwide, AIANNA offers products and services that help its customers communicate better, easier and for a lot less money. AIANNA designed and operates its Global Value-Added Network “GVAN” using state-of the art switching facilities and proprietary least-cost-routing software. GVAN uses 100% digital fiber optic transmission facilities providing AIANNA with connectivity to over 230 countries and to telecommunications carriers in the US and overseas. AIANNA is headquartered in downtown Los Angeles, California, USA as well as Monterrey, Mexico and Hong Kong, China.

Corporate Objective

To be the leading alternative international communications and long distance company in each market we serve.

Products and Services

AIANNA offers an exciting family of telecommunications products and services that are broken down into three categories; (1) available to customers outside the USA, (2) available to customers in the USA, and (3) wholesale services available to carrier customers inside and outside the USA.

AIANNA service offerings to customers outside the USA include:

- Global Connection (international call re-origination service) with additional features such as:
 - Carrier services
 - Broadband Services (VoIP from IP Phone to IP Phone)
 - Global reach Calling/Travel cards (Over 12 languages available)
 - Callback (Web trigger, SMS, DID as well as ANI recognition)
 - PC2Phone with free dialer (Dialer/Softphone only works with Aianna Services)
 - Gateway connectivity
 - GK/ Registrar customers
 - Callshop services (including full hot billing at no extra cost)
 - Free Voice mail to all customers (you can pick the language and set up as you wish)
 - Free Extensions to all customers
 - Speed Dial
 - DID in over 55 countries (Local access numbers - hundreds of cities available)
 - 800 Numbers for your business or calling cards
 - Fax Services
 - Manage your own retail rates, currencies, increments
 - VSR access for all resellers
 - Customize portal for reseller’s customers (you can add various languages in the portal, reconfigure colors, and add your own text)
 - Prepaid / postpaid (Even if you prepaid us, you can still work with prepaid /Postpaid customers)
 - System accepts payment form all major providers like PayPal.
 - Full invoicing system
 - Unlimited packages



- **NEW**
- New Limited packages system coming soon
- New IPPBX system, coming soon
- New Video Conferencing, system coming soon
- Speed-Dial
- Tele-Conferencing

AIANNA also provides Wholesale International Carrier Services to the long distance carrier community:

- Wholesale outbound international termination to over 230 countries worldwide.

Typical Customer Target Markets

- Individuals
- SOHO (small office, home office)
- Small to medium sized businesses
- Large multi-national corporations (banks, industrial, trading, high tech)
- Embassies, hotels
- Carriers (wholesale)

How can I benefit from AIANNA products and services?

AIANNA provides customers *value* through high quality calling services, leading-edge technology and rates that are significantly less than incumbent telephone companies and foreign PTTs. As a AIANNA customer, you have access to a family of unique products and services that are typically not available from any other single source carrier.

What's the difference between AIANNA and all the other telecommunications companies?

AIANNA differentiates itself through its focus on high quality, lower cost international calling services. Most carriers offer customers one type of service. AIANNA offers customers clear alternatives to their current telephone companies including different types of "new-generation", innovative calling services such as international voice and fax calling over lower cost data networks like the Internet and Dedicated networks. Worldwide, AIANNA distributors are equipped with software that connects them directly on-line to AIANNA enabling them to initiate new service orders, review in-process orders, review customer call detail and account status and log customer service inquiries.



How do I contact AIANNA?

If you have been contacted by an authorized AIANNA representative or distributor, please direct all inquiries to them. To contact AIANNA directly, you can call the AIANNA sales, marketing and business development office in Los Angeles, CA USA @ Phone: 310.427.7287 and Fax: 310.943.1516 or simply at sales@aianna.com ventasmx@aianna.com or atendimento@aianna.com

Aianna Corp™

***We're what's next
Welcome to our world***

11901 Santa Monica Blvd, Suite 503
Los Angeles, CA 90025 USA
1.310.427.7287 phone
1.310.943.1516 fax



International Products and Services

Aianna Corp is a leading provider of long distance and related international telecommunications products and services to individual, business and carrier customers around the globe. Serving customers in over 40 countries worldwide, AIANNA offers products and services that help its customers communicate better, easier and for a lot less money. AIANNA designed and operates its Global Value-Added Network "GVAN" using state-of the art switching facilities and proprietary least-cost-routing software. GVAN uses 100% digital fiber optic transmission facilities providing AIANNA with connectivity to over 230 countries and to telecommunications carriers in the US and overseas.

Global Connection

Global Connection is a call re-origination service that can save customers 20% to 60% on their international phone calls over local and national telephone companies, hotels, pay phones and US calling card services. Global Connection allows customers outside the USA to bypass the expensive rates charged by most foreign telephone operators and make international calls at dramatically reduced rates. For customers who want a seamless process and to continue dialing the way they do today, an **AIANNA Dialer/softphone** is available. In addition to our standard Global Connection service, customers can benefit from our VoiP broadband services, Calling cards, callback, Callshop, and much many other features. Our services allows customers to easily change their VoIP, WIFI VoIP, Calling cards or our callback services and recognize the benefits of the service while traveling. With Speed-Dial, customers can program up to 99 frequently called numbers making calling easier and more efficient from any of our VoiP Services thru the customer portal web access as well as follow me features.

Global Direct Connection

Global Direct Connection (DID/ VoiP services) is a service where customers can dial a local telephone number and are quickly connected to AIANNA's Global Value-Added Network. Once connected, customers simply dial their destination number. Speed Dial and Teleconferencing are also standard features with Global Direct Connection.

Global Reach Travel Card and Prepaid Calling Card

Global Reach Travel Cards and Prepaid Calling Cards make calling simple, faster and much less expensive while on the road. Callers traveling internationally now have access from over 15 countries worldwide (adding more countries every day) and can place calls anywhere in the world using their AIANNA Global Reach Travel

and Prepaid Calling Card. Customers also have access to international toll free numbers and can benefit from our Teleconferencing and Speed-Dial features.

Global Value.phone and Global Value.fax

Global Value is AIANNA's innovative family of leading-edge calling products that use lower cost data networks such as the Internet to transmit telephone voice and fax calls (VoiP Broadband services). AIANNA is a leader in "new generation" quality global telecom products which are designed to offer customers deep discounts and true value for their money. AIANNA, through its GVAN, uses lower cost and highly efficient networks such as the Internet and Dedicated networks that have traditionally been used to transmit data. Proprietary Softswitches integrated into the Global Value-Added Network allows AIANNA to convert standard voice and fax signals into a digital data format. The "data" is then routed over the Internet or frame-relay network to its destination country, converted back into a standard analog format and completed over the regular telephone network to the destination telephone or fax machine. Users are not required to use specially equipped PCs, special software or Internet access and can freely dial as they always have directly from their standard telephones and fax machines. Customers experience quality telephone and fax calls at discounts up to 85% over alternative methods of calling.

Other Valuable AIANNA Products and Services

USA Based – Domestic Long Distance, International Long Distance, 800/888, Global Reach Travel Card and Prepaid Calling Card, Global Value.phone/fax Wholesale International Carrier Services

Aianna International

We're what's next.



FREQUENTLY ASKED QUESTIONS (FAQs)

SERVICE

Q: How do I start my AIANNA service?

A: Simply complete an application to be a reseller and or Customer and send it via fax, e-mail to AIANNA.

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Q: When can a new customer begin to use the service?

A: Once we have received and approved the completed and signed application and contract, you can expect service to be activated within 24 to 48 hours.

--

Q: Does AIANNA offer calling cards?

A: Yes. AIANNA offers both prepaid and international travel cards in selective markets.

--

Q: Can I use AIANNA's VoiP service with a mobile phone?

A: Yes. It works on all Smartphone's that have special software that allows them to do so.

--

Q: Do I have a time limit on calls?

A: No, unless set up by reseller. Customers may use AIANNA service as needed. Please contact your Representative to make alternative arrangements.

--

Q: Can I speak with a live person when I call AIANNA's customer service?

A: Reseller may as a faster service contact customer service via MSN at aianna1cs@hotmail.com or via an extension to your representative. Customer Service is available 24 hours per day, 7 days per week to assist customers speaking English and Spanish.

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Q: Is touch tone service a requirement?

A: this is based on the ATA, Phone and or hardware that you use.

--

Q: Do I have to cancel my current long-distance service?

A: No, you may use AIANNA when our rates will save you money.

--

Q: Is AIANNA service exclusively for telephones?

A: No. AIANNA rates provide savings to fax and calling card users as well.



BILLING

Q: How does a Reseller pay for AIANNA service?

A: Via EFT (Electronic Funds Transfer), or cash prepayment via bank

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Q: What currency is accepted?

A: U.S. Dollars and Euros in all markets.

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Q: What is the billing period for customers?

A: Customers are billed on a monthly basis starting on the first of each month and ending on the last day of that month.

--

Q: What credit cards do you accept?

A: Visa, MasterCard, American Express and Diner's Club thru PayPal, and Visa and MasterCard thru Aianna.

--

Q: When are credit cards charged?

A: Credit cards are charged within the first week of each month for the previous month's usage.

--

Q: How are billing errors adjusted?

A: Simply circle the error and fax or mail the statement to AIANNA for a prompt correction.

--

Q: What time increments does AIANNA use for billing purposes?

A: A 30-second minimum and 6-second increments thereafter.

--

Q: Does AIANNA charge monthly fees or require minimum usage?

A: No, Aianna has no minimums, we do have some fees attached to DID purchase.

--

Q: Are AIANNA rates ever adjusted?

A: The rate analysis department frequently adjusts AIANNA rates, usually downward.



SALES REPRESENTATION

Q: Can I learn more about becoming a AIANNA representative?

A: Yes. Simply contact AIANNA's Sales and Marketing staff @ Sales@aianna.com

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Q: How can a customer sign up without a credit card or bank account?

A: A local AIANNA Agent can collect payment directly from a customer and wire funds to AIANNA and our system will limit the customer's usage to the amount equal to the customer's pre-payment.

--

Q: When are commission checks sent out?

A: Aianna Bill the resellers at cost rates, so no commissions to pay, you keep that portion of your moneys.

--

Q: Does AIANNA provide marketing materials?

A: Resellers and agents may produce market-specific promotional materials. AIANNA's name, and other protected trade and service marks can be used only after AIANNA has given prior written approval.

--

Q: What if people I sign up don't pay?

A: Upon notice, Resellers will discontinue their service and initiate collections proceedings. Agents will receive commissions on collected revenues only. (Please see AIANNA's Credit Policy)



Please complete this entire application. If a particular section does not apply to your organization, please write "N/A" in the space provided. Your responses will be used to evaluate how AIANNA can most effectively service the needs of your distribution team and customers.

General Info

Name of Company that will be distributing AIANNA products and services: _____

Address _____
(Street) (City)

(Country) (Post Code)

Phone: _____ Fax: _____

Company URL/web site address: http://www. _____

Primary contact person for AIANNA: _____

Position/title: _____

Phone #: _____

Fax #: _____

E-mail address: _____

Parent Company (if applicable): _____

Have you at any time sold the services of Aianna International or its predecessor?
Yes: { } No: { }

Description of Current Business

Type of business/industry: _____

Products that you are currently distributing: _____

Years in present business: _____ Current annual sales (US\$): _____

Location of Headquarters: _____

Number of employees involved in:

direct sales: _____ customer service: _____ technical support: _____



Description of Current Business (continued)

Countries where products are currently sold: _____

List the locations of current direct & affiliated sales offices and # of direct sales personnel at each location

- | | | | |
|----|--------------|-----------------|------------------------|
| 1. | _____ (city) | _____ (country) | _____ (# of personnel) |
| 2. | _____ (city) | _____ (country) | _____ (# of personnel) |
| 3. | _____ (city) | _____ (country) | _____ (# of personnel) |
| 4. | _____ (city) | _____ (country) | _____ (# of personnel) |

(attach separate sheet if necessary)

Sales & Marketing Plan

Rank the product & services below as required by market forces (customers and competitors) in the regions and market segments that you serve (Ranking: 1-5 (1=very important, 5=not very important))

- Standard Telephone Service _____
- Broadband Services _____
- callback _____
- Calling Cards _____
- prepaid _____
- travel/post-paid _____
- Fax services _____
- store & forward _____
- broadcast _____
- Voice mail _____
- IPPBX Services _____
- Voice mail _____

Your current target market segment as a percentage of your total revenue

business _____% residential: _____% other _____% (describe niche) _____
: _____ niche: _____

Check the space if you use the following promotional media:

Print advert: _____ Radio advert _____ Internet _____ Television _____ Other _____



Six -month sales forecast

Month	1	2	3	4	5	6
# of customer lines/access numbers						
total revenue (x 1,000 US\$)						

Commercial References (Voluntary)

Trade references (service vendors or equipment suppliers)

	Reference 1	Reference 2
Company Name		
Product or Service provided		
Length of business association		
Account Number		
Contact Name		
Contact Address		
Contact Phone Number		

Bank Reference

Bank Name	
Type of Account (checking, savings, credit line)	
Account Number	
Average monthly balance	
Contact Name	
Contact Address	
Contact Phone Number	

Declaration

I, _____, declare that the above information is truthful and accurate

[print name]

and hereby authorize AIANNA to contact the stated references and otherwise verify the given information.

Signature: _____

Title: _____

Date: _____



*Fax completed and signed application to AIANNA Sales: @
sales@aianna.co*



V. GETTING STARTED

Administrative

1. Review and sign the Confidentiality Agreement. E-mail to sales@aianna.com or your current representative
2. Review the Distributor Sales Manual, complete and sign the Distributor Application and Sales Representation Agreement. Fax one copy, and mail one original to AIANNA's Business Development, Sales & Marketing office:
 - Mailing Address: 11901 Santa Monica Blvd, Suite 503
Los Angeles, CA 90025, USA
 - E-mail sales@aianna.com
 - E-mail original Signed sales@aianna.com
3. Complete and sign the Customer Application to obtain service for your organization.
4. AIANNA will establish an account for you on TeleDesq and send you and user's manual. Review the manual and become familiar with TeleDesq - your new business manager.
5. Contact us with any questions or comments

Selling

Provisioning New customers or transferring Existing customers

1. Enter customer data into VSR and provision customer accounts – APN(s) will be assigned, but not activated.
2. Complete Customer Application on behalf of customer
3. Obtain customer signature on completed application
4. Reseller can activate customer accounts immediately as they see fit or of receipt of completed and signed Service Application
5. Resellers must Notify customers of account status as "ACTIVE" (see attached *Welcome Letter (Sample)*] or via e-mail or telephone.
6. Track customer activity and make changes to customer's accounts via your VSR access and watch usage profits growth.

VI. WELCOME LETTER (SAMPLE)