



# NOW WHAT?

**1**

## TRAIN

Are you a VOIP Ninja? If not, you will be. Regardless of your experience with hosted technologies, our in-depth training will provide you with all the tools you will need to successfully deliver City Hosted Solutions to your customer. Our Product Manager will reach out to your team in the next few days to set up training times.

**2**

## SELL

City Hosted offers you all the tools needed to easily qualify, quote, and sell hosted solutions to your customers. The tools were designed to ensure that your sales time is spent in front of your customers and not a computer. Once your customer says "Yes!" to City Hosted, our provisioning process will have them typically turned up in half the time of a traditional wireline install.

**3**

## GET PAID

Multiple payment options help shorten the time it takes your business to get paid. Unlike traditional telecom agencies that require you to wait up to 120 days to receive your first payment, City Hosted pays all net monies collected from your customers within 15 days after the close of the bill cycle. You will also receive detailed reports to ensure and track your customers down to the line item level.

## RESOURCES

We like to help!

### Product and Provisioning

Brian Pacheco is the resident guru on all product and provisioning related questions. What he can't answer, he will research. You can reach Brian at:  
Brian Pacheco  
brianp@cityhosted.com  
602-515-0313

### Billing

Kathryn Whittington can help you with any questions about billing or collections. You can reach Kathryn at:  
Kathryn Whittington  
kathrynw@cityhosted.com  
602-515-0303

### Dealer Payments

John Casas can help resolve any questions or issues about your monthly dealer payments. You can reach John at:  
John Casas  
johnc@cityhosted.com  
602-515-0369

### Sales and Design

Mike Wolk and Jake Petersen can help you with sales positioning and network design questions you may have. You can reach them at:  
Mike Wolk  
mikew@cityhosted.com  
602-515-0355

Jake Petersen  
602-515-0355  
jakep@cityhosted.com