



Quintum Technologies CERTIFIED PARTNER PROGRAM

2002

**Quintum Technologies
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<u>Program Requirements</u>	<u>Quintum Certified Service Partner (QCSP)</u>	<u>Quintum Certified Sales Partner (QSP)</u>
Channel Partner Certification	<ul style="list-style-type: none"> ◆ Approval on Partner Program Application ◆ Approval on VAR Services Audit 	<ul style="list-style-type: none"> ◆ Approval on Partner Program Application
Partner Requirements	<ul style="list-style-type: none"> ◆ 2 Engineers trained by Quintum ◆ Sales Team trained by Quintum 	<ul style="list-style-type: none"> ◆ Sales Team Trained by Quintum
Partner Service Capabilities	<ul style="list-style-type: none"> ◆ Installation and Service Support ◆ Pre and Post Sale Support Staff 	<ul style="list-style-type: none"> ◆ Sell Fee Based Service and Support from Quintum

<u>Program Benefits</u>	<u>Quintum Certified Service Partner (QCSP)</u>	<u>Quintum Certified Sales Partner (QSP)</u>
Lead Generation Programs	<p>Eligible to Receive:</p> <ul style="list-style-type: none"> ◆ Sales Leads ◆ Service Leads 	<p>Eligible to Receive:</p> <ul style="list-style-type: none"> ◆ Sales Leads
<u>Discount Structure</u>	Enhanced Discount Structure	Standard Discount Structure
<u>Promotions and Sales Programs</u>	Eligible to Participate in ALL Quintum Promotions and Special Programs	Limited Eligibility to Participate in Quintum Promotions and Special Programs
<u>Technical Support</u>	<ul style="list-style-type: none"> ◆ Priority Access to Quintum Tech Support ◆ Enhanced Service Options 	<ul style="list-style-type: none"> ◆ Standard Access to Quintum Technical Support ◆ Required to Sell Quintum Services
<u>Partner Site</u>	<ul style="list-style-type: none"> ◆ Access to Quintum Partner Site ◆ Access to Quintum Technical Support Site 	Access to Quintum Partner Site
<u>Demo Program</u>	Access To Quintum's Demo Program	Access to Quintum's Demo Program



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Quintum Certified Partner Program

Dear Prospective Quintum Partner,

As a result of the rapid growth of Quintum Technologies and the need to support our “Risk Free VoIP” technologies we have developed the Quintum Certified Partner Program.

This new program has been designed so that potential customers are confident that they are working with qualified partners who have attained a high level of certification with the Quintum Technologies product line. It also recognizes that the Quintum Certified Partner has made commitments to continuing education and has acquired the latest knowledge that is necessary to understand and recommend a Quintum Tenor® VoIP network to customers.

Members of Quintum's Partner Program are able to participate and will be rewarded with many of the benefits outlined in this document.

Included in this package are the materials you will need to enroll.

We thank you for your interest and continued support!

Quintum Technologies



Quintum Certified Partner Program Benefits Overview

There are two levels of certification, each with its own benefits. The list below will help you decide which level you are interested in attaining.

SUMMARY OF BENEFITS FOR CERTIFICATION

Quintum Certified Sales Partner Program (QSP)

Benefits:

- Enhanced support from Quintum's Sales and Marketing Department
- Priority on Sales Lead Generation Programs
- Proprietary access to Quintum's Partner and Customer Service Websites which contain the latest product information, sales tools, software downloads, etc.
- Eligibility for special programs with Quintum
- Participation in Quintum's exclusive Demo Program
- Use of the Sales Partner Logo and Program Identification
- Recognition by Quintum Sales and Marketing as a recommended partner
- Marketplace Differentiation

Quintum Certified Service Partner Program (QCSP)

Benefits:

Includes all the benefits of the Sales Partner Program above PLUS the following:

- Enhanced support from Quintum's Service and Engineering Department
- Higher Discounts on Products than a QSP Partner
- Priority on Sales **and** Service Lead Generation Programs
- Training that will enhance your company's technical expertise by providing many of the elements required to install and maintain a customer's VoIP network.
- Referrals for Installation and Maintenance Services
- Eligibility for special Service programs from Quintum
- Use and distribution of QCSP Logo and Program Identification



SALES PARTNER (QSP) PROGRAM

The Quintum Sales Partner Program is designed so that our Reseller Partners can become even more strategic to the sales and marketing of our VoIP solutions. As a member of the QSP program your efforts and commitment will be recognized and rewarded.

As a Quintum Sales Partner, we are committed to providing you with the support of our sales and marketing department including training, RFP/RFI creation support, technical assistance and sales support.

Quintum's Channel Team will help you through the process of becoming familiar with our technology. We will show you how to position and sell our VoIP technology effectively, while providing support throughout the duration of our relationship.

FAQs – Quintum's Sales Partner Program

- 1.) Why is Quintum launching this program?
 - a. The Quintum Sales Partner program is designed to differentiate our partners in the marketplace. It will provide Quintum customers with a level of confidence with which they can choose their partners.
 - b. We are sincerely interested in increasing the expertise for VoIP solutions within Quintum's Partner base by providing them with a sales training and certification program.
 - c. It will enhance your competitive position and expertise in the marketplace.

- 2.) How do I join the program?
 - a. Complete a Partner Program Application (included in this document)
 - b. Obtain approval on your Partner Program Application from Quintum
 - c. Attend a Sales Training Provided by Quintum or one of our designated Training Partners.
 - d. If you have already been trained and have not completed a Partner Program Application, just complete the application and send it to us for immediate enrollment.

- 3.) Where can I get these documents?
 - a. The Partner Program Application is included in this document.



- 4.) If I do not want to become a QSP but I want to sell the product, is that OK?
 - a. Yes, but you will not be able to participate in the QSP Specific programs and support vehicles as seen above.
 - b. You will be able to purchase, but at a lower discount than QCSP Partners

- 5.) Are there any on-going requirements for me to maintain my QSP Status?
 - a. Yes – each year you must have 2 members of your sales team re-trained and re-certified.
 - b. Develop and provide feedback on leads provided to you by Quintum.

- 6.) I buy through distribution. How does this affect me?
 - a. Your distributor can work with us to get you in to the QSP program. The same rules apply, no matter how you procure the product.

- 7.) I still have questions. Who can I call?
 - a. Call the Quintum Sales Team at 732-460-9000 (need an extension unless the voice system directs them to sales) ex. 303
 - b. E-Mail – info@quintum.com



Quintum Certified Service Partner (QCSP) Program

The Quintum Certified Service Partner Program is designed so that our Value Added Reseller Partners can become even more strategic to the support of our solutions. Membership in this program will offer our partners benefits above and beyond the Sales Partner designation. As a member of the QCSP program, your commitment to the sales and support of our VoIP solution in the marketplace will be recognized and rewarded.

As a Quintum Certified Service Partner, it is our goal to help your team become trained to a level where you can provide comprehensive technical support and service to your customers with the Quintum product line. Our commitment to support begins with an extensive training program provided by a certified Quintum trainer. We offer a complete training class, encompassing 3 days that can be provided either at the Quintum Headquarters in NJ or at your selected facility. (*Additional fees may apply.)

Quintum's Channel Team and Training Partner (if applicable) will help you through the process of becoming familiar with our technology. We will show you how to position and sell our VoIP technology effectively, while providing support throughout the duration of our relationship.

FAQs – Quintum's Certified Service Partner (QCSP) Program

- 1.) Why is Quintum launching this program?
 - a. The QCSP program is designed to differentiate our partners in the marketplace. It provides customers with a level of confidence with which they can choose their partners when deploying a VoIP network.
 - b. Certification and training will enhance our Partners' technical expertise by explaining many of the elements and intricacies required to install and maintain a customer's VoIP network.
 - c. It will enhance VoIP expertise in the industry.



2.) How do I join the program?

- a. Complete a Partner Program Application and a QCSP Services Audit
- b. Obtain approvals on your Partner Program Application and Services Audit from Quintum
- c. Send two technical representatives to attend free training at Quintum Headquarters within 90 days.
- d. If you have already been trained and have a Partner Program Application and approved Partner Program Agreement, all you need to do is complete the QCSP Application

3.) Where can I get these documents?

- a. They are included within this document.

4.) If I do not want to become a QCSP but I want to sell the product, is that OK?

Yes, but there are a few facts that you may want to consider:

- a. You will not be eligible for the QCSP discounts and you will not be able to participate in the QCSP Specific programs seen above.
- b. All support and installation you may need from Quintum's TAC must first be purchased in order for us to work with you on installations or ongoing maintenance.

5.) Are there any on-going requirements for me to maintain my QCSP Status?

Yes – each year you must have 2 members of your technical team re-trained and certified. Currently, the cost is \$250 per tech, per day at Quintum.

6.) I just signed up to become a QCSP, when do my discounts take effect?

- c. Your QCSP discounts take effect after you have fulfilled the documentation requirements and have two technicians trained and certified by Quintum.
- d. In the meantime you will be able to purchase product at a standard discount. If you fulfill the requirements to become a QCSP within 90 days of your Partner Program Application date, a credit on orders during that period will be applied to future orders.

7.) I have been a Quintum Reseller who has not been trained and have been receiving a discount on products to date, how does this change my discount going forward?

You are eligible to retain this discount until December 31st, 2002. If you do not fulfill the requirements before that time, you will be moved to the lower discount. For this reason, we highly encourage your company to join the program and maintain the higher discount.



- 8.) I buy through distribution. How does this affect me?
 - a. Your distributor can work with us to get you in to the QCSP program.
 - b. The same rules apply, no matter how you procure the product.

- 9.) I still have questions. Who can I call?

Call the Quintum Sales Team at 732-460-9000, extension 303.



Quintum Certified Service Partner Support Plan

The Quintum Technologies Partner Program Support Plan provides its Certified Service Partners (QCSP) with the tools and resources to address any technical issues that they may encounter with any Quintum product. This service is provided at no charge to the Service Partners after they have met all of the prerequisites below.

Quintum understands the importance of its QCSPs and will provide continuing support for them as they continue to expand their knowledge and capabilities with the Quintum product line.

Benefits:

Pre-Sales Technical Support – The Quintum Technical Assistance Center (QTAC) can provide pre-sales technical support to the QCSP in terms of VoIP network design and considerations, pre-sales configurations and technical questions. Requests for Pre-Sales Support can be made during the QTAC normal business hours (Monday through Friday, 8:30am – 5:30pm EST) by phone or email to the numbers/addresses listed below.

Complete Remote Installation Support – The QTAC can provide up to 6 events of remote installation on a scheduled basis to those QCSPs who have been certified by Quintum and to those engineers who have attended the Quintum Technical training. Quintum understands that with any new equipment there is a “ramp-up” period that the QCSPs will go through, and Quintum will be there to assist.

QCSP Responsibility:

1. Gather all installation information (on a Site Survey form) before scheduling the remote installation with the QTAC. This includes a diagram of the connections and all line/application information. Also, the QCSP will have to arrange for access for the QTAC so that they can connect to the Quintum products from the office. Acceptable forms of access are; Public IP address for the Quintum product at the customer site, PC Anywhere connection using IP, or NetMeeting to a local PC.
2. Ensure that there is sufficient time scheduled with the customer to perform the installation including any testing that is needed.
3. Schedule any additional vendors (if needed) to participate in the installation.
4. Schedule and make available, any other equipment or systems that may be required to test with during the installation.
5. Contact the QTAC to schedule the installation. **A minimum of 4 business days advance notice is required.** The remote installation can take place anytime during the day that is convenient to the QCSP and their customer. At the time the event is scheduled, the QCSP must provide the installation information (item 1 above) to Quintum.
6. A certified QCSP engineer must be present at the location to perform the physical connections to the Quintum product, as per the application requirements, as well as perform the initial configuration of IP address information.
7. QCSP Engineer remains on site during the entire phase of the installation to assist as needed.
8. Ensure that the QTAC has direct access to all Quintum equipment involved in the installation.



QTAC Responsibility:

1. QTAC, upon scheduling the remote installation, will dedicate an engineer to the installation for the duration.
2. May create configuration documents and diagrams from the information provided by the QCSP during the site survey.
3. Contact the QCSP engineer on the appointed date and time to begin the service and discuss what is to be done.
4. Access the Quintum product and configure it based on the information received from the QCSP prior to the event.
5. Assist in all testing with the onsite QCSP engineer.

Ongoing Support – Ongoing support takes over after the 6 events of the Complete Installation Support has occurred. At this point, the QCSP should start to feel comfortable with Quintum products and should be able to perform much of the installation and some troubleshooting on their own, however, they may require additional support from Quintum to remedy any problems that they have encountered.

When this occurs, the QCSP can contact the QTAC for this additional support. The QTAC will assist the QCSP in isolating and resolving the trouble that they are experiencing. It should be noted that the QTAC expects that the QCSP has already configured the Tenor for their application and requires additional support. This is not to be used for Quintum to perform the entire installation.

QCSP Responsibility:

1. A Quintum Certified Service Partner Engineer can contact the QTAC anytime to assist in any trouble that they are encountering, but they must have performed some level 1 diagnostics and troubleshooting on their own prior to contacting the QTAC.
 - a. The end-user/customer should not call Quintum directly as they should be contacting their QCSP for any troubles they are experiencing.
 - b. Only those QCSP engineers that have been technically trained by Quintum should contact the QTAC to ensure that someone with the right experience level is attending to the problem.
2. Provide the serial number and software version of the Quintum product that is experiencing a problem.
3. Provide the IP address and password (if the QTAC is to access the product remotely).
4. Provide an explanation of the problem as well as the application that the Quintum product is being used for.
5. Provide QCSP contact information.
6. Provide any other information as required by the QTAC.

Quintum Responsibility:

1. Open a trouble ticket for each event and provide the QCSP with the ticket number for future reference.



2. Assist the QCSP in trouble shooting the problem to resolution, including any testing that may be required.
3. Continue to track the problem even if it is not the fault of a Quintum product (i.e. the problem originates with the PSTN or another vendor's equipment) until the problem has been resolved or the QCSP acknowledges that the ticket can be closed.
4. Verify that the problem has been resolved with the QCSP and close the ticket.
5. The QTAC can provide, if requested on a case-by-case basis, a printout (email) copy of the ticket to the QCSP.

RMA Service – There may be times when a Quintum product may need to be replaced either due to product defect or as a course of troubleshooting. When this is necessary, the QCSP must contact the QTAC to open a trouble ticket, see Ongoing Support above. The QTAC will need to verify the reason for the RMA. Once the reason has been verified, the QTAC will issue an RMA to the QCSP and will verify the shipping address and contact information for the new unit. The QTAC will then ship (if request is made prior to 4:00pm Monday through Friday EST) a replacement product to the address specified by the QCSP for next business day delivery.

When the QCSP receives the replacement unit, they can replace the unit believed to be failing and ship the old unit back to Quintum. Quintum must receive the old unit within 14 days domestic (US) or 28 days international, or the QCSP may get invoiced for the product.

The address to return products with an RMA number is:

Attn: RMA XXXXX
Quintum Technologies, Inc.
14 Christopher Way
Eatontown, NJ 07724 USA
1.732.460.9000

Support Eligibility:

In order for a QCSP to be eligible for the above support services at no charge, each QCSP must meet the requirements as indicated in the QCSP Overview document.



QCSP - SERVICES AUDIT

Company Name: _____

Audit Date: _____

Address: _____

Contact Information (name, location, phone & email):

Executive Contact (V.P./Director of Services):

Name: _____ Location: _____

Phone: _____ Email: _____ Rcv Yes.
Email: No.

Cell Phone: _____ Pager: _____ Other Phone: _____

1.0. Support Department.

1.1. Type of Coverage: Local National International

1.2. Service location information:

Location	Office Type (HQ, DP, HD, FO, SO, HO) ¹	Number of FE/PE/Mgr ²	Manned hours	Coverage Area	Response time to area

¹ HQ - Service headquarters, DP - Depot, HD - Help Desk, FO - Field Office, SO - Sales Office (w/ engineers), HO - home office. ² FE - Field Engineer, PE - Phone Engineer, Mgr - Manager.

1.3. How do you position/differentiate your company as a services partner? _____

1.4. What are your core competencies? _____



1.5. What is your annual revenue from Services and what % is this of your overall revenue? _____

1.6. Describe your Service Organization's structure (Attach org. chart if possible).

1.7. Describe the Installation, Maintenance and Support packages you offer (Attach brochure if possible).

1.8. Do you sub-contract service work and if so, to whom? _____

1.9. What other manufacturers' qualifications do the engineers hold? _____

2.0. Work Allocation.

2.1. How are customer calls logged and tracked (manual or computer-based)? _____

2.1.1. If computer-based, name and version of software being used. _____

2.2. Who dispatches the FE's to site? _____

3.0. Escalation Process.

3.1. Is there a documented escalation process (if yes, attach copy)? Yes No **If Yes, please provide escalation procedures.**

3.2. Are escalated calls analyzed on a regular basis? Yes No

4.0. Call Center / Help Desk.



4.1. How many staff are there in Call Center / Help Desk? _____

4.2. What are the hours of operation? _____

4.2.1. What are the "manned" hours of operation? _____

4.2.2. If not "manned" during the entire operation hours, how is "unmanned" support handled? _____

4.3. What is the customer call-in number for Support? _____

4.4. What is the email address for Support? _____

4.5. Call statistics

# of incoming per day/week/month	Avg time to answer call	Avg time on hold	# of calls abandoned	% first time fix	Avg time open	% requiring escalation	% requiring replacement equipment	% requiring on-site service

5.0. Spares and RMA Handling.

5.1. Do you plan to stock Quintum Spares? Yes No.

5.2. What is your RMA procedure (provide any documentation that you may have)?

5.3. Do you perform diagnostics prior to issuing an RMA? Yes No

6.0. Service Customer References.

6.1. List 3 current Service Customer references.*

Company Name	Type of Business	Location	Type of Service	Length of Service	Contact name / title / number / email

* Quintum will not solicit references for business; only for feedback on your service.



Quintum Partner Program Application

Type of Partnership Applying for:

QSP _____ BOTH _____
QCSP _____

Company Name: _____

Company Address: _____

Phone Number: _____ Fax Number: _____

State and Date of Incorporation: _____ Web Address: _____

Individual who will sign contract: Print Name: _____

Title: _____

Email Address: _____

What is the size of this company: Annual Revenue: \$ _____

Number of Employees: _____

How is revenue divided up among these general categories? (% of total annual sales must - 100%)

Routers _____	Software _____
LAN _____	Cabling _____
WAN _____	Voice Equipment _____
Access Equipment _____	Voice/Data Integration _____
Computer Hardware _____	Services _____
	Other _____

How many technicians do you employ? Corporate: _____ In the field: _____

What service authorizations does your company hold?

List your company's locations with the number of field personnel by branch. Use additional pages if necessary.

Street Address	City	State or Province	Phone Number	# Outside Reps	# Inside Reps



What makes your business successful?

What territories does your business cover? Please indicate the approximate % amount of total annual sales.

1) North America:

Northeast _____	Mid-Atlantic _____	Southeast _____	Canada _____
Northwest _____	West Coast _____	Southwest _____	Mexico _____
Midwest _____	Central _____	National _____	

2) Latin / South America: (Please list countries)

_____	_____
_____	_____
_____	_____

3) Asia: (Please list countries)

_____	_____
_____	_____
_____	_____

4) Europe: (Please list countries)

_____	_____
_____	_____
_____	_____

5) Middle East / Africa: (Please list countries)

_____	_____
_____	_____
_____	_____

Who are your top 3 vendors?

1.)	2.)	3.)
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List other convergent networking vendors whose line(s) you currently carry:



Who are your target customers? _____

What is your total number of customers? _____

customers are: (% must equal 100%)

ILECs _____	Large Enterprises (>10,000 employees) _____
CLECs _____	Medium Enterprises (1,000 - 9,999 employees) _____
ISPs _____	Small Enterprises (<1,000 employees) _____
Long Distance Carriers _____	Other _____
Total = 100%	

What markets does your company target?

Banking/Finance _____	Manufacturing _____
Business/Office Automation _____	Real Estate _____
Construction/Architecture _____	Recreation/Hospitality _____
Engineering/Scientific _____	Retail _____
Education _____	Transportation _____
Government/Military _____	Utilities _____
Aerospace _____	Wholesale/Distribution _____
Healthcare/Medical/Dental/Pharmacy _____	Other _____
Legal _____	None _____

What are the titles or levels of your customers?

_____ Executive Management (Chairman, CEO, President, Principal, Partner, Etc.)
 _____ Corporate Management (Financial, Administration, Operations, Purchasing)
 _____ Technical Management
 _____ Consulting Management
 _____ Marketing/Sales Management
 _____ Marketing/Sales Staff
 _____ Technical Staff
 _____ Other

What percentage of your customers purchase at the following levels?

Over \$5 million _____	\$100,000 to \$500,000 _____
\$1 million to \$5 million _____	Under \$100,000 _____
\$500,000 to \$1 million _____	Total = 100%

Authorized Signature: _____ Print Name: _____

Title: _____ Date: _____