

# April 2022 Seller Commission



V04012022

Category	Metric	Low	Middle	High
		10-14 Premium Products	15-19 Premium Products	20+ Premium Products
Premium Products	Any PPVGA Posted Activation	\$10.00	\$15.00	\$20.00
	Any Posted Direct TV or Direct TV Stream (No BYOD)	\$10.00	\$15.00	\$20.00
	Any Posted Internet Activation	\$10.00	\$15.00	\$20.00
	Any Posted Fiber Upgrade to 300Mbps or higher	\$10.00	\$15.00	\$20.00
Wireless	Any Posted Voice Upgrade	\$2.00	\$4.00	\$6.00
	Any Posted Tablet or Wearable Activation or Upgrade	\$2.00	\$5.00	\$10.00
	Any Posted Mifi or WHP Activation or Upgrade	\$1.00	\$3.00	\$5.00
	Any Posted AT&T Prepaid Activation	\$1.00	\$3.00	\$5.00
Features	ProTech for 1	\$1.00	\$2.00	\$3.00
	ProTech for 4 & Home Protect	\$2.00	\$5.00	\$10.00
Accessories	Accessory Revenue < \$2,000	1% of Accy Rev \$	2% of Accy Rev \$	3% of Accy Rev \$
	Accessory Revenue \$2,000 - \$3,499	2% of Accy Rev \$	3% of Accy Rev \$	4% of Accy Rev \$
	Accessory Revenue \$3500 - \$4,999	3% of Accy Rev \$	4% of Accy Rev \$	5% of Accy Rev \$
	Accessory Revenue >= \$5,000	4% of Accy Rev \$	6% of Accy Rev \$	8% of Accy Rev \$
Multiplier	Total Opps Multiplier (applies only to	50 Total Opps = 110%	75 Total Opps = 120%	100 Total Opps = 130%
Spiff	PPVGA Extra + Elite Spiff	\$5	\$10	\$15
Spiff	Internet Activation 500MB+ or Higher Spiff	\$5	\$10	\$15
Spiff	CRU + FN: 5 for \$50 Spiff	Earn \$50 for every 5 CRU+FirstNet Posted Activations		

# General Commission / Bonus Guidelines & Terms & Conditions



V04012022

*In addition to the below, all BLW Commission & Bonus Plans are governed by the Terms and Conditions as stated in the BLW Commission/Bonus Acceptance Form. BlueLink Wireless reserves the right to change, alter, remove, or add guidelines at any time.*

- 1) To be eligible for any commission, employees must have acknowledged with their signature the BlueLink Commission/Bonus Acceptance Form. This includes an acknowledgment that all commission and/or bonus payments are advances until they are no longer subject to chargeback by AT&T and/or Company for any reason
- 2) For any payout or attainment calculation, only sales that are advanced to Blue Link Wireless by AT&T in the current commission month are qualified to count towards any tier, bonus or target attainment or payout.
- 3) Sales or Transactions that occur in the current month but are paid from AT&T to Blue Link Wireless in a different month will count towards the tier or target attainment in the month that they were advanced to BlueLink Wireless.
- 4) All payouts related to tier attainment or % to Target are determined based on the Net Paid Activations which is calculated as follows: Gross Posted Units - Deacts/Chargebacks = Net Posted Activations.  
  
For any payout or attainment calculation, deactivations/chargebacks will be deducted from the Gross Posted Units as defined above. Note that deactivations/chargebacks can reduce your attainment to a tier or target in the month the chargeback was issued to BlueLink Wireless from AT&T. For example, a Seller who achieves 20 Gross Posted Premium Product Activations for the calendar month has 2Premium Product Chargebacks during the same month. Using the formula above, 20 Gross Posted Units - 2Chargebacks = 18New Posted Units. The Seller would be paid at the 15-19 Tier since their Net Posted Units = 18.
- 5) Tiers and Targets are, in general, set at the beginning of the month, determine all payouts for that month, and are not changed or altered. BlueLink Wireless reserves the right to change, alter, add, or remove targets at any time, in its sole discretion. Any changes to targets will be communicated in writing via company email or posted in a public folder for reference.  
  
The Extra + Unl Mix % is reported from MyResults KPI ID 2290 and is calculated as follows: KPI Calc:  $(1908+1909+1910+1912+1913+1914) / (1904+1905+1906+1908+1909+1910+1912+1913+1914)$ . The Extra+ Unl Mix % required for any Unl Extra+ bonus or commission may change at any time. Any changes will be communicated in writing via email or posted in a public folder for reference.
- 6) The Protech Mix % is calculated from MyResults KPI IDs 2613&2618. The % is determined by dividing KPI ID 2613by KPI ID 2618. The Protech Target % required for any ProTech bonus or commission may change at any time. Any changes will be communicated in writing via email or posted in a public folder for reference.
- 7) CSAT % is calculated from MyResults KPI IDs 1691, KPI 1692, and &1673. The % is determined using the following formula:  $(KPI 1691 - KPI 1692) / KPI 1673$ . The CSAT % required for any CSAT bonus or commission may change at any time. Any changes will be communicated in writing via email or posted in a public folder for reference.
- 8) BlueLink Wireless reserves the right to withhold any and all commissions, bonuses, or spiffs scheduled to be advanced to the employee for up to 210 days from the employees last day of employment to reconcile all pending chargebacks and deactivations.

# General Commission / Bonus Guidelines & Terms & Conditions



V04012022

*In addition to the below, all BLW Commission & Bonus Plans are governed by the Terms and Conditions as stated in the BLW Commission/Bonus Acceptance Form. BlueLink Wireless reserves the right to change, alter, remove, or add guidelines at any time.*

Total Opps is defined as the sum of all of the Premium Products & Wireless units Posted and Advanced to BlueLink Wireless during the commission/calendar month.

- 11) Some transactions conducted during the calendar month may not be Posted or Advanced for up to 90 days. Sales of units in the current month that Post in a later month will count towards all commissionable metrics for the month the commissionable item is posted and advanced in by AT&T

Any commission and/or bonus multipliers included in any of the commission/bonus plans shall only be advanced against the highest applicable tier achieved and not on

- 12) each tier. In addition, any unit payments specified at different tiers shall only be advanced against the highest tier. For example, a Premium Products commission for PPVGA that is based on tiers of 10-14 units, 15-19 units or 20+ units will only receive one advance based on the highest tier achieved.

"Premium Products" is defined as the sum of all new Post Paid Voice Gross Adds, Entertainment (which consists of new installed Direct TV and Direct TV Stream), new

- 13) Installed Internet, and Fiber Upgrades with a minimum speed of 300MB, posted and included in the AT&T commissions for the commission month, net of any deactivations and/or chargebacks of any product included in "Premium Products". "Premium Products" excludes Direct TV Stream BYOD, any online Direct TV product activation, and any activations of any of these products that are identified as non-commissionable by AT&T per the AT&T AR Compensation Rules.

- 14) All locations are eligible for Internet Activations and Fiber Upgrade Commission regardless of being designated as In or Out of Footprint by AT&T

Any attempt, in any way, whether successful or unsuccessful, to defraud or unethically manipulate any component of any Blue Link Bonus or Commission plan will

- 15) result in the employee(s) responsible becoming ineligible to participate in any BlueLink bonus or commission plan during the month the fraud or unethical activity impacted their performance and to have any bonus or commission advances yet to be paid to be withheld for up to 210 days, pending chargebacks, deacts, and/or deductions due to losses to the company. In addition, any employees whose performance, bonus, or commissions benefitted in any way from said activity will also be subject to have all advanced or yet to be advanced commissions, or bonuses reduced by the amount the identified activity benefitted such employees. Any such activity may be subject to disciplinary actions by the Company up to and including termination.

- 16) To the extent applicable law does not permit the application of any of the Company provisions in this document in general or with respect to any person or position, the Company provisions shall be inapplicable to such extent.

Sales or Activations that originate in another sales channel but are activated in a store are not eligible to be included in any store employee or store supervisor (at any level) commissions or bonuses, unless otherwise specified in writing and approved by the EVP, COO, or CEO. For example, a sales that originates with an employee in

- 17) the B2B or ACC channel that is processed/activated thru a store location would not be included in any store or store leadership commission or bonus plan calculations.

In any situation where the origination of a sale is in dispute, the decision of BLW Executive Leadership in determining who will receive credit towards any commission, spiff, or bonus for the activation/sale will be final.

- 18) Any commissions or bonus payable on accessory revenue shall be paid on accessory revenue net of any returns or chargebacks with respect to accessory sales



**Seller Plans:** *In addition to the General Commission Guidelines and Terms and Conditions above, the following shall apply to Seller Plans*

- 1) All Payouts are determined by the Total Net Posted Premium Products for the commission month. Total Net Posted means when the transactions are posted to the Company's account by AT&T and are actually advanced to Company by AT&T.
- 2) Sellers are eligible for only the highest Total Opps Multiplier achieved based on the Seller's Total Net Posted Opps. For example, a Seller who achieves 75 Net Posted Total Opps would only be eligible for the Total Opps Multiplier Bonus attributable to 75 Net Total Posted Ops.
- 3) Unless otherwise specified by the Company, all Store Leaders, Sales Leaders, and Retail Sales Consultants/Advocates are eligible for Seller commission, per the Seller plan rules and qualifiers. Unless otherwise specified, Seller Commission may be earned in addition to any other position specific commission or bonus plan.
- 4) The Seller whose ATT UID is recorded on the transaction in Opus, and in the Bluelink POS (if any), is the only employee who is eligible to receive any Seller commission for that transaction.
- 5) The Total Opps Multiplier only applies to commissions earned in Premium Products, Wireless, Features, &Accessories. All spiffs are NOT eligible for the Total Opps Multiplier.

- 6) The 5 for \$50 CRU+FirstNet spiff is paid in increments of \$50 for each 5 Net New CRU +FirstNet PPVGA, Tablet, Internet, or Wearable activations posted and advanced to BlueLink by AT&T in the commission month. Deactivations and/or Chargebacks posted in the commission month will be deducted from the Net posted and paid CRU & FirstNet PPVGA, Tablet, and Wearable activations accrued in the same commission month. If an employee receives 5 or more deactivations/chargebacks during the commission month, a deduction of \$50 for each set of 5 deactivations/chargebacks will be assessed against any earned commissions for that commission month. There is no limit to the # of \$50 Spiffs a Seller can earn or be charged back for in a commission month. Only new activations identified as "CRU" and "FirstNet" by AT&T are eligible for any CRU + FirstNet Spiff.

- 7) The PPVGA Extra+ Elite Spiff will be calculated based on the Net number of PPVGA on the Extra+ or Elite rate plan posted and advanced by AT&T in the commission month. Any chargebacks for downgrades or deactivations that are posted and charged back in the commission month will be deducted from the posted Extra+ Elite PPVGA accrued in the same commission month.
- 8) Sellers who are no longer employees of BlueLink Wireless will, subject to the right of the Company to withhold commissions for up to 210 days after termination of employment to reconcile against chargebacks, be eligible to receive any commissions pending for their final month through their last day of employment.
- 9) If the Seller's Net Premium Product total achieved for the calendar month is less than the lowest total defined in the "Low Tier", then the Seller is ineligible for any Seller Commission for that calendar month..

# Acknowledgement



Employee Signature:

Email: