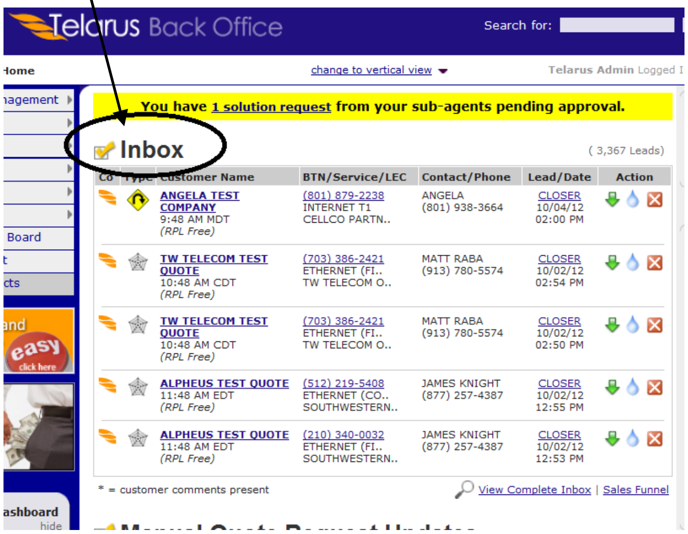
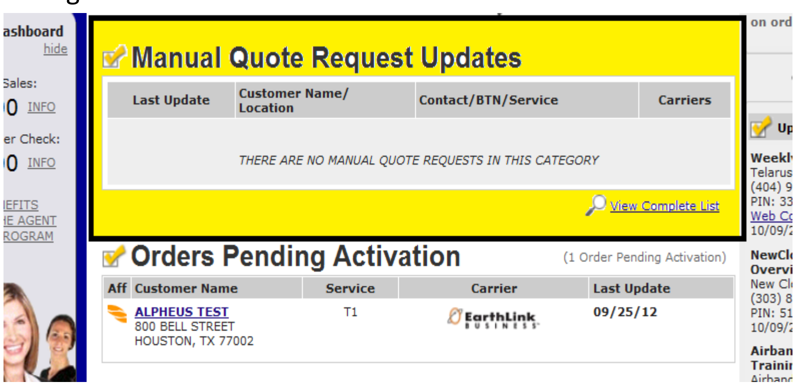
Back Office Training Manual Table of Contents

What Can I Find On the Home Page?

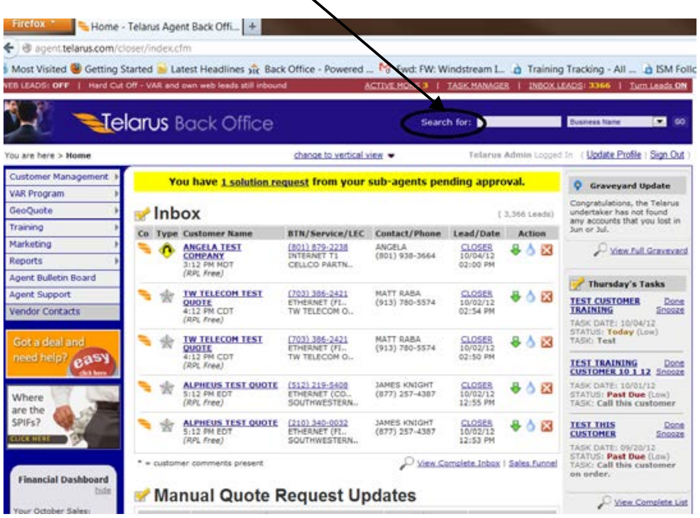
1. **Inbox-** You will find your customers that have been entered into the back office here. The customers listed in your Inbox are waiting to be placed into an accepted status in your sales funnel.



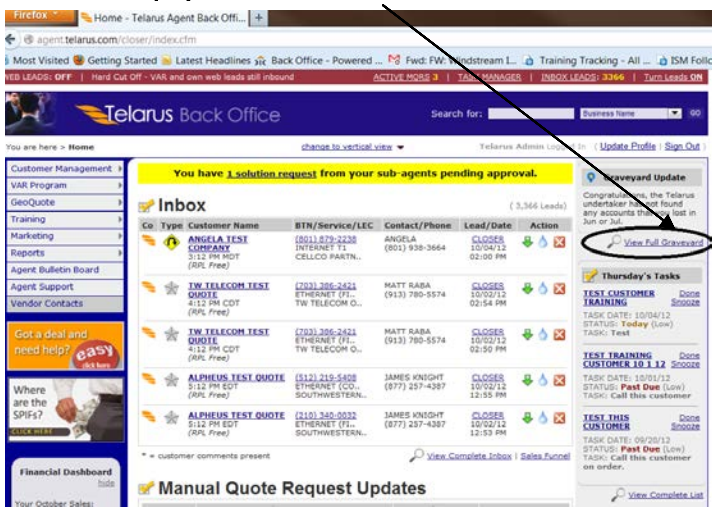
2. **Manual Quote Request Updates** – Current status of your Manual Quotes that have been submitted through the back office.



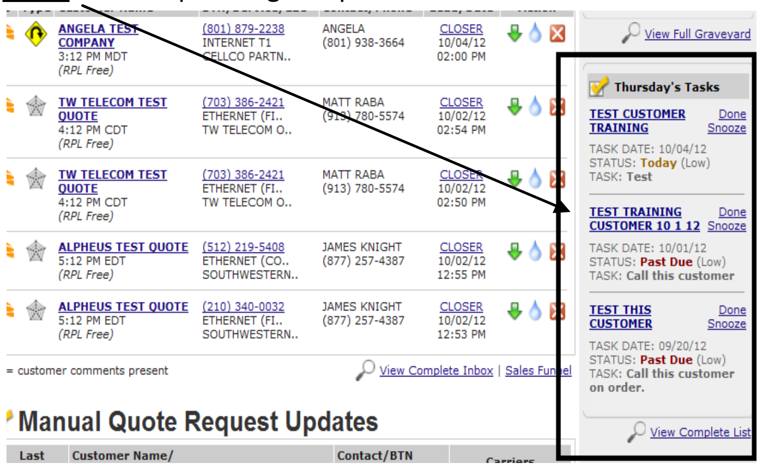
3. **Search for Tool Box**- This allows you to search for customer using any of the fields in the drop down box to the right.



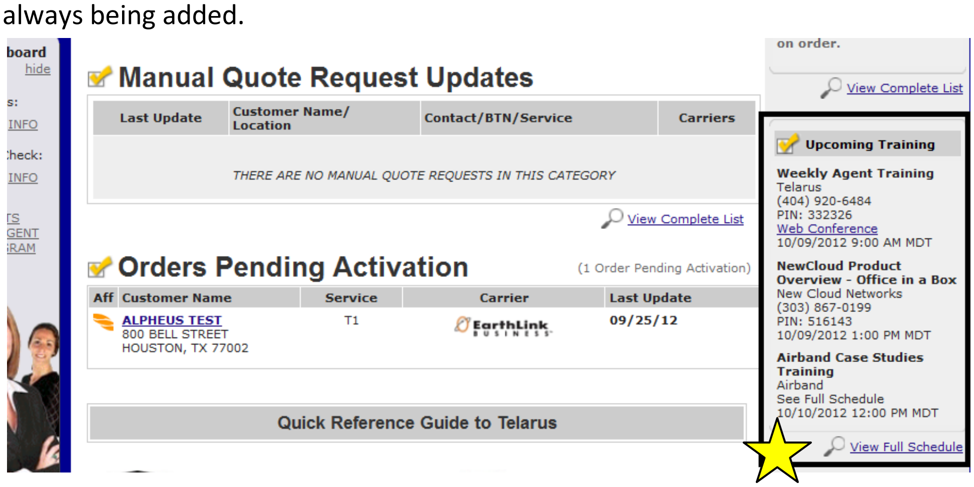
4. **View Full Graveyard**- This report will show you all of your orders that have cancelled after installation and commissions have started to pay. ***Note- An order placed in the Graveyard means you will no longer see commission payments from that account.**



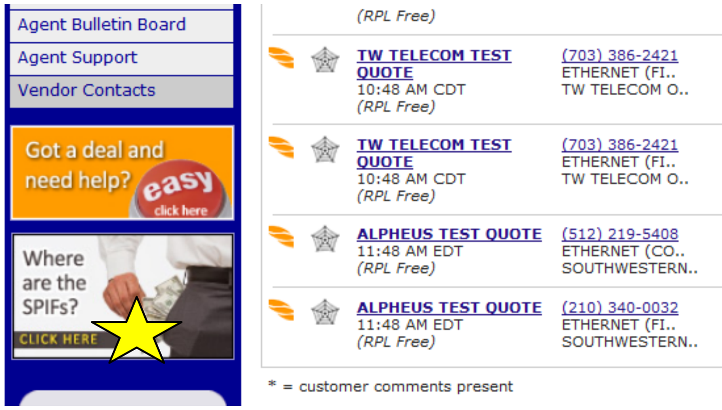
5. **Tasks** – View upcoming and past due tasks. Mark as "Done" or "Snooze".



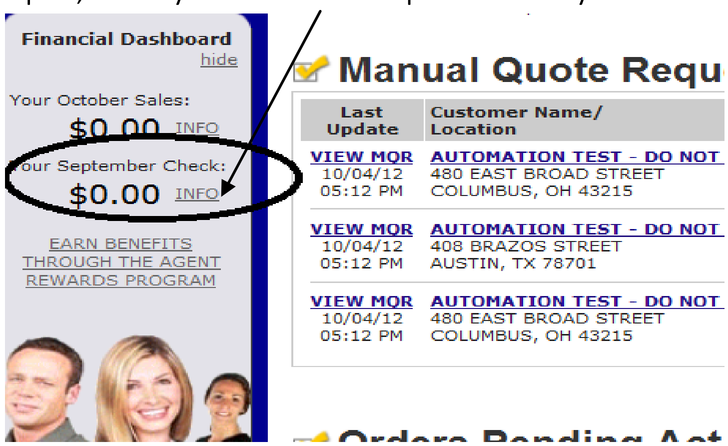
6. **Upcoming Training**- A list of all training sessions being held by our Suppliers. Select "View Full Schedule" to see ALL trainings coming up in the near future. *Note- Check this section frequently as trainings are always being added.



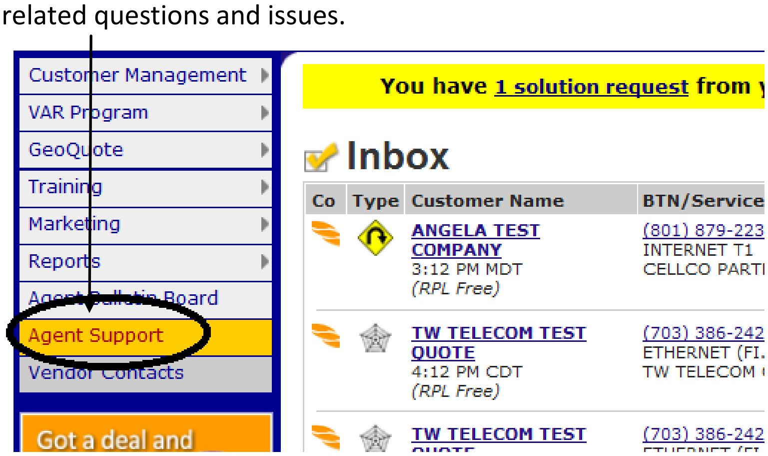
7. **Where are the spiffs?** – This is fastest and best way to access the current promos and spiffs being offered by Telarus Suppliers. This link will take you to promos.telarus.com, where you will see the current list of what's available.



7. **How do I find my commission report?** – By clicking on the **"Info"** link, it will send you to your commission report, where you can select the specific month you would like to view.

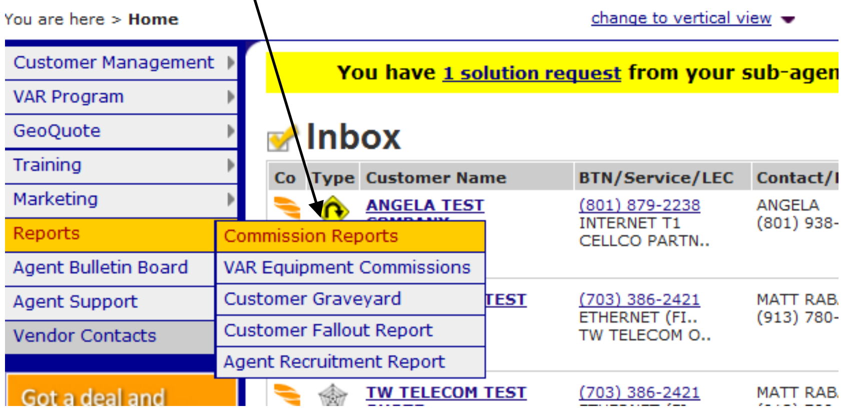


8. **Agent Support**- This will send you to the Telarus Trouble Ticket system for back office and commission related questions and issues.



9. **Reports**- Here you can find direct links to valuable reports in your back office.

- **Commission Reports** -This will take you directly to your commission reports for viewing.

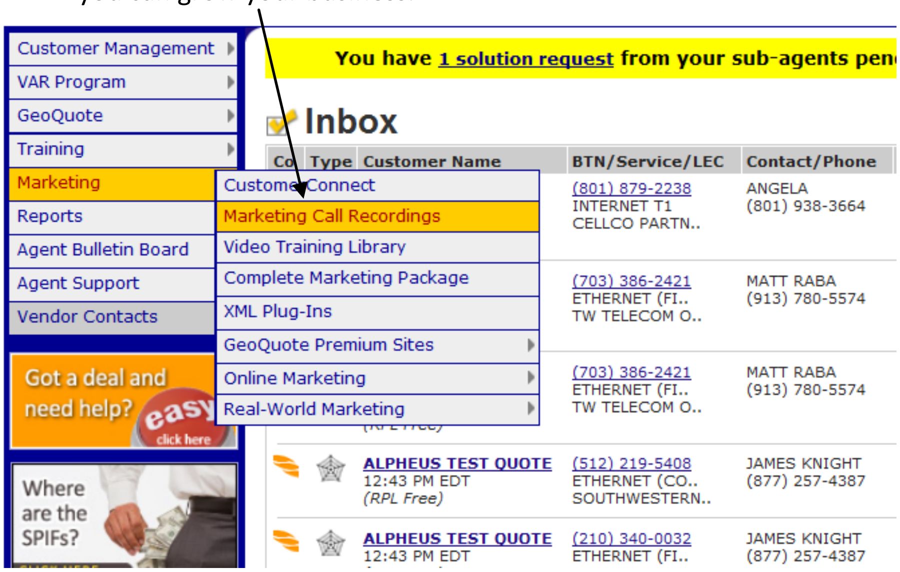


- **Customer Graveyard**- A second way to access your Customer Graveyard report.

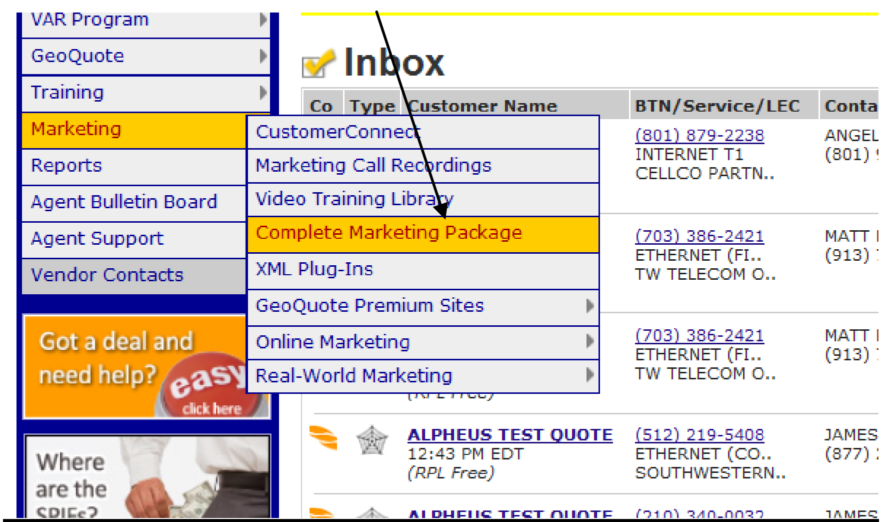
- **Customer Fallout Report** – A second way to access your Fallout Report

10. **Marketing** – You can find assistance with adding XML Plug-Ins, listen to a recording of our Tuesday call for Partner's and find information on how Telarus can help you with a complete marketing package for your business here. Plus lots more!

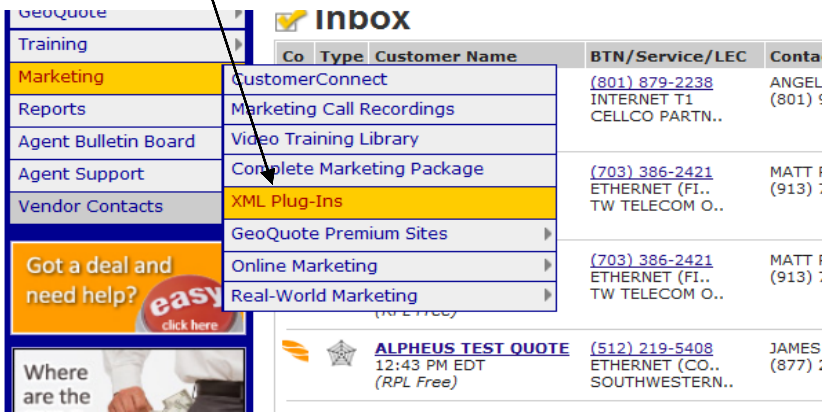
- **Marketing Call Recordings-** Listen to a recording of the Tuesday morning call here. You can also find a library of calls conducted by Patrick Oborn, Telarus V.P. of Marketing that talk about how you can grow your business.



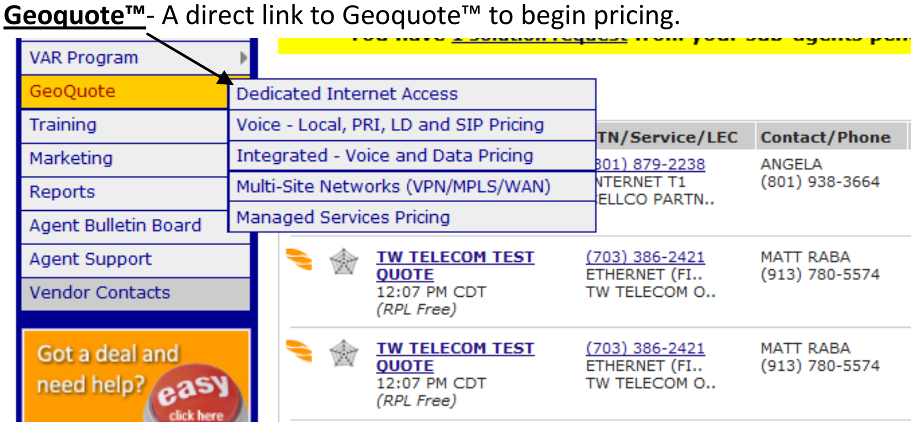
- **Complete Marketing Package**- Want to learn more on how Telarus can help you with a complete package to help market your business? Interested in a new logo, website and business card design at a low cost? Find more information out about these services available to you here.



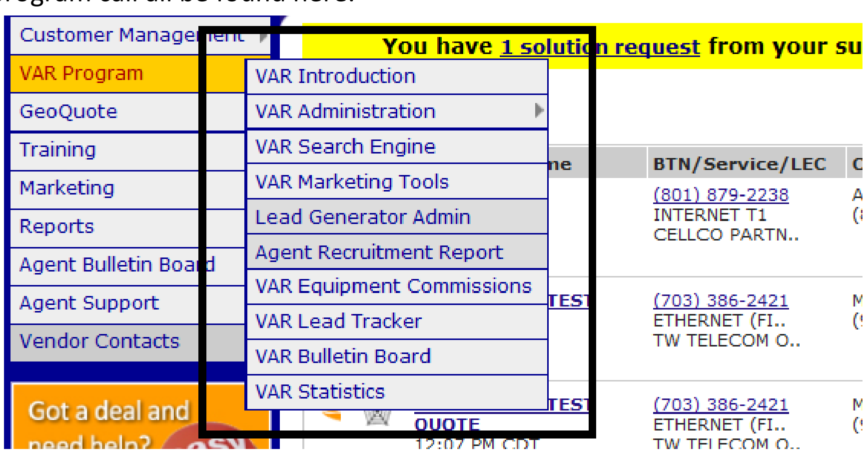
- **XML Plug-Ins**- Want to add the Geoquote™ tool to your website? You can find the plug-in information here.



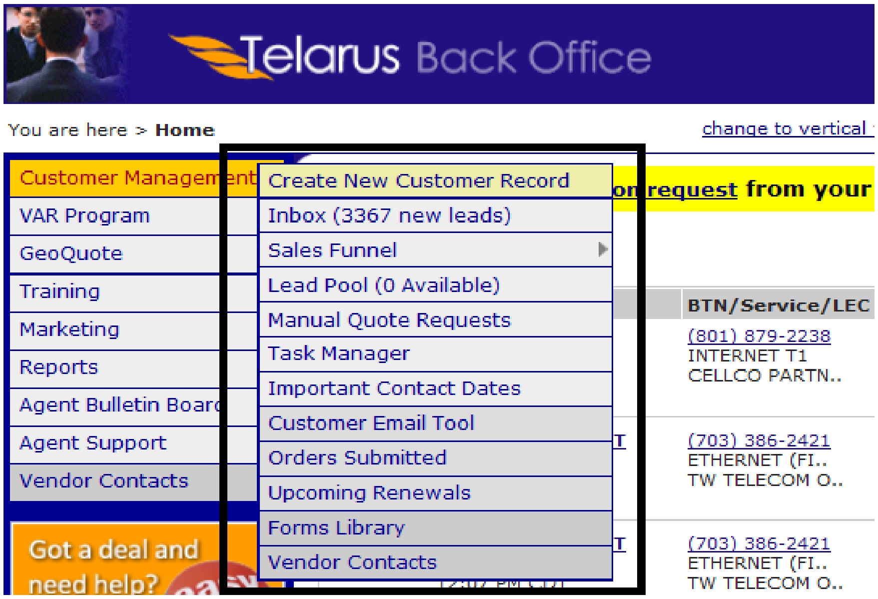
11. **<u>Geoquote™</u>**- A direct link to Geoquote™ to begin pricing.



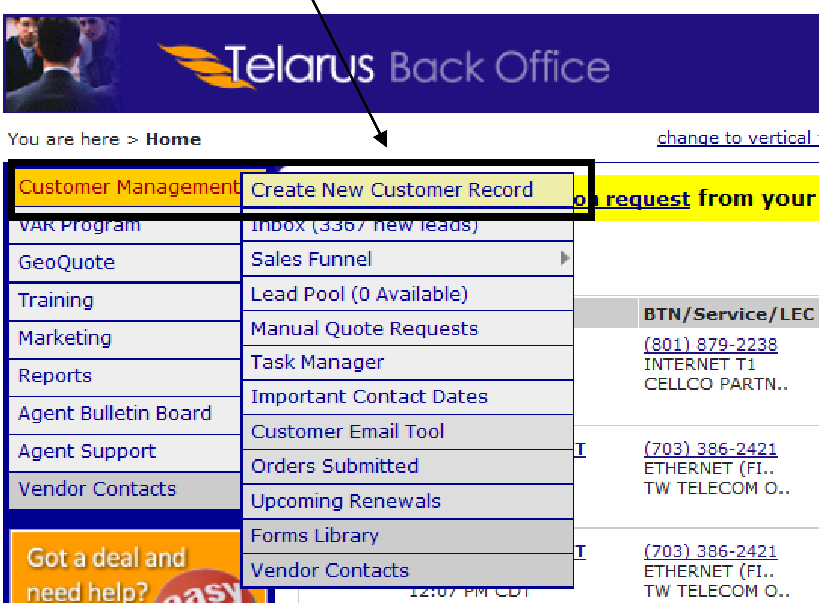
12. **<u>VAR Program</u>** – How to add VAR's, manage VAR's, VAR lead tracking and information about the VAR program call all be found here.



13. **<u>Customer Management</u>** – In this section you will find links to create a customer record, your Inbox, the Sales Funnels, Manual Quote Request results, your Task Manager, a report of your orders you have submitted, your Renewal Report and a forms library. Most of your time in the back office is spent in this section.

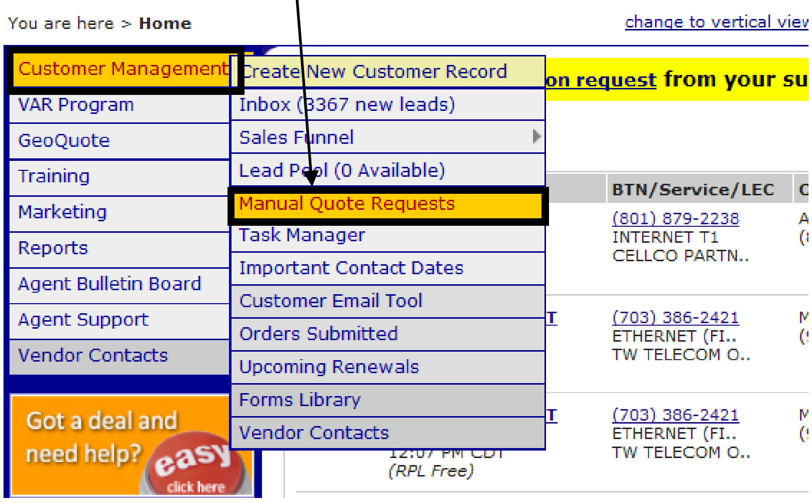


- **Create New Customer Record** – Have a customer and need to get their information into their back office? Select **"Create New Customer Record"** to get them added into your back office.



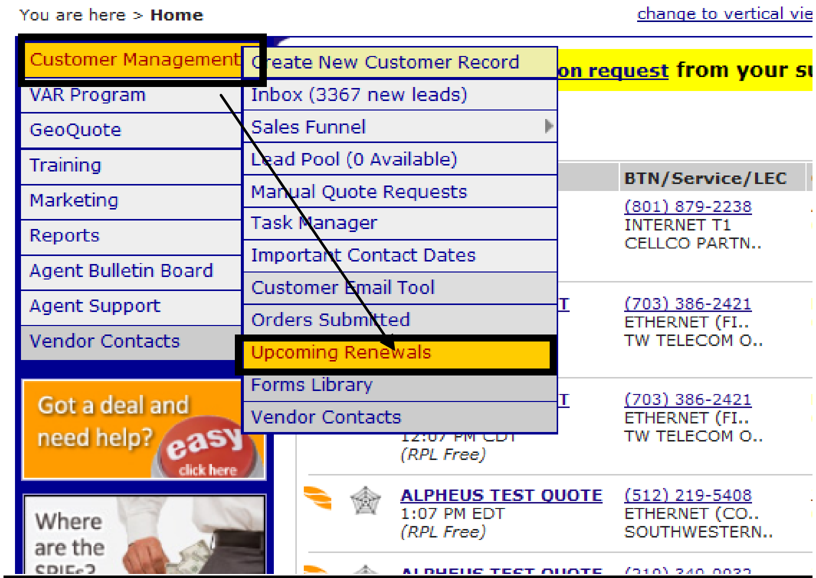
- **Sales Funnel**- Get a quick view of which of your customers are currently in a particular sales funnel or status.

- **Manual Quote Requests** – Check on the status of a back office submitted Manual Quote Request here.

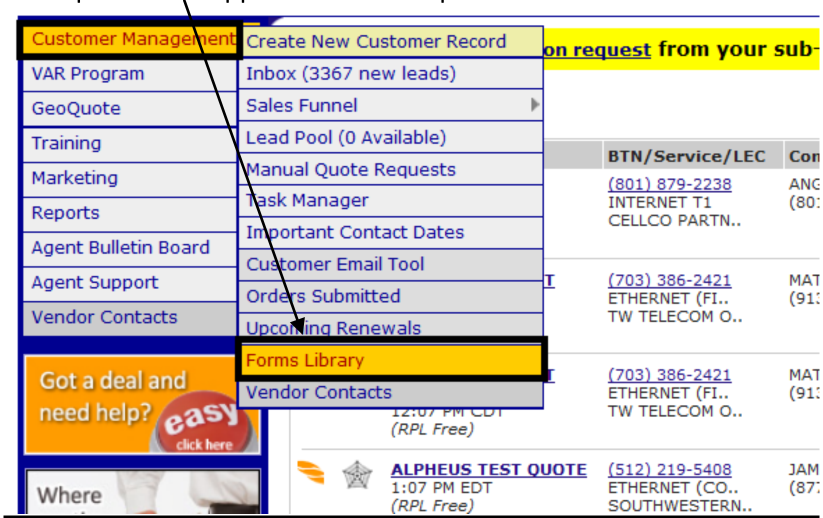


- **Orders Submitted** – You can find a list of all your orders here. You can view them either by their status, or you can view all.

- **Upcoming Renewals** – Telarus lets you know when you have a customer whose contract is expiring in six months or less, so you can renew their current services or upgrade their services. To see a report of the customers that fall into this status, you can go to the “Upcoming Renewal” section.



- **Forms Library** – Need customer forms, marketing or training documents for services on a particular supplier? This is the place to find them.



Quick Reference Guide

Quick Reference Guide to Telarus

Need to schedule training on the back office? You can schedule a time here.

One-on-One Training
Need help learning the back office? Sign up for live training from our dedicated training team.

Training Videos
Want to learn on your own schedule? Check out our 10-minute YouTube training videos that focus on individual aspects of the back office site.

Need a refresher on a section of the back office? You can watch a short video on it here.

Need to reach a Telarus employee? You can find all staff contact information here.

Telarus Employee Roster
Need to get in contact with someone other than your Channel Manager? This is the page for you.

Telarus Carrier Contacts
Need to get in contact with one of our carriers? Use this link to find the email and phone number of our carrier CMs.

Find your Carrier Channel Manager or Local CM contact here.

Find out about our premier event for Telarus partners.

Partner Summit Info
Register now our national partner event to be held in Park City, Utah on June 6-8, 2012. Meet with carrier executives, industry experts, and fellow agents. Activities included.

Promotions and SPIFs!
Click here to view all of the many promotional pricing and SPIF information (updated daily)

Looking for a little extra $? Find a list of promotions and spiffs here.

Want to see a list of all the services and suppliers we work with? You can see it here.

Complete Product Matrix
What does Telarus sell, and where? Check out our product/carrier matrix that outlines exactly what we have available through ALL of our carriers.

Marketing Help
Learn how to get a new logo, web site, business cards, SEO web site, and/or listen to archive marketing training calls.

Need help with marketing and growing your business? Take a look at our Marketing Help

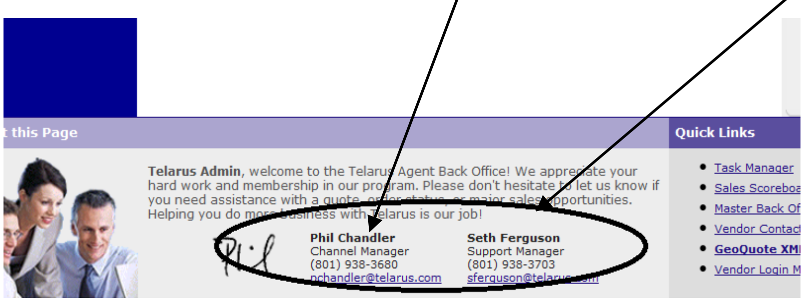
Telarus on Facebook
Click here get 'fly on the wall' access to the Telarus corporate office and see what we've got going on!

Telarus on Twitter
As we migrate away from Telarus Alert, you can get "in the know" through our Twitter account.

Want to stay up-to-date on everything Telarus? Make sure you have joined our Facebook and Twitter groups!

Need Sales Help?

Contact Your Telarus Sales Team. Your **Telarus Channel Manager** is the one who you contact for business strategizing, planning and talk to about how Telarus can help you grow your business. Who do you go to for quotes, provisioning and anything else customer related? Your **Support Manager** will assist you with customer related questions.

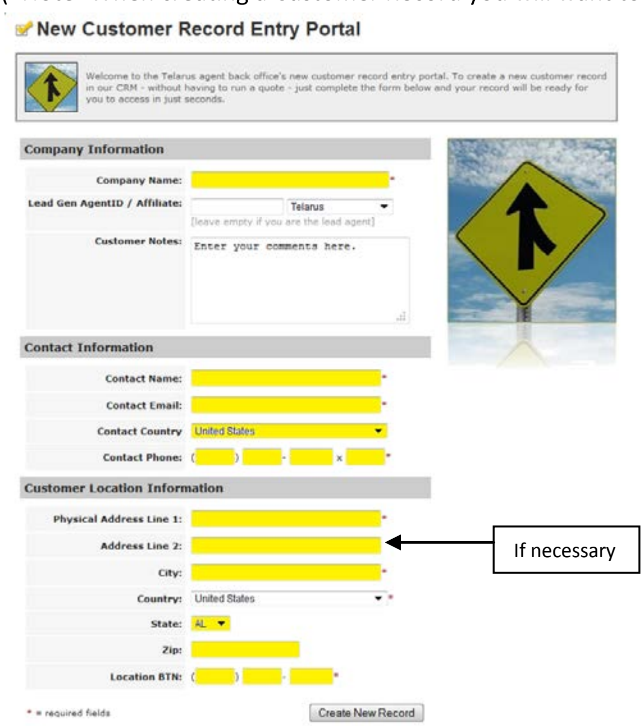


Creating and Using Customer Records

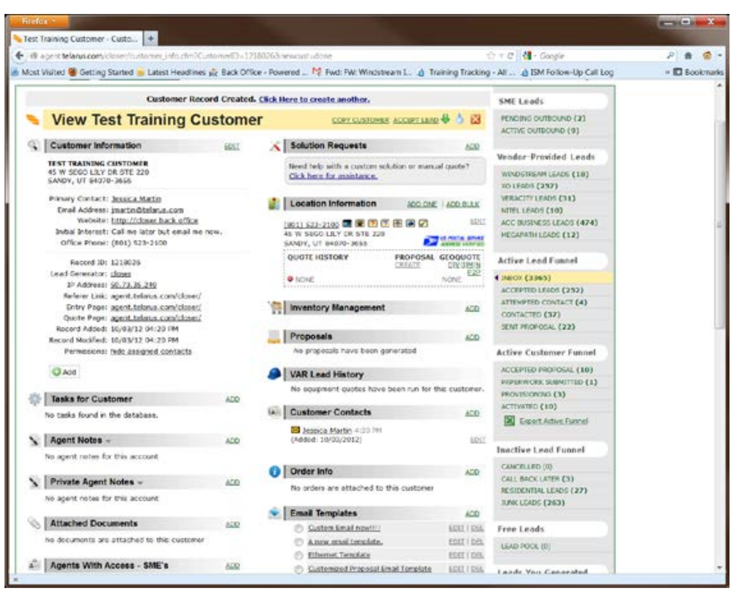
Need to create a customer record? Select “**Customer Management**” from the menu bar and then select **“Create a New Customer Record”.**

Complete the information boxes and select **“Create New Record”.**

(*Note- When creating a Customer Record you will want to use the legal business name.)

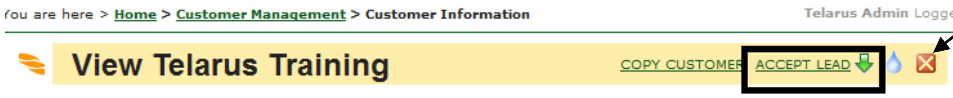


3. Your completed customer record will look like the page below:

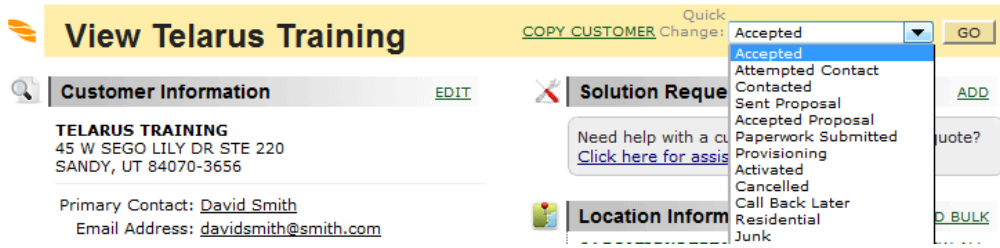


4. You will need to click on either **"Accept Lead"**, or the green arrow to take the lead out of your Inbox and begin to track the customer status progression in the sales funnels.

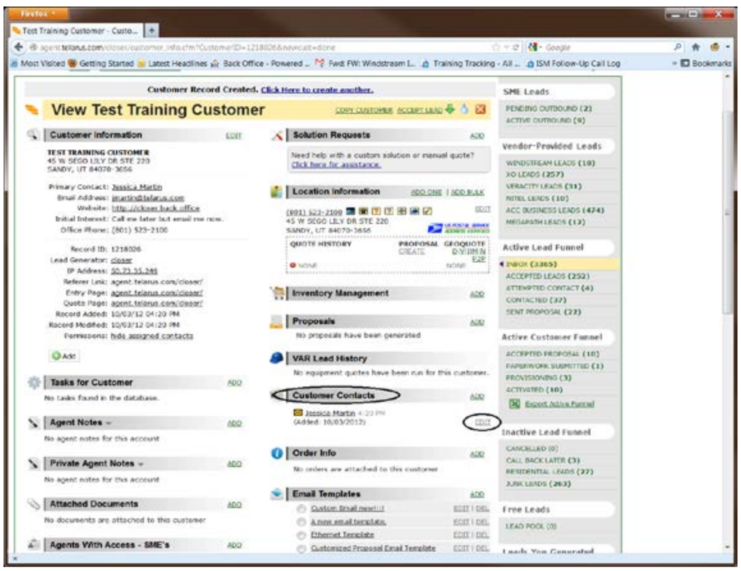
Selecting the red "X" moves the lead to the junk funnel.



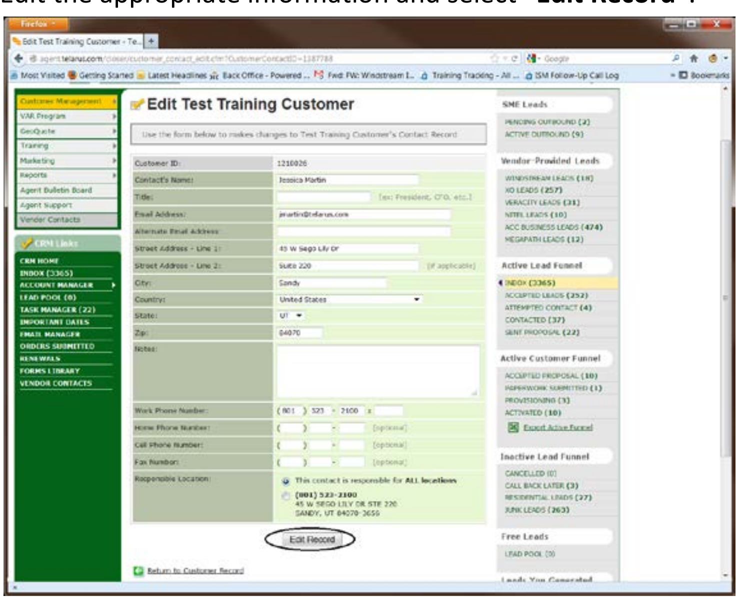
5. A dropdown box will appear and you can now move the customer into the appropriate sales funnel and track their progression as you work with them.



6. To edit a Customer Record, you will need to go to the **"Customer Contact"** section on the record page, and then select **"Edit"**.



7. Edit the appropriate information and select **"Edit Record"**.



What You Can Find In a Customer Record

Remember to **"Accept Lead"** once you add your customer record.

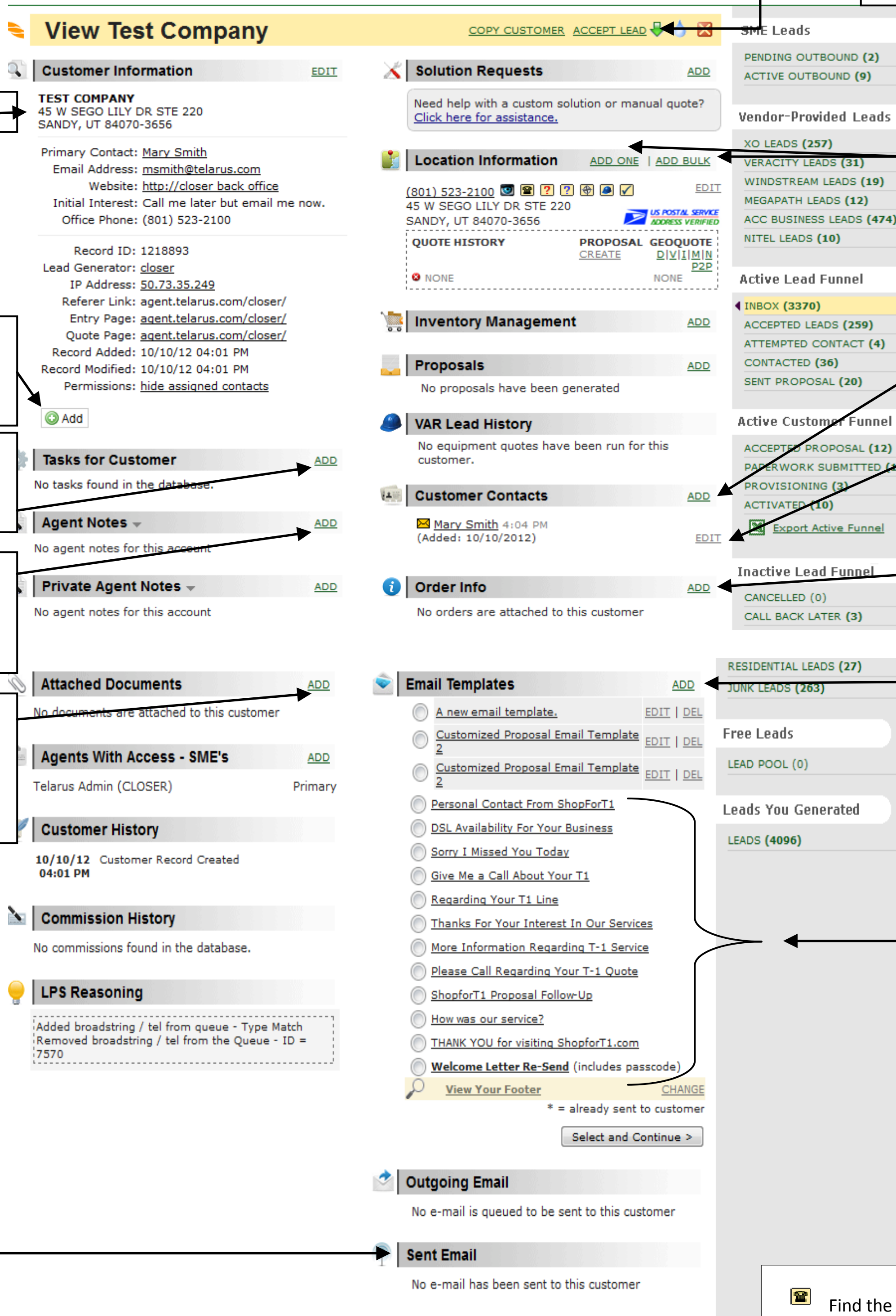
Main Location Information

"Add" allows you to share a customer with any of your Agency Contacts you choose.

Create and assign tasks here. See the "Tasks" section of this manual for instructions.

Create and save notes for any reason you would like here. (Tracking conversations, status,etc.)

"Attached Documents" is where you need to upload signed contracts. You can also attach other desired documents of your choice.



Add additional customer locations either by bulk, or one at a time.

You can add additional customer contacts here

You can edit the existing customer record here.

Add your order here so you can begin receiving commissions.

Create your own custom Email Templates to use here.

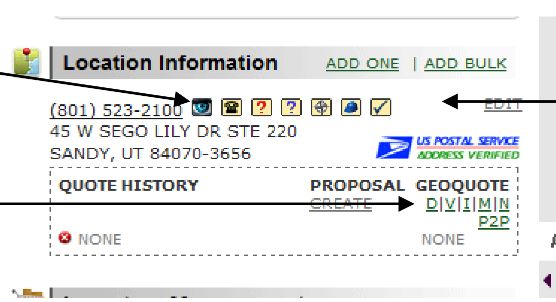
Email templates in the white section are back office templates created by Telarus that you can use.

Anytime you send an email out of your back office, it will save in your customer record under the "Sent Email" section.

A closer look at the "Location Information" section

Geoscan allows you to scan for services available at a location.

A direct link to **Geoquote™**.



Find the customer Loop information.

Reverse Phone Number Search

Reverse Address Search

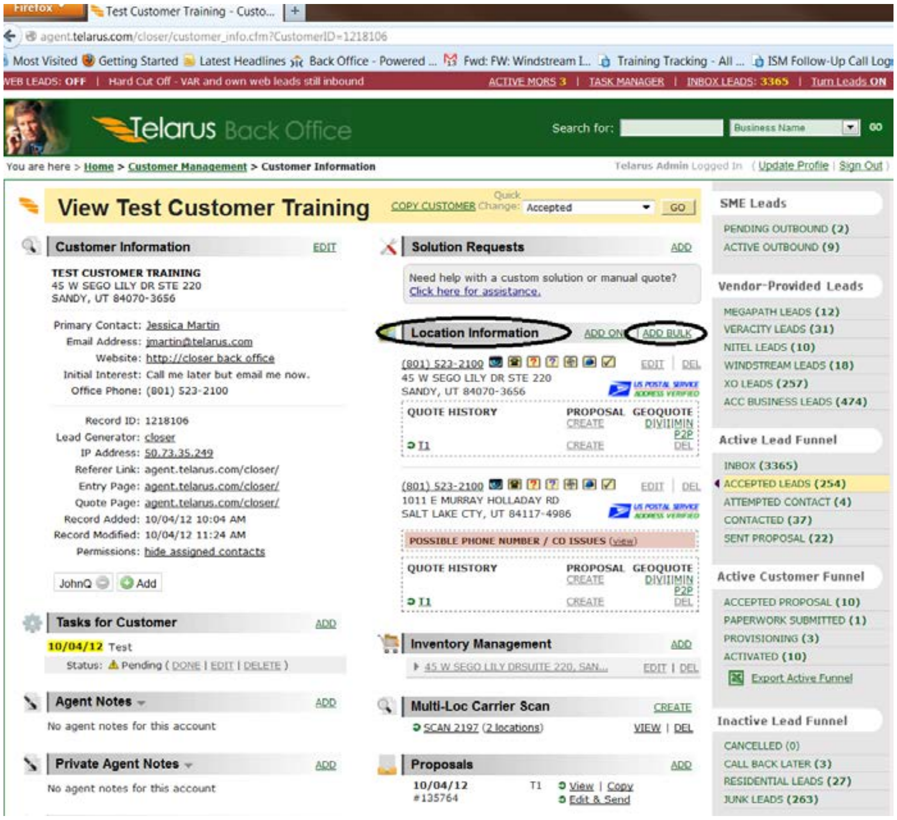
Direct link to the fiber route maps.

VAR Search Tool

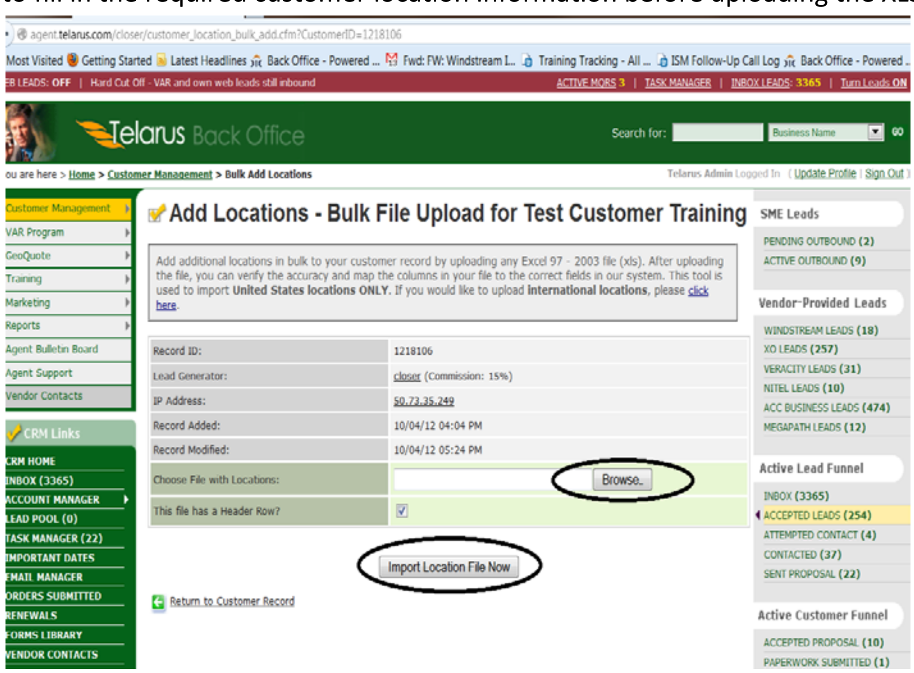
USPS Address Verification Tool

How to Upload Additional Locations to a Customer Record

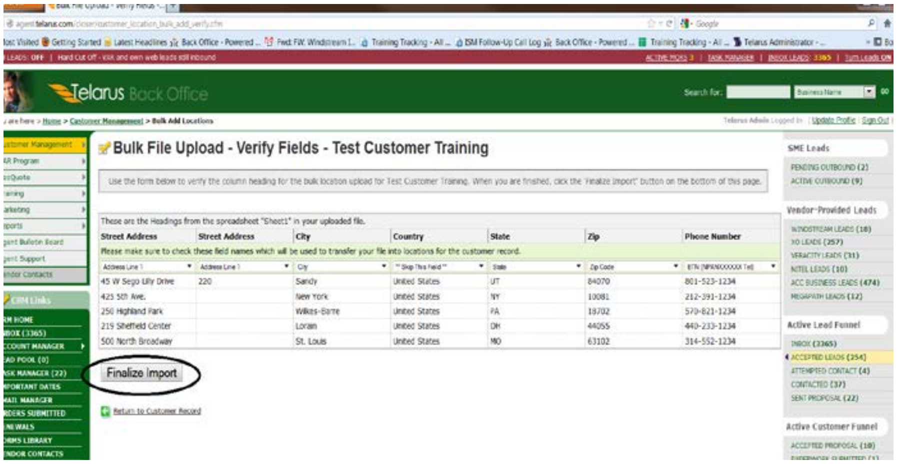
1. In the Customer Record go to **"Location Information"** and select **"Add Bulk"**. *Note- Use the **"Add One"** tool if adding less than 5 locations.



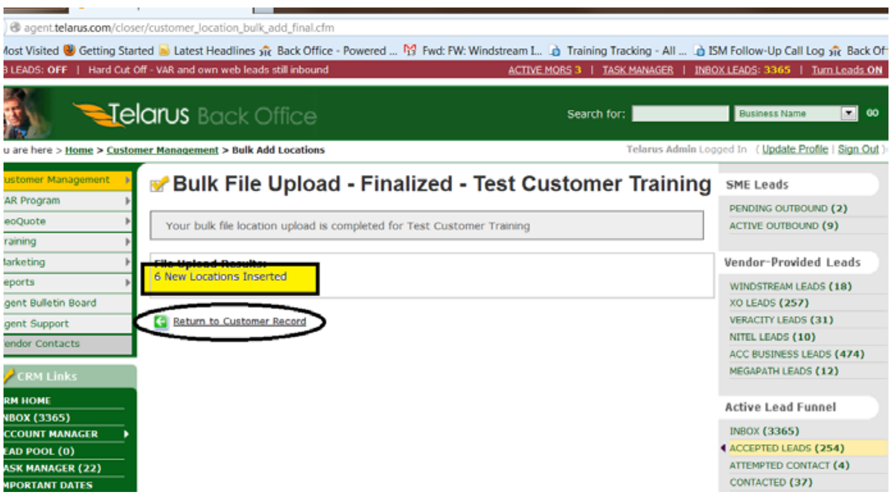
2. Upload completed XLS file from computer by selecting **"Browse"**, selecting saved file. Click on **"Import Location File Now"** to import. (A template is available to use for bulk location uploading. Please request the template from your Telarus Support Manager if you would like to use it. You will still need to fill in the required customer location information before uploading the XLS template here.)



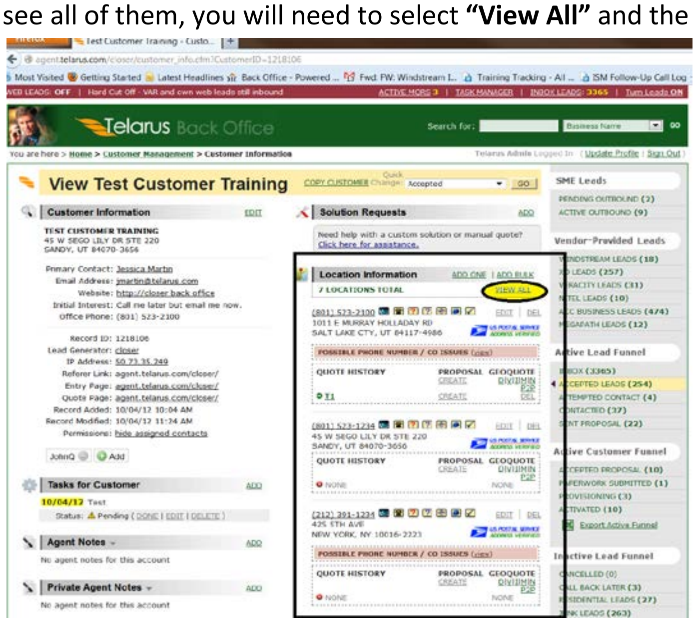
3. Verify fields and locations are correct and then select **"Finalize Import"**.



4. Verify that the correct number of locations have been added under **"File Upload Results"** and then select **"Return to Customer Record"**.



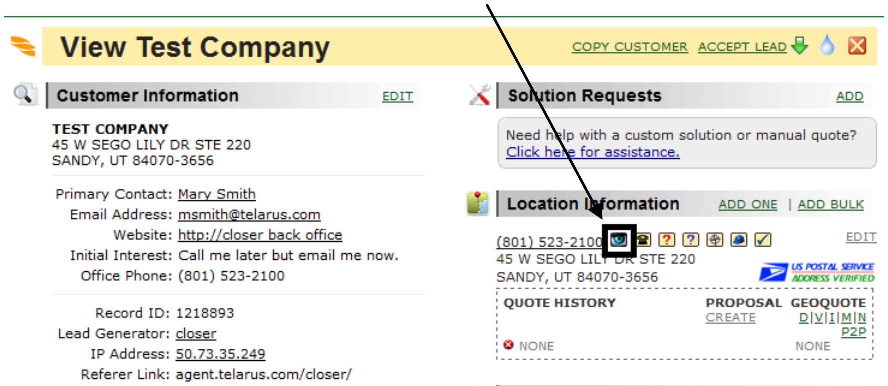
5. Your added locations will now appear under the **"Location Information"** section in the customer record. *Note- The back office will default to show only the first **<u>THREE</u>** locations. If you would like to see all of them, you will need to select **"View All"** and the additional locations will drop down.



Using GeoScan & the Multi Location Scan Tools

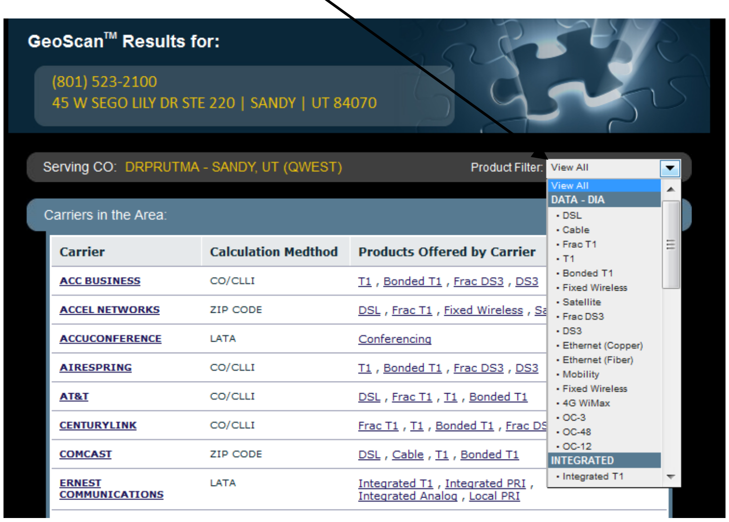
GeoScan allows you to quickly find services and carriers that are available at a particular customer address.

1. Once in the customer record, you will need to go to the eyeball icon next to the address you would like to do a GeoScan search for.

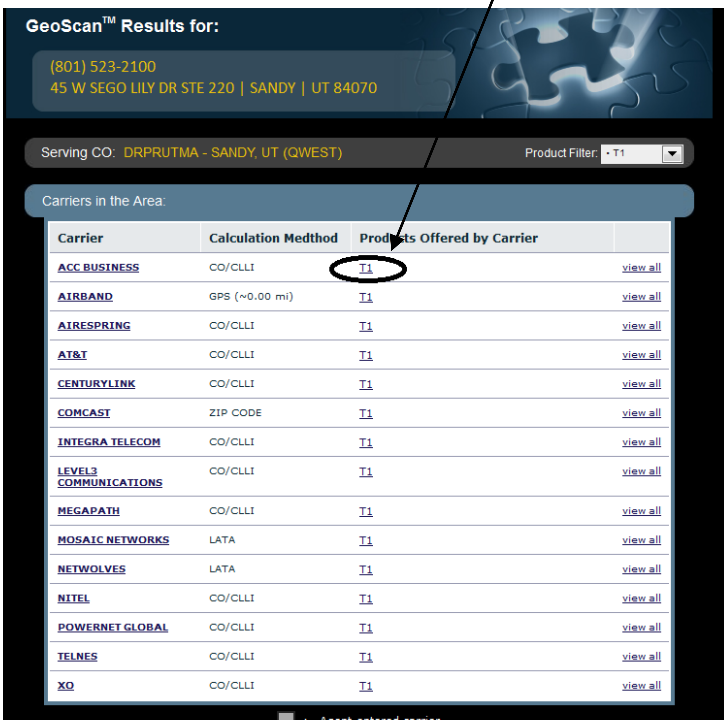


2. The first results page will show you EVERYTHING that is available near that address.

3. You can narrow down your results by product by selecting your product choice in the **"Product Filter"** drop-down list.



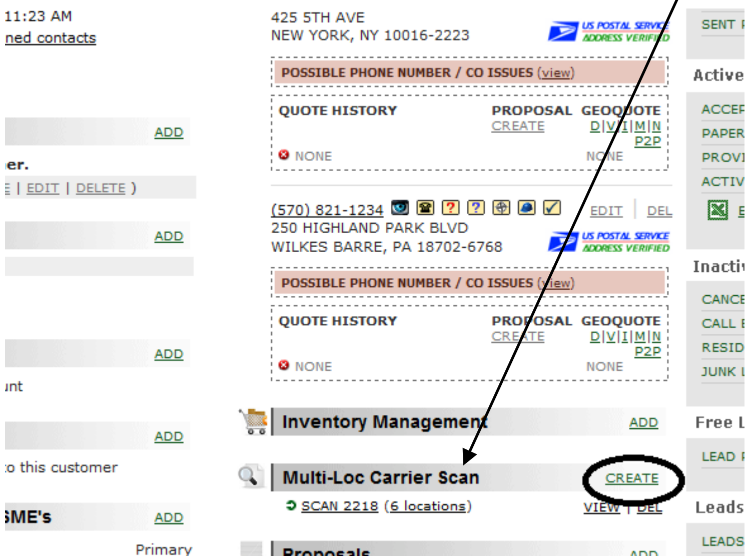
4. Once narrowed down, your final results will show, and you can go directly into GeoQuote™ by selecting the product in the **"Products Offered"** column. At this stage, you can begin to run a quote.



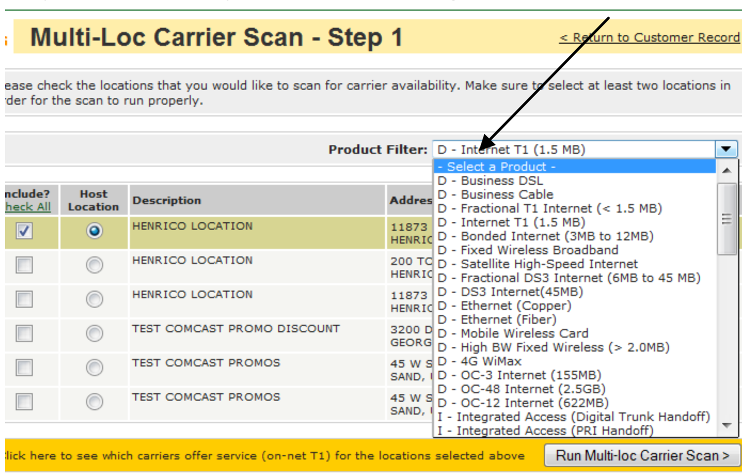
Using the Multi-Loc Carrier Scan

You have the ability to scan multiple customer locations at once to see which carrier can service all, if not most of the locations. This tool is our Multi-Loc Carrier Scan.

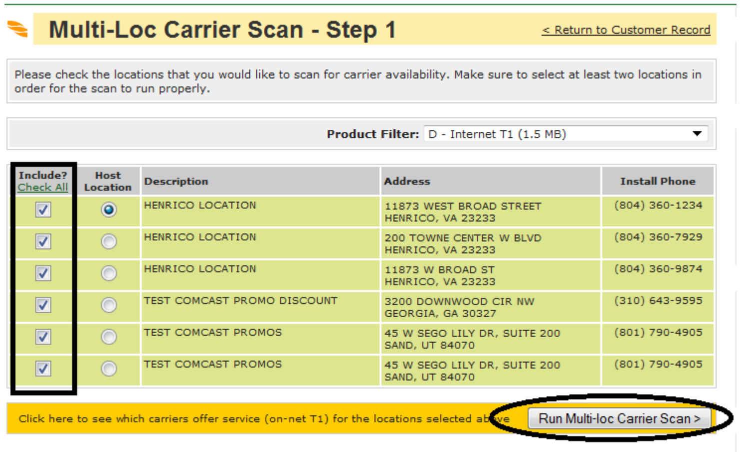
1. Under the customer record, is where you will find the **"Multi-Loc Carrier Scan"** section. Select **"Create"** to begin using the tool.



2. Multi-Loc Carrier Scan Step 1 allows you to select a product from the Product Filter dropdown box for you to scan and begin a search for the best carrier fit for your customer.



Select the product and then select **“Check All”,** or just select the locations that will need that type of service by clicking in the box next to the location(s). Once locations and the product type has been selected, click on **“Run Multi-loc Carrier Scan”**.



Multi-Loc Carrier Scan - Step 1 < Return to Customer Record

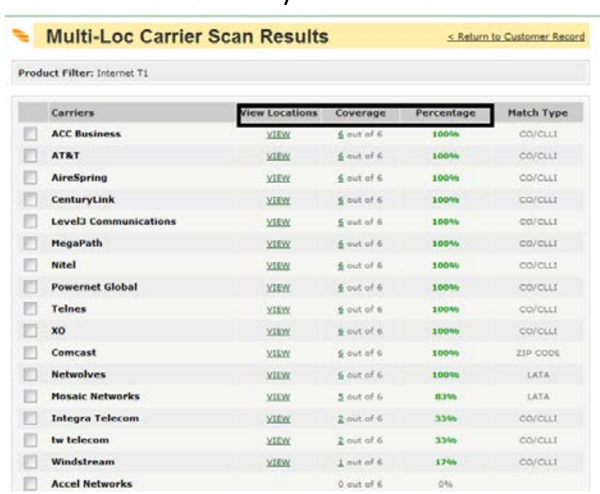
Please check the locations that you would like to scan for carrier availability. Make sure to select at least two locations in order for the scan to run properly.

Product Filter: D - Internet T1 (1.5 MB)

Include? Check All	Host Location	Description	Address	Install Phone
☑	◉	HENRICO LOCATION	11873 WEST BROAD STREET HENRICO, VA 23233	(804) 360-1234
☑	○	HENRICO LOCATION	200 TOWNE CENTER W BLVD HENRICO, VA 23233	(804) 360-7929
☑	○	HENRICO LOCATION	11873 W BROAD ST HENRICO, VA 23233	(804) 360-9874
☑	○	TEST COMCAST PROMO DISCOUNT	3200 DOWNWOOD CIR NW GEORGIA, GA 30327	(310) 643-9595
☑	○	TEST COMCAST PROMOS	45 W SEGO LILY DR, SUITE 200 SAND, UT 84070	(801) 790-4905
☑	○	TEST COMCAST PROMOS	45 W SEGO LILY DR, SUITE 200 SAND, UT 84070	(801) 790-4905

Click here to see which carriers offer service (on-net T1) for the locations selected above Run Multi-loc Carrier Scan >

3. Your **Multi-Loc Carrier Scan Results** page will then show you the percentage of coverage by a particular carrier, the number of your customer locations they can service, and also view the actual locations they can service.

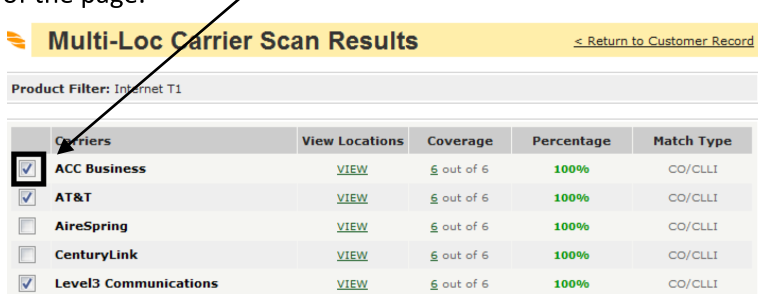


Multi-Loc Carrier Scan Results < Return to Customer Record

Product Filter: Internet T1

	Carriers	View Locations	Coverage	Percentage	Match Type
☐	ACC Business	VIEW	6 out of 6	100%	CO/CLLI
☐	AT&T	VIEW	6 out of 6	100%	CO/CLLI
☐	AireSpring	VIEW	6 out of 6	100%	CO/CLLI
☐	CenturyLink	VIEW	6 out of 6	100%	CO/CLLI
☐	Level3 Communications	VIEW	6 out of 6	100%	CO/CLLI
☐	MegaPath	VIEW	6 out of 6	100%	CO/CLLI
☐	Nitel	VIEW	6 out of 6	100%	CO/CLLI
☐	Powernet Global	VIEW	6 out of 6	100%	CO/CLLI
☐	Telnes	VIEW	6 out of 6	100%	CO/CLLI
☐	XO	VIEW	6 out of 6	100%	CO/CLLI
☐	Comcast	VIEW	6 out of 6	100%	ZIP CODE
☐	Netwolves	VIEW	6 out of 6	100%	LATA
☐	Mosaic Networks	VIEW	5 out of 6	83%	LATA
☐	Integra Telecom	VIEW	2 out of 6	33%	CO/CLLI
☐	tw telecom	VIEW	2 out of 6	33%	CO/CLLI
☐	Windstream	VIEW	1 out of 6	17%	CO/CLLI
☐	Accel Networks		0 out of 6	0%	

4. To request pricing (it will be a manual quote request), select up to three carriers by clicking the boxes next to their names, and then the **“Request Pricing”** button found at the bottom of the page.

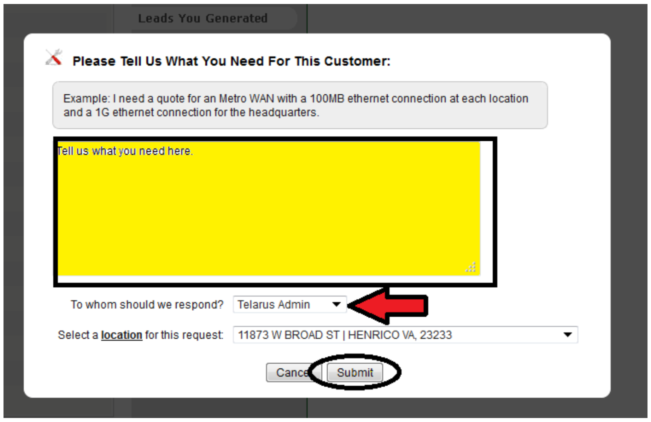


Multi-Loc Carrier Scan Results < Return to Customer Record

Product Filter: Internet T1

	Carriers	View Locations	Coverage	Percentage	Match Type
☑	ACC Business	VIEW	6 out of 6	100%	CO/CLLI
☑	AT&T	VIEW	6 out of 6	100%	CO/CLLI
☐	AireSpring	VIEW	6 out of 6	100%	CO/CLLI
☐	CenturyLink	VIEW	6 out of 6	100%	CO/CLLI
☑	Level3 Communications	VIEW	6 out of 6	100%	CO/CLLI

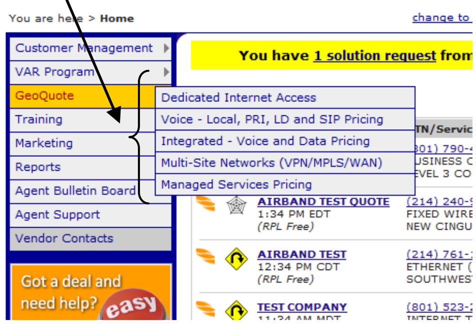
5. The **"Please Tell Us What You Need For This Customer"** box will appear. Please enter any additional information that will be useful to your Telarus Support Manager when they gather the pricing for you. (Example: terms length, with or without a router, budget of your customer.) You can have your quote sent to one of your Agency Contacts if you would like by selecting them from the **"To whom should we respond"** box. Click on **"Submit"** when done. You have now sent a manual quote off for this customer and their locations. Your pricing will be emailed back to you when completed by your Telarus Support Manager.



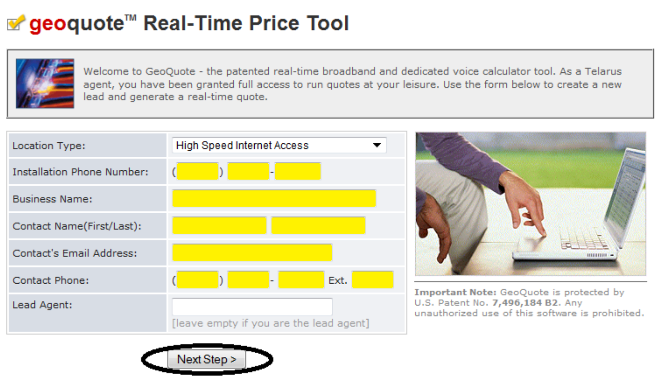
GeoQuote™

GeoQuote™ is the patented tool that allows you to quickly run a quote in the Telarus back office.

1. You can access GeoQuote a few ways in your back office. The first one is by selecting **"GeoQuote"**, and then the service type category from the left side on your home page.

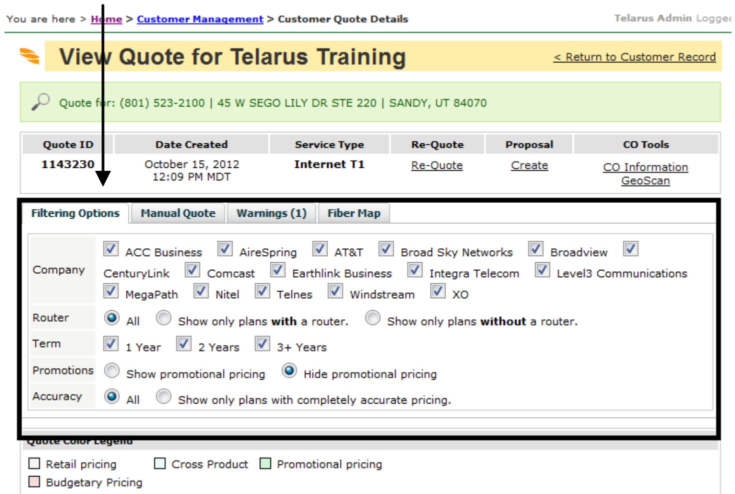


2. You can select a specific product type by choosing the appropriate service type from the dropdown box. After the service type has been selected, you will need to complete the boxes highlighted in yellow, and click on **"Next Step"**.

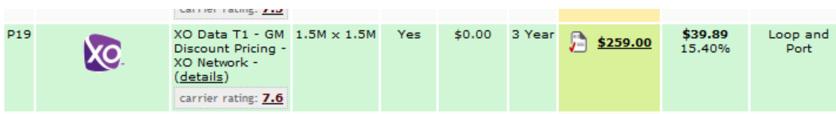


3. Step 2 is where the type of business service will need to be selected. Real-time next to the service type means GeoQuote™ can quote the service. Manual quote means that a manual quote request will need to be submitted to your Telarus Support Manager for pricing. The installation address will also need to be added before you select **"Continue"**.

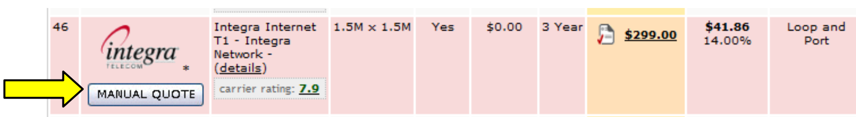
4. The GeoQuote™ results page will give you a full listing of all carriers available to that address. You can narrow down your results by using the **"Filtering Options"**. You can remove one or more carriers, chose with or without a router, the terms length and to have the *promotional pricing show.



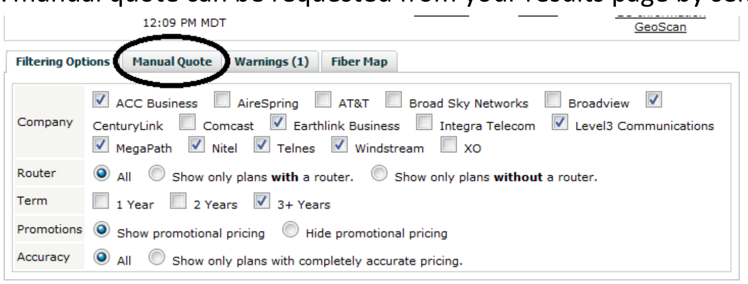
*If you choose **"Show promotional pricing"**, and promotional pricing is available, it will be a line item in green.



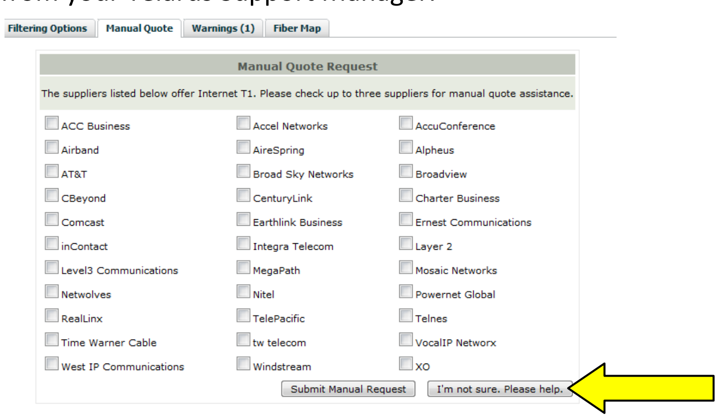
If the line is a pink color, then we are finding a pricing discrepancy with that particular Supplier and/or service type. Please select the Manual Quote button to request a manual quote from your Telarus Support Manager.



A manual quote can be requested from your results page by selecting the **"Manual Quote"** tab.

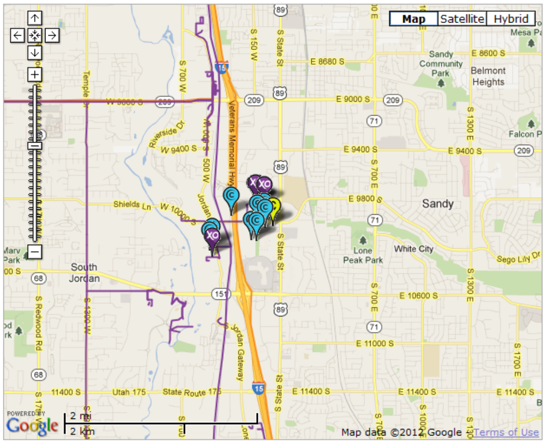


You can select <u>up to three suppliers</u> to get quoting from. Submit your request, or ask for help from your Telarus Support Manager.

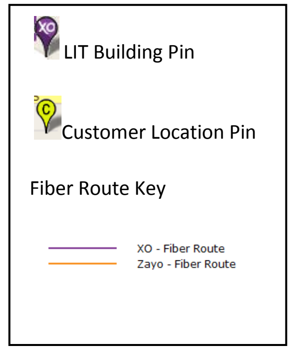


Access to the Fiber Map for your location can be found by choosing the **“Fiber Map”** tab. Click on the carrier pin to see how far the carrier LIT building is from your customer location.

Filtering Options | Manual Quote | Warnings (1) | Fiber Map



XO - Fiber Route
Zayo - Fiber Route



5. When viewing the pricing results, you can see further details about the plan and service under the **“Plan Description”** by selecting **“details”**.

	Company	Plan Description (Rating: ▲ ▼)	Bandwidth / Type	Router	Install (Rebate)	Term	Total ▲ ▼ click to edit	Comm	Comm Type
28	nitel	Nitel Data T1 - (details) carrier rating: 7.3	1.5M x 1.5M	No	$0.00	3 Year	$251.16	$31.65 12.60%	Loop and Port
40	nitel	Nitel Data T1 - (details) carrier rating: 7.3	1.5M x 1.5M	Yes	$0.00	3 Year	$280.16	$31.65 12.60%	Loop and Port
43	Level(3)	Access Circuit DS1 Offnet - Level3 Network - (details) carrier rating: 2.5	1.5M x 1.5M	No	$0.00	3 Year	$293.45	$41.08 14.00%	Loop and Port
45	Telnes	Telnes T1 [DS-1] 1.5 - Telnes Network - (details) carrier rating: 9.0	1.5M x 1.5M	Yes	$0.00	3 Year	$296.00	$41.44 14.00%	Loop and Port
48	MegaPath	T1 1.5 - MegaPath Network - (details) carrier rating: 7.4	1.5M x 1.5M	No	$0.00	3 Year	$299.00	$41.86 14.00%	Loop and Port
49	MegaPath	T1 1.5 - MegaPath Network - (details) carrier rating: 7.4	1.5M x 1.5M	Yes	$0.00	3 Year	$299.00	$41.86 14.00%	Loop and Port
51	EarthLink Business	EarthLink Data Full T1 - EarthLink Network - (details) carrier rating: 7.3	1.5M x 1.5M	Yes	$0.00	3 Year	$301.95	$42.27 14.00%	Loop and Port
55	Telnes	Telnes Managed T1 1.5 mbps (Qwest Backbone) - Telnes Network - (details) carrier rating: 9.0	1.5M x 1.5M	Yes	$0.00	3 Year	$312.00	$54.60 17.50%	Loop and Port

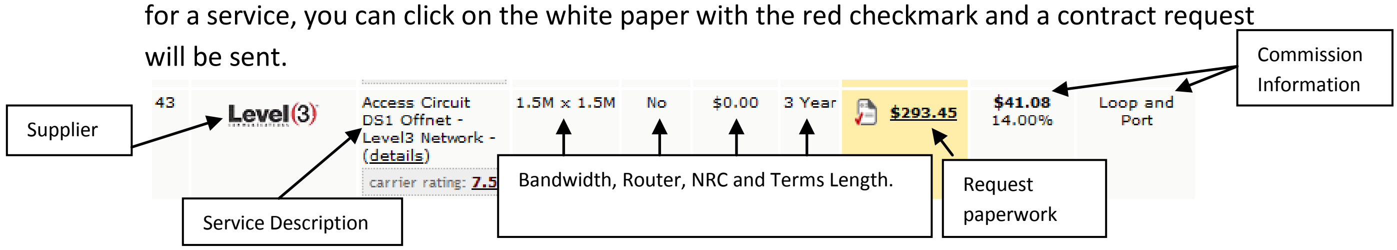
The details for that service will look like the example below:

The Details of the Plan You Selected

THIS PAGE IS FOR AGENTS ONLY! Any unauthorized access is prohibited.

Quote Number	**1143230**
Quote Line	**28**
Service Provider	**Nitel**
Service Description	**Internet T1 - 1.5M x 1.5M** This is a dedicated connection to your location, with the given bandwidth guarantee.
Service Details	**Nitel Data T1**
Provider Rating	★★★★☆
Term	**3 Year** This is the term of this contract, which is renewable upon completion. Many service providers offer significant discounts for longer term commitments.
Installation Fee	**$0.00**
Rebate	**$0.00**
Router Included	**No** The cost of the router is not absorbed by the vendor. You will either need to purchase a router or otherwise provide one for service.
Email Addresses	**Not Included**
IPs	**5 Static IPs** This is the number of IP addresses (fixed ports of entry to the internet) that come with this package.
Web Hosting	**Not Included**
Local Loop	**$196.56** This is the amount of local loop, or the cost charged by the local telephone company to connect your premises to the carrier. This charge is included in the total Monthly Recurring Charge below.
Total	**$251.16** This is the total amount of Monthly Recurring Charges, including LOOP and PORT fees. This price is good through the end of October, 2012.

6. The quote lines will show you the Supplier, a plan description, bandwidth type, installation charges, terms length, the total MRC, the monthly commission amount you would receive for that sale, and also shows you what you will be paid on. If you would like to request paperwork for a service, you can click on the white paper with the red checkmark and a contract request will be sent.

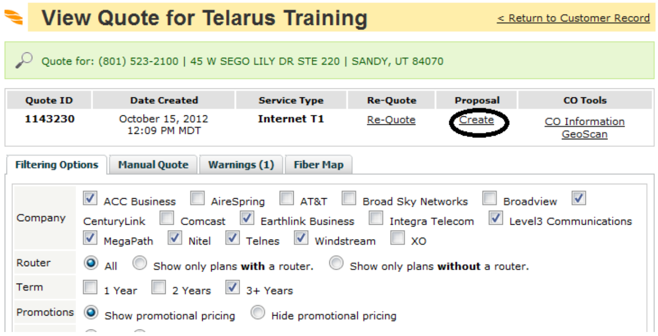


7. You can begin to create your proposal based on your pricing results. See the section on **"Creating Proposals"** in this manual (pg.25) to learn how to create a proposal.

Creating a Proposal

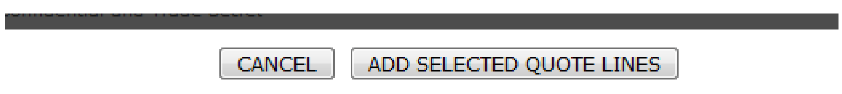
You can create a proposal out of the back office and email it directly to your customer. You can create a proposal with pricing from your GeoQuote™ results or create one from manual pricing results.

1. To create a proposal from GeoQuote™ results, you select **"Create"** at the top of the results page.

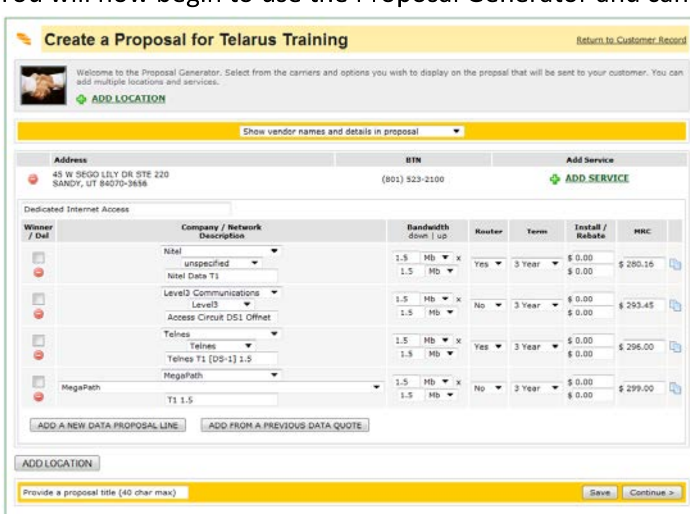


2. You can choose to add or remove suppliers, show with or without a router, or both, what terms length they would like and also show promotional pricing. You can also choose to show all the results on your proposal, or select certain pricing lines by clicking in the box next to the desired service.

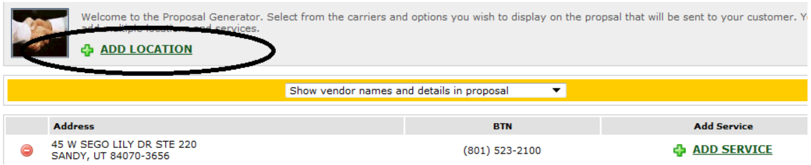
Select **"Add Selected Quote Lines"**.



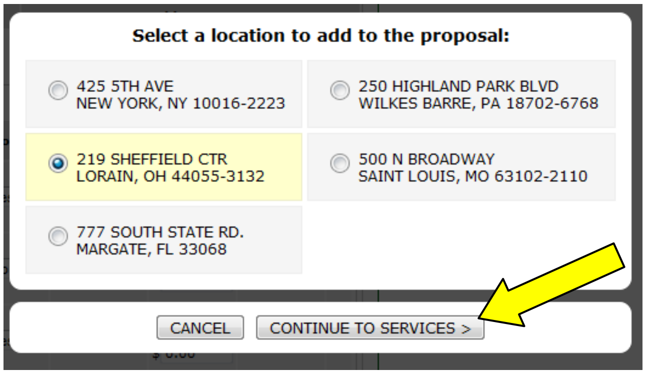
3. You will now begin to use the Proposal Generator and can continue to edit your proposal.



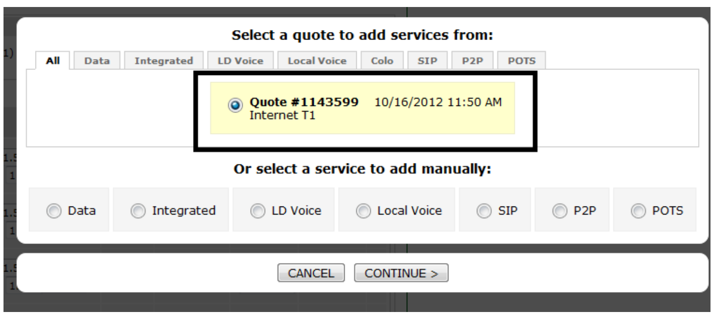
If you have additional locations that you would like to include their GeoQuote™ or manual pricing results on your proposal, select **"Add Location"**.



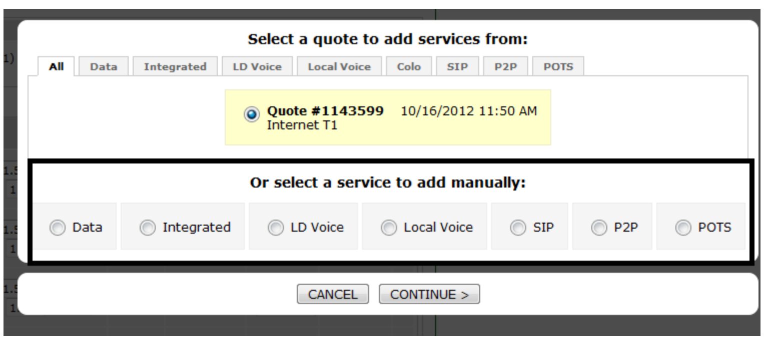
A pop up box will appear listing all locations under your customer record. Check the location you would like to add and then select **"Continue to Services"**.



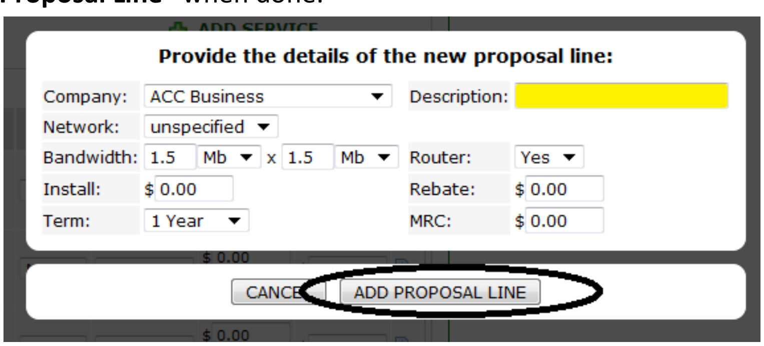
You can select the quote that you would like to add for this location. You can select the Quote that was run in GeoQuote™ like shown below:



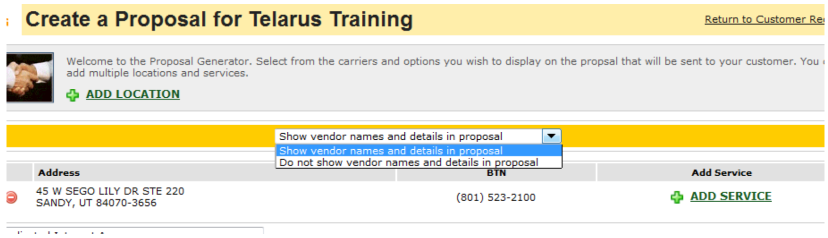
Or you can select a service that was priced manually and add it to your proposal.



If you select to add a manual price, you will need to select the correct answer for the information requested in each field. You MUST add a description for the service. Select **"Add Proposal Line"** when done.

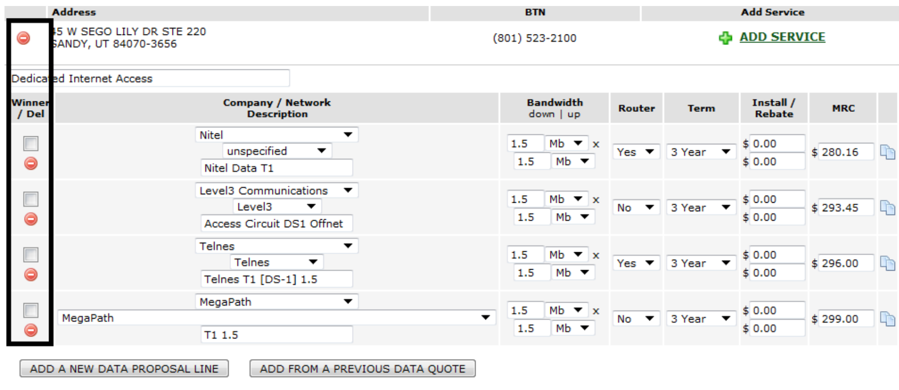


You have the ability to hide the vendor names on your proposal. Select the **“Do not show vendor names and details in proposal”** in the dropdown box.

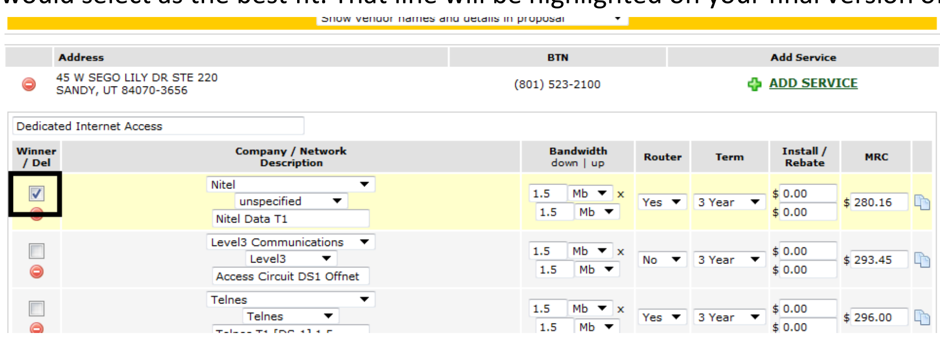


Add additional service quotes that have been done for a location by selecting **“Add Service”**

Line items can be removed by selecting any of the red circles.



You can suggest a “winner” to your customer by clicking in the box next to the line item you would select as the best fit. That line will be highlighted on your final version of the proposal.



You can title your proposal by going to the text box at the bottom of your screen.

Select **“Continue”** once you are finished with generating your proposal.

You will now be taken to the second phase of proposal creation where additional text can be added to your final proposal version.

4. Under **“Create a Proposal”** you can add any additional text you would like to your final proposal copy. There are several text boxes where you can add additional verbiage.

Proposal Template: Default Template DELETE

Telarus Beyond Telecom

Your business logo will be shown here.

Official Proposal

The customer contact information.

Telarus Training
c/o David Smith
45 W SEGO LILY DR SUITE 220
SANDY, UT 84070

TO ORDER PLEASE CONTACT:
Telarus Admin
Business Broadband Inc
Office Phone - (405) 755-0528
Toll Free - (888) 606-2505
Fax - (801) 406-0133
Email - amorgan@yahoo.com

Your contact information.

Add additional text to your proposal using any of these fields.

Install Location: 45 W SEGO LILY DR STE 220, SANDY, UT 84070-3656 — **Install NPA/NXX: 801-523**

Dedicated Internet Access

	Carrier	Service Description	Bandwidth down | up	Router	Term	Install	Monthly Cost
1	nitel	Nitel Data T1	1.5M x 1.5M	Yes	3 Year	$0.00	$280.16
2	Level(3)	Access Circuit DS1 Offnet **Network**: Level3	1.5M x 1.5M	No	3 Year	$0.00	$293.45
3	Telnes	Telnes T1 [DS-1] 1.5 **Network**: Telnes	1.5M x 1.5M	Yes	3 Year	$0.00	$296.00
4	MegaPath	T1 1.5 **Network**: MegaPath	1.5M x 1.5M	No	3 Year	$0.00	$299.00

** Details of this circuit can be found at the end of this quote

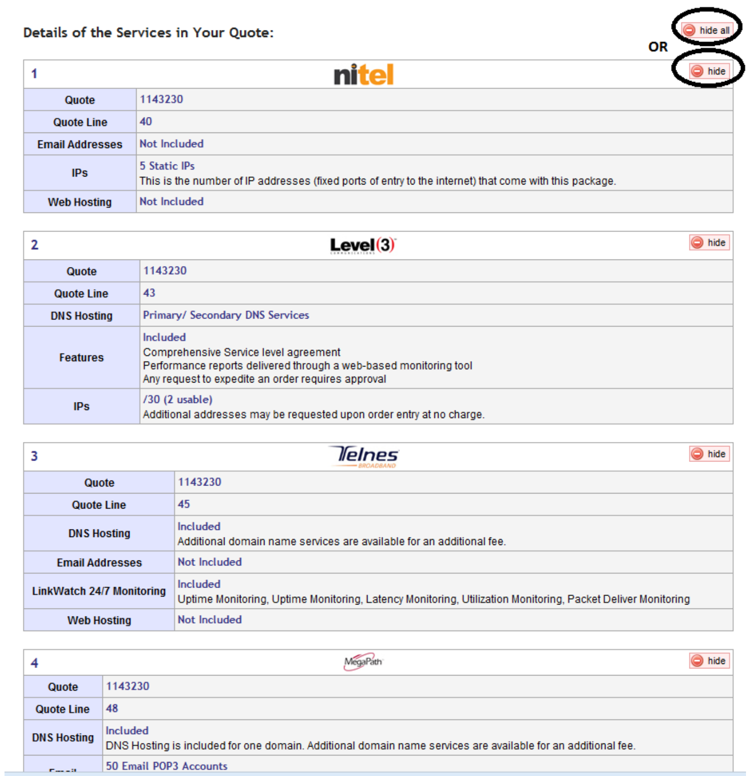
Install Location: 219 SHEFFIELD CTR , LORAIN, OH 44055-3132 — **Install NPA/NXX: 440-233**

Dedicated Internet Access

	Carrier	Service Description	Bandwidth down | up	Router	Term	Install	Monthly Cost
5	ACC Business	T1 quote	1.5M x 1.5M	Yes	1 Year	$50.00	$200.00

** Details of this circuit can be found at the end of this quote

5. The service details can also appear on your proposal. The default is for them to be listed. You can choose to either hide all of them, or hide individual service details. You can make these selections by clicking on the red circle.



Details of the Services in Your Quote:

hide all

OR

1	nitel
Quote	1143230
Quote Line	40
Email Addresses	Not Included
IPs	5 Static IPs This is the number of IP addresses (fixed ports of entry to the internet) that come with this package.
Web Hosting	Not Included

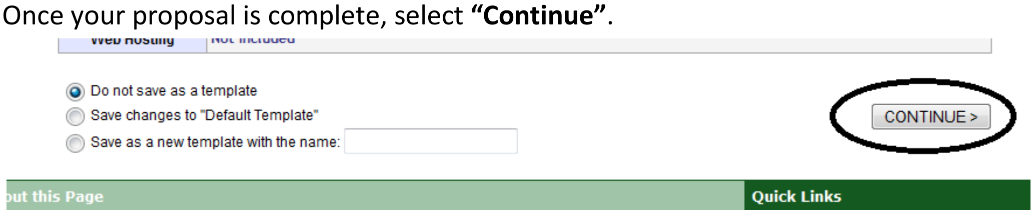
2	Level(3)
Quote	1143230
Quote Line	43
DNS Hosting	Primary/ Secondary DNS Services
Features	Included Comprehensive Service level agreement Performance reports delivered through a web-based monitoring tool Any request to expedite an order requires approval
IPs	/30 (2 usable) Additional addresses may be requested upon order entry at no charge.

3	Telnes
Quote	1143230
Quote Line	45
DNS Hosting	Included Additional domain name services are available for an additional fee.
Email Addresses	Not Included
LinkWatch 24/7 Monitoring	Included Uptime Monitoring, Uptime Monitoring, Latency Monitoring, Utilization Monitoring, Packet Deliver Monitoring
Web Hosting	Not Included

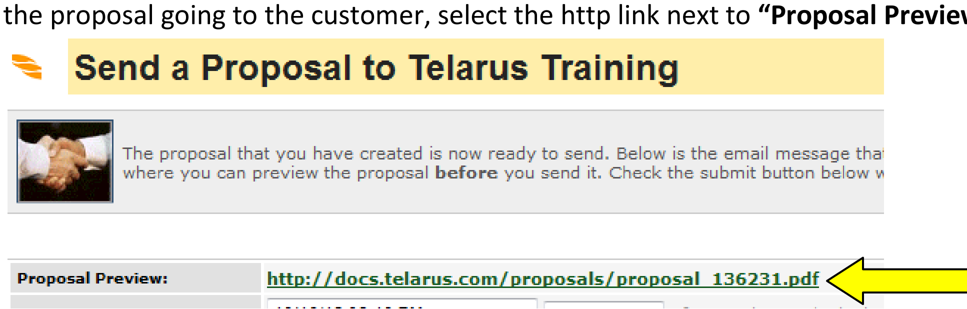
4	MegaPath
Quote	1143230
Quote Line	48
DNS Hosting	Included DNS Hosting is included for one domain. Additional domain name services are available for an additional fee.
	50 Email POP3 Accounts

6. If you would like to create a default template that you can use for every proposal you create, type your desired text and then choose **"Save Changes to Default Template"** at the bottom of the page.

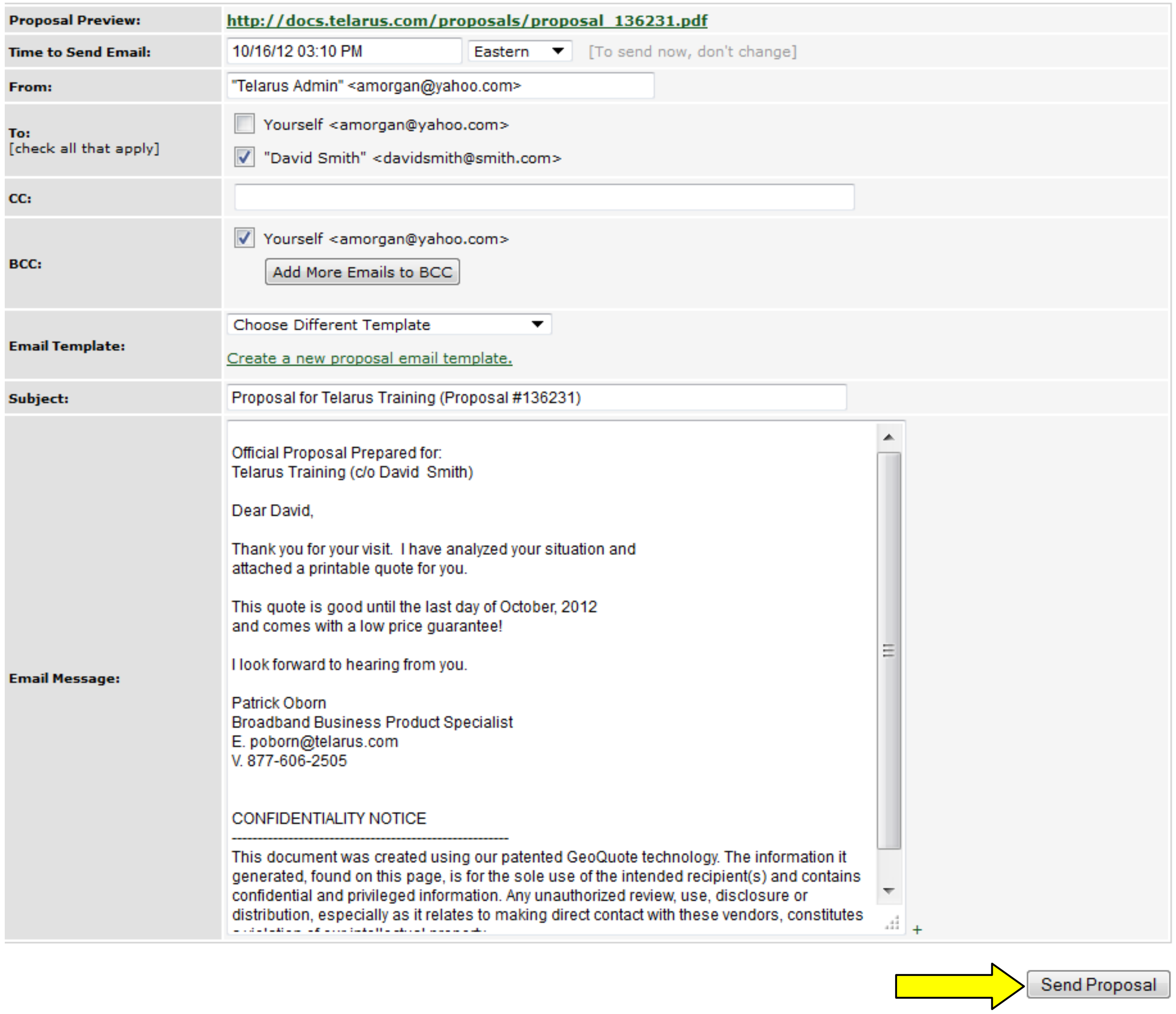
7. Once your proposal is complete, select **"Continue"**.



8. The final step will be to email the proposal directly to your customer. To view the PDF version of the proposal going to the customer, select the http link next to **"Proposal Preview"**.



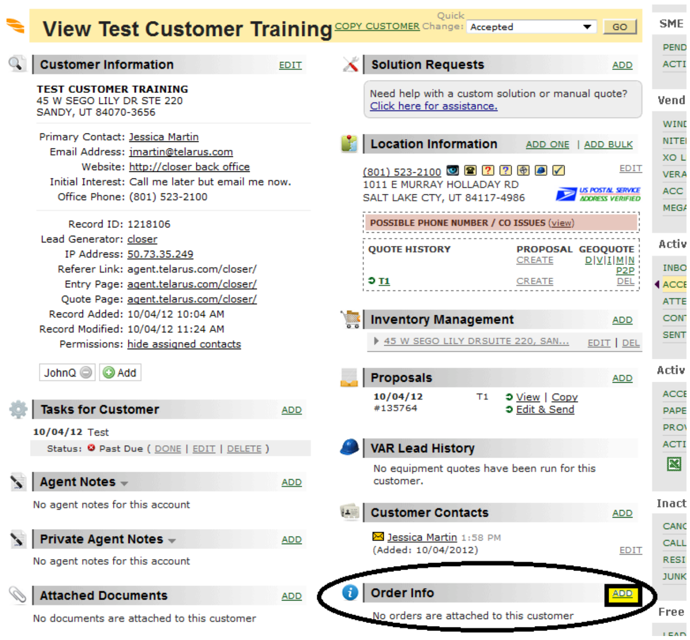
9. You can select the time and date your proposal is sent to your customer. You can also customize the emails shown in the **“From”** box and copy additional people. You are also automatically receiving a copy of the proposal in your inbox via BCC. The subject line can also be changed. The ability to create and use your own email templates is available too. Select **“Send Proposal”** when you are ready to email your customer.



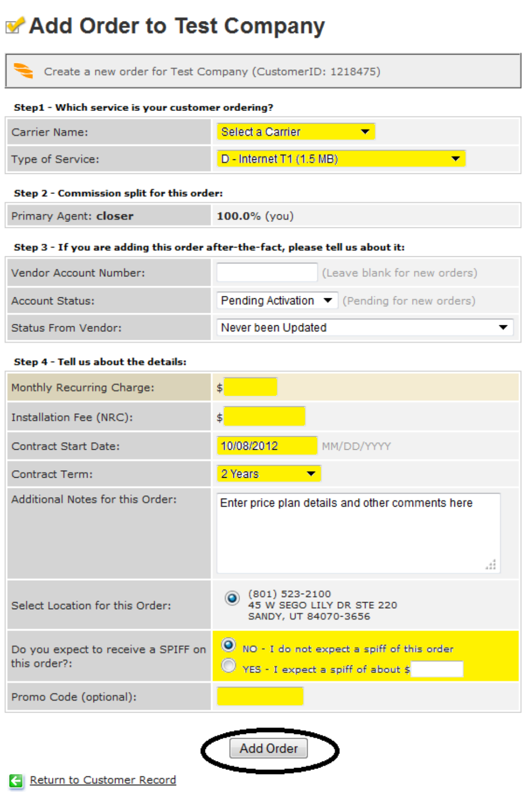
How to Add an Order In the Back Office

1. First step will be to email or fax the signed and completed contract to the Supplier.
2. Second step will be to go to the customer record in your back office that you need to add the order for. (You can search for the customer record by using the **"Search for"** tool box at the top of the page.)

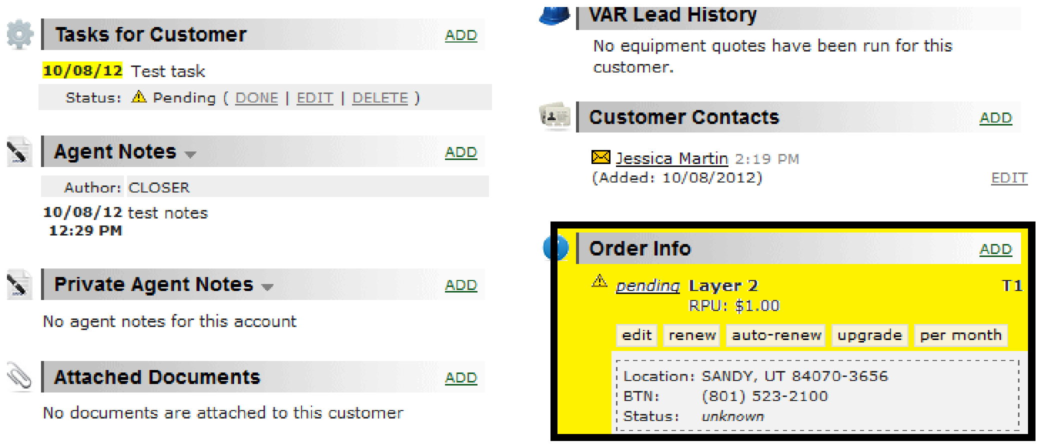
3. Once you have located the customer record, find the **"Order Info"** section on the page and select **"Add"**.



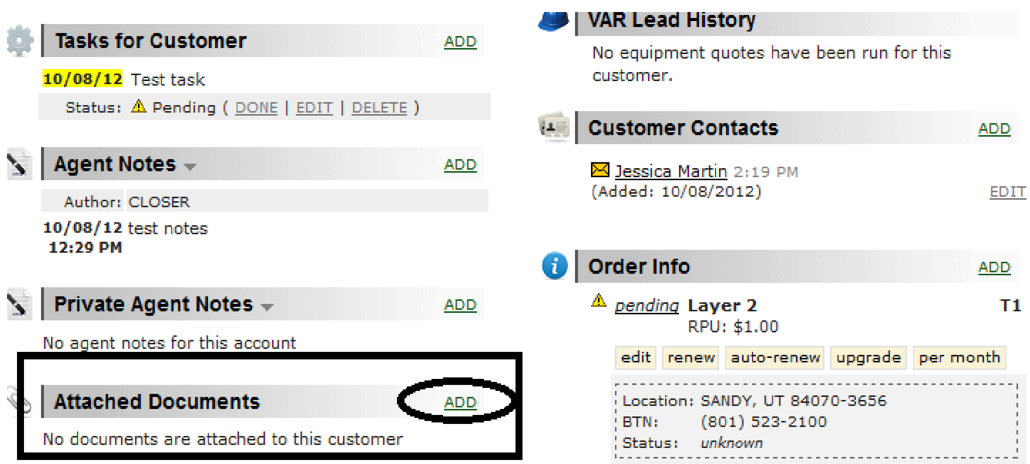
4. Complete all information highlighted in yellow and select **"Add Order"**.



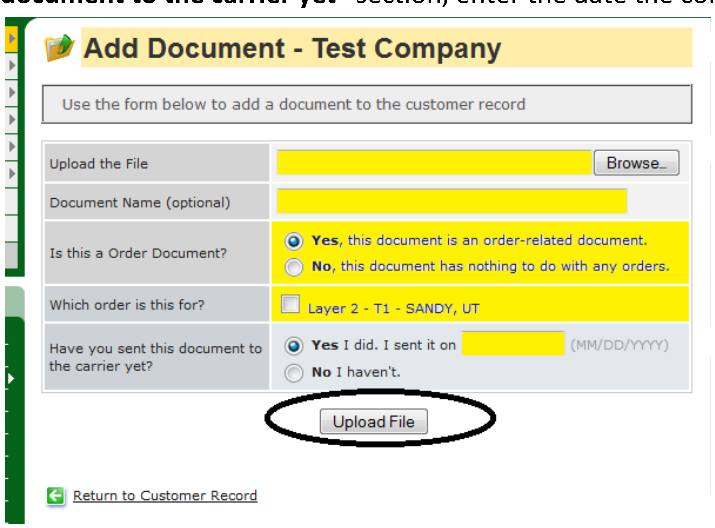
5. You will know your order has been added correctly, when you see the following on the customer record page.



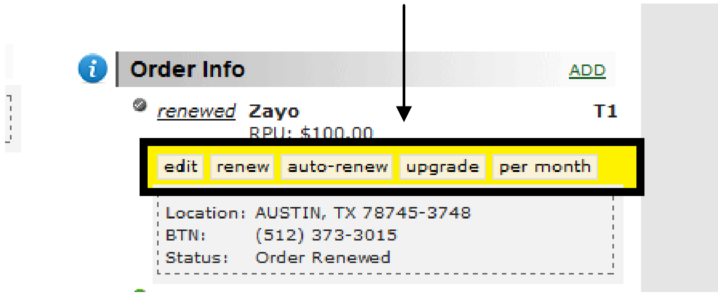
6. The last step will be to upload the signed contract(s) to the Customer Record. Go to "Attached Documents" and select "Add".



7. For the final step, upload the file from computer, title the document and select **"yes, this is an order-related document"**. The Supplier the order is for will automatically be listed, so check the box next to the Supplier name under **"Which order is this for"**. In the **"Have you sent this document to the carrier yet"** section, enter the date the contract was submitted to the Supplier.



<u>Need to Edit, Renew, Auto-Renew, Upgrade or if the customer is going per month on the order?</u> Then you will want to select the appropriate tab under the order. For all guidelines and rules for these changes to orders in the back office, please see the list of policies below.



Renew Order:

1) To renew an existing order, select **"renew order"** by scrolling over the **"add"** button under the Order Info section. Choose which order you would like to renew and update with new MRC and dates. You may also renew an order by selecting an existing order and choosing **"renew"** from Step 4 in the order details.
2) Attach signed contracts using the **"Attached Document"** section on the left side of the customer record. Select **"Add document"** and follow steps to load paperwork.
3) Renew orders are credited to the scoreboard under the Renewal category.

Upgrade Order:

1) To upgrade an existing order, select **"upgrade order"** by scrolling over the **"add"** button under the Order Info section. Choose which order you would like to upgrade and update with new MRC and dates. You may also upgrade an order by selecting an existing order and choosing **"upgrade"** from Step 4 in the order details.
2) Attach signed contracts using the **"Attached Document"** section on the left side of the customer record. Select **"Add document"** and follow steps to load paperwork.
3) Upgrade orders are credited to the scoreboard as partial renewal and partial New Sales. The Upgrade value is given in the new Sales category while the original amount is added into the renewal category. Amounts are credited based on Posting Policy.
4) If upgrade orders are added incorrectly as new orders, they will be corrected in the system and Revenue reflected correctly on the scoreboard.

Add On and/or Change Orders during Provisioning:

1) When an order has changes and/or has add-on's done prior to the time the circuit is provisioned the original order is simply updated with new MRC. To update MRC, Select the original order. Update the detail with the new MRC.
2) Notify Commissions of the adjustment for proper adjustment on the scoreboard.

Add On Orders after Provisioning:

1) When an order has an Add-on after it has provisioned:
    a. If the Add-on does not affect the original contract. Add the order as a **"New order"**.
    b. If the Add-on affects the original contract by renewing all MRC under the original contract then add the full order as an **"Upgrade Order"**.

Order Entry FAQ's

Do I need to enter an order in the Telarus Backoffice if I submit to carrier?

- Yes, submitting the order to a Carrier initiates the order to be provisioned for your customer. Entering the order in the Telarus backoffice enables Telarus to monitor the commission to ensure you are paid properly by the Carrier. Entering the order in the Telarus backoffice does not place the order with the carrier.

What is a customer record?

- A customer record is a unique id given when you add a customer into the Telarus system. This customer record number is generated by Telarus. You can find this customer record number in the upper left corner under the Customer Information section.

What is an order id?

- An order id is a unique number provided when adding an order to your Customer Record. This number can be found on the top line of your order detail. A Customer can have multiple order id's.

How do I enter a new order?

- You can enter a new order for your customer from the customer record. On the right hand side of the customer record you will see "Order Information". You will see a link for "add order". Click "add order" and a new screen will appear that will ask you the needed information for the order. You do not need to fill in the "acct number" box as this will be completed when commissions arrive. To complete the new order, upload your signed contract to your record by adding to the "Attached Document" section on the lower left side of the record. All orders need a signed document to support it prior to being released to the scoreboard.

How do I enter an upgrade order?

- To Upgrade an order simply select the "upgrade" option under the "add order" section of the backoffice or within the order detail itself. This will allow you to adjust the MRC, term and start dates for your upgrade. Do not enter a new order as it will duplicate the revenue by having the existing order in addition to the new contract which consist of the existing and upgrade amounts. To complete the upgrade order, upload your signed contract to your record by adding to the "Attached Document" section on the lower left side of the record. All orders need a signed document to support it prior to being released to the scoreboard.

How do I enter a renewal?

- Renewals are entered by simply clicking on the Account Number link, selecting "renew" and updating any changes to the order. To complete the renewed order, upload your signed contract to your record by adding to the "Attached Document" section on the lower left side of the record. All orders need a signed document to support it prior to being released to the scoreboard.

What is the difference between "Renew" and "Auto-Renew"?

- When renewing a circuit you have the option to "renew" or "auto-renew" the circuit. Renewing the circuit needs supported documentation as this is telling Telarus that it is "contracted" income by signature of the customer. It also will receive credit on the scoreboard. Auto-renew can be used if the customer's contract has an auto-renew clause that does not require a new contract to be signed. Auto-renews do not count towards RPL or receive credit on the Scoreboard. Auto-renews are for your order tracking convenience and will cause the order to be removed from your renewal reminders until the auto-renewed term expires.

When should I use the 'MTM' (Month to Month) option to renew an order?

- MTM is for customers whose contract does not include an auto-renew clause and who actively choose not to sign a term renewal. MTM renewals do not count receive credit on the Scoreboard. MTM renewals are for your order tracking convenience and will cause the order to be permanently removed from your renewal reminders. This will keep your renewal report clean of any customers who do not intend to renew their contracts at the time of the contract expiration. Telarus recommends you set a follow-up task either in our back office or your own CRM to periodically check to see if there are term options that the customer will sign.

How do I cancel an order?

- If your order is canceled you will receive a message from the Telarus Undertaker indicating that your customer has canceled their service along with providing the detail of the order. This will automatically change the order status to Cancel. You can also update your backoffice by simply changing the status of the order to "cancel". If your order canceled prior to provisioning completion, set the status to "delete – not provisioned" rather than canceled.

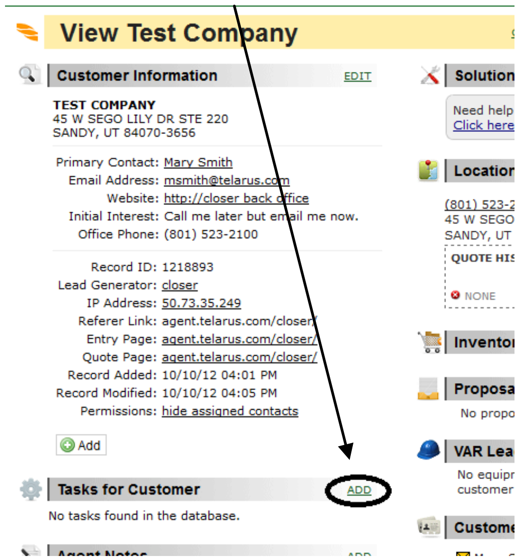
Who changes the "status" within the order?

- Some Carrier Channel Managers will update the status of the order as the provisioning process moves forward however agents can change this status on their own as they are provided updates on the provisioning. If the status is not changed by the time commissions begin, Commissions will adjust the status to read "turned up and billing".

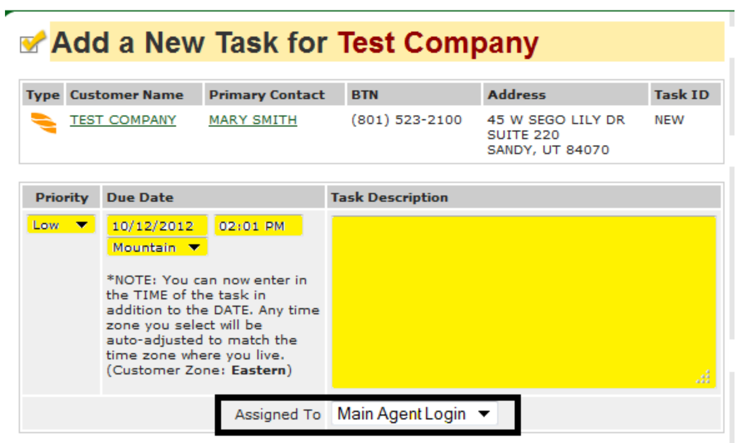
Task Management Tool

The Telarus back office has a task management tool that allows you to create, assign and complete tasks based around your customer records.

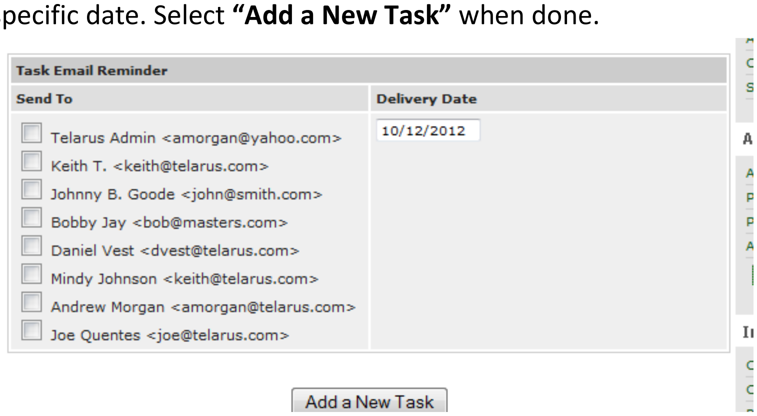
1. You can set a task while in your customer record. You will need to go to **"Tasks for Customer"** and then select **"Add"**.



2. You can select the **Priority**, **Due Date** and **Task Description** for the task, and also assign the task to an Agency Contact if you would like.

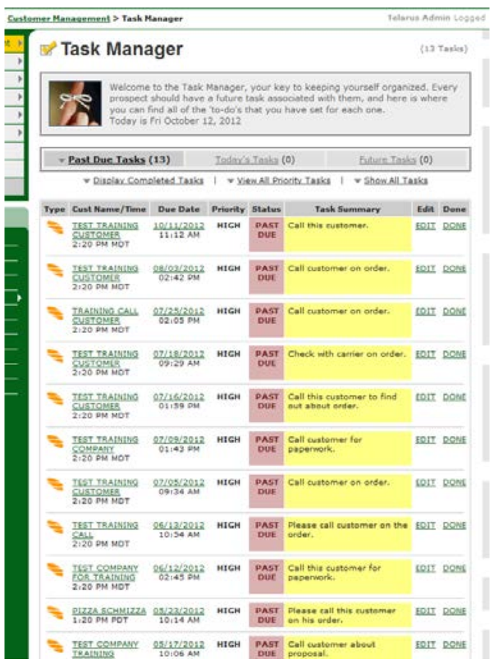


You can have an email task reminder sent either to yourself and/or other Agency Contacts on a specific date. Select **"Add a New Task"** when done.

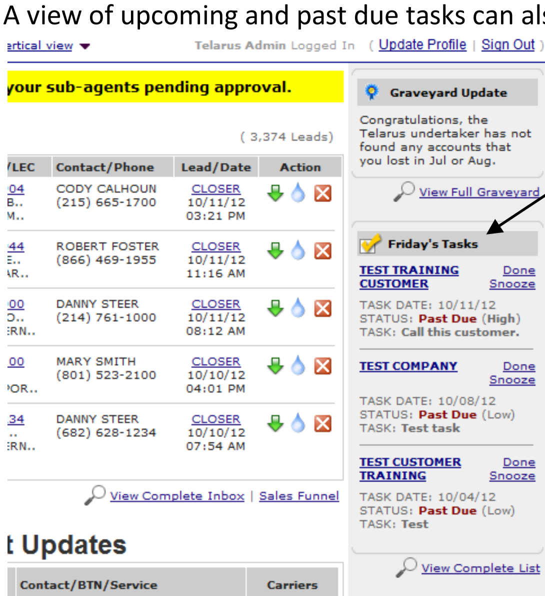


You can view a full Task report by going to **"Task Manager"** under **"Customer Management"**

The **"Task Manager Report"** will give you a full report of all tasks. It shows past due, done and future tasks.



A view of upcoming and past due tasks can also be found on your home page when you login.

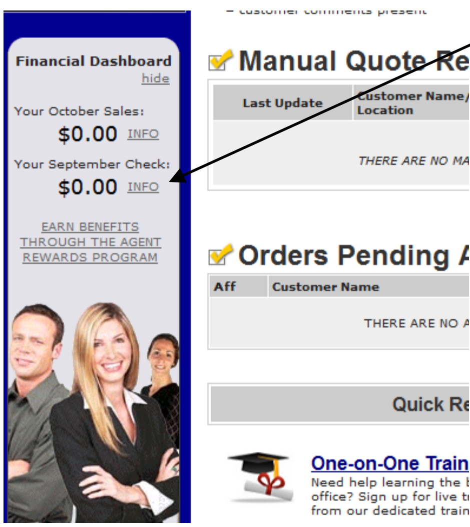


"View Complete List" is a direct link to your **"Task Manager Report"**.

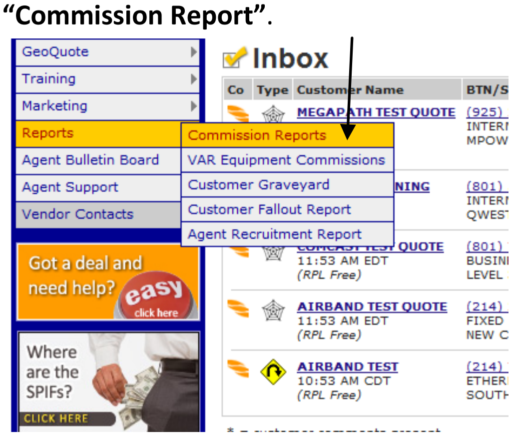
COMMISSIONS

Telarus pays commissions out on the 28th of each month via direct deposit. (If the 28th is a holiday or weekend, then you receive payment the following business day.) There are two ways you can access your commission report through your back office.

1. The first link to your commission report can be found on your home page under the **"Financial Dashboard"** section. You will need to click on the **"Info"** next to the amount.



The second way to access your commission report is through the **"Reports"** section and then selecting **"Commission Report"**.



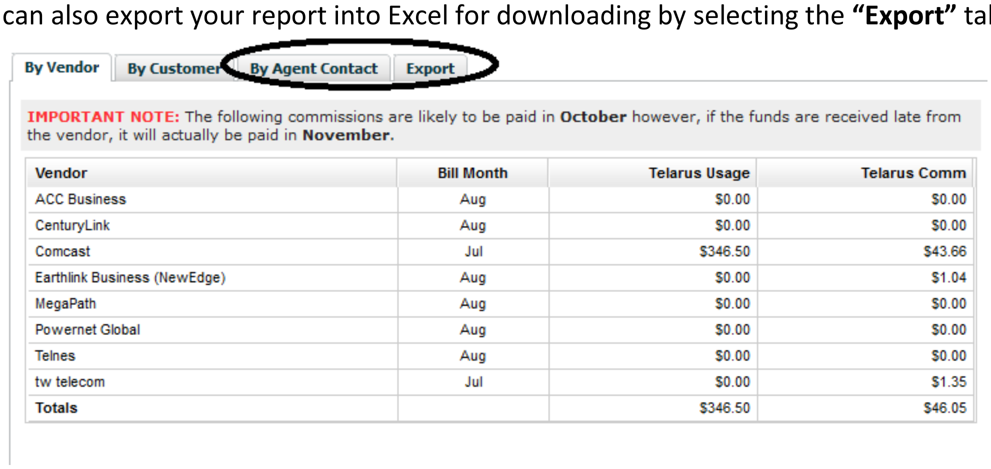
2. Find the month that you would like to review and click on the amount in red.

Feb 2012	$0.00	$6.33	$0.00	$0.00	$798.55
Mar 2012	$0.00	$6.12	$0.00	$0.00	$804.67
Apr 2012	$0.00	$6.56	$0.00	$0.00	$811.23
May 2012	$0.00	$4.69	$0.00	$0.00	$815.92
Jun 2012	$40.51	$8.09	$0.00	$0.00	$864.52
Jul 2012	$40.51	$6.08	$0.00	$0.00	$911.11
Aug 2012	$43.09	$4.32	$0.00	$0.00	$958.52
Sep 2012	$43.03	$7.82	$0.00	$0.00	$1,009.37
Oct 2012	$43.66	$2.39	$0.00	$0.00	$1,055.42
Total:	**$360.81**	**$661.56**	**$33.05**	**$0.00**	**$1,055.42**

3. Your Commission Report Detail can be viewed a few different ways. The first way is by Vendor. You can see the billing month you were paid for, the usage and the amount Telarus will be paying you.

You can also view your report by customer.

If you have added Agency Contacts, and given them a percentage of your Telarus commission, you can view a report that will show you how much they are to be paid under the **"By Agent Contact"** tab. You can also export your report into Excel for downloading by selecting the **"Export"** tab.


By Vendor | By Customer | By Agent Contact | Export

IMPORTANT NOTE: The following commissions are likely to be paid in **October** however, if the funds are received late from the vendor, it will actually be paid in **November**.

Vendor	Bill Month	Telarus Usage	Telarus Comm
ACC Business	Aug	$0.00	$0.00
CenturyLink	Aug	$0.00	$0.00
Comcast	Jul	$346.50	$43.66
Earthlink Business (NewEdge)	Aug	$0.00	$1.04
MegaPath	Aug	$0.00	$0.00
Powernet Global	Aug	$0.00	$0.00
Telnes	Aug	$0.00	$0.00
tw telecom	Jul	$0.00	$1.35
Totals		$346.50	$46.05

Commission FAQ'S

When do I get paid?

- Telarus agent payments are made via Direct Deposit on the 28th of the month. If the 28th is a holiday or weekend, payments will be made the next business day. Payments are initiated on the 28th with most banks making the funds available on the following business day.

What is needed to get paid?

- A current W-9 and Direct Deposit Form must be on file in order to receive your payment. If not on file, commissions will continue to accumulate until you submit your W-9 at which time they will pay out in full.

How do I change my address?

- You can change your mailing address by updating your address within your profile. You can access your
- profile along the top bar of your back office on the far left side.

How do I change my bank account number?

- Contact Cindy Cokl at ccokl@telarus.com for documentation necessary for changing your bank account detail.

Where is the commission statement posted?

- From the home page of your back office you can access your report by 2 methods. You can either select from the list in the top left box "Reports", "Commission Reports". This will provide you a "Composite Commission Report" which gives you a summary of your commissions by month. By selecting the commission amount it will bring you into a detailed report of your commissions broken down to carrier and customer levels. You can also get to this report by selecting the "view commissions" link on the financial dashboard also located on the left side of the home page.

When are commissions posted for my view?

- Commissions are posted as they arrive to Telarus. Commissions cannot begin to post until the 1st of the month and will continue to be added until the 24th of the month at which time they are finalized and the payment process begins. After the 24th of the month you will see no changes to your commissions.

Why do some of my customers commissions skip months?

- Most Telarus Carriers pay commissions based on billing revenue however some pay on cash payments received by the customers. If a customer is running behind on their payment no commissions will pay during that given month. Rest assured that we have tools in place to monitor this and ensure that all payments will eventually be paid in full as the customer makes payments to the Carrier.

Why am I seeing a Chargeback?

- Chargebacks occur when a customer becomes delinquent with the Carrier and service is shut off and/or customer is sent to Collections. As most Carriers pay commissions based on billing, they need to recoup commissions paid to you on invoices not paid to them. The carrier will chargeback commissions to Telarus (and Telarus passes this through to you) only after all efforts to recoup the money have been exhausted. If a One Time Spiff is paid and the customer cancels within the first few months the spiff will also be charged back.

If my customer receives a credit by the Carrier, why am I not paid my commissions?

- Carriers pay commissions either on billed amount or received amount. If a customer receives a credit from the carrier that credit is applied to the customer bill thus reducing the amount owed and paid.

How do I know what % of commission I get paid?

- From the commission report you can access a link in the lower right corner titled “Commission Payment Table”. You can then view all commission % available on this table.

How do I know what carriers offer spiffs?

- The easiest way to access spiff detail is from the home page of your back office. In the lower right corner you will see a list of vendors currently offering spiffs and can select the carrier to read the detail. You can also see the available spiffs at Telarus.com under Promotions.

Do I need to pay my VAR partners?

- No, Telarus pays your VAR partner and/or Lead Gen commissions on the 28th of the month. VAR partners also need to have a current W-9 and Direct Deposit form on file.

Do I need to pay my Sub-Agents?

- Yes, Master Agents are responsible for paying their sub-agents. You can view the amount owed to your sub-agent as an overall amount on your Commission report or by logging into your Master Agent back office and selecting “pay commissions” for a breakdown of each sub agent who has earned commissions on a particular month. Telarus will include the subagent commissions in the Master Agent’s monthly check.

What if there is a commission error?

- If there is an error in your commissions, please notify Lori O’Rourke either by e-mail at lorio@telarus.com or by completing a commission discrepancy entry by selecting the link titled “report a commission Discrepancy” located at the bottom of your commission report. Be sure to include the name of the customer in this request.

How long does it take to get paid a spiff?

- Each Carrier pays a different time for spiffs. Some can be as early as the week after the sale while others are paid after 3 months of billing. Contact Lori O’Rourke at lorio@telarus.com for specific Carrier questions.

How long does it take for residuals to begin?

- Each Carrier begins paying residuals either 2 or 3 months after billing begins. Most carriers are 2 months although we do have a few that are a 3 month delay. Billing will not begin until customer service is installed and many times will begin the month after installation with the first bill being larger as it is a full month in addition to a prorated month of service.

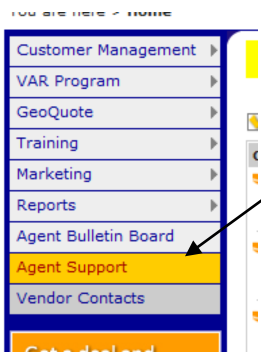
What if I want to share my commissions with a Lead/VAR outside of the standard split?

- If you want to make a onetime change to the amount of commission split with your VAR and/or Lead Gen contact your Telarus Channel Manager and they will ensure that the adjustment is completed.

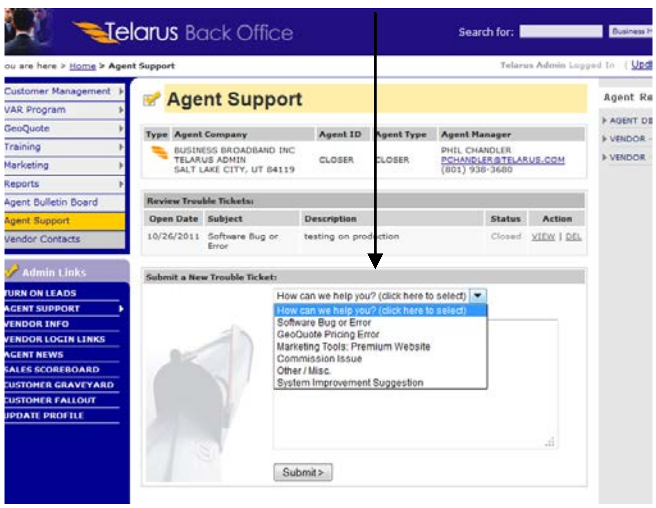
Agent Support (Telarus Trouble Ticket Tool)

Telaurs has a trouble ticket tool that allows you to send trouble tickets through the back office for Telarus tools issues and also for commission inquires.

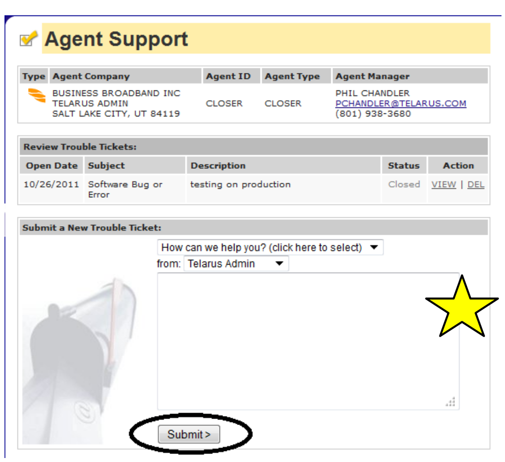
1. To access this tool, you will need to select **"Agent Support"** on the right side of your page.



2. On the Agent Support page, you will need to select from the dropdown box which subject or category your trouble ticket falls under.

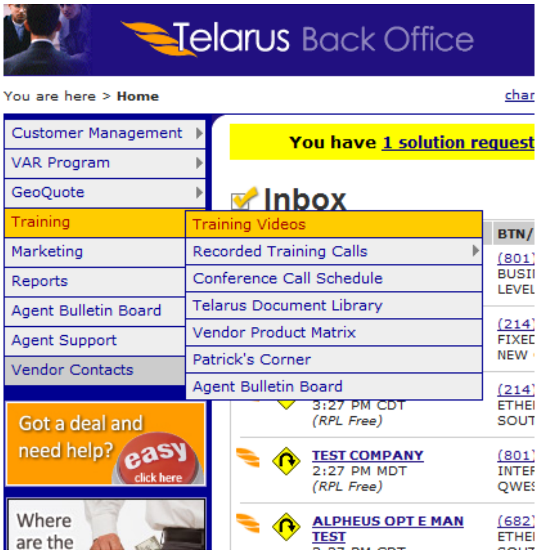


3. Please type up the issue or help information you need in the empty space provided. When done, please select **"Submit"** to send your ticket to the appropriate department and Telarus Team member. You will be notified via email when your trouble ticket is being worked on, and also when the issue has been resolved.

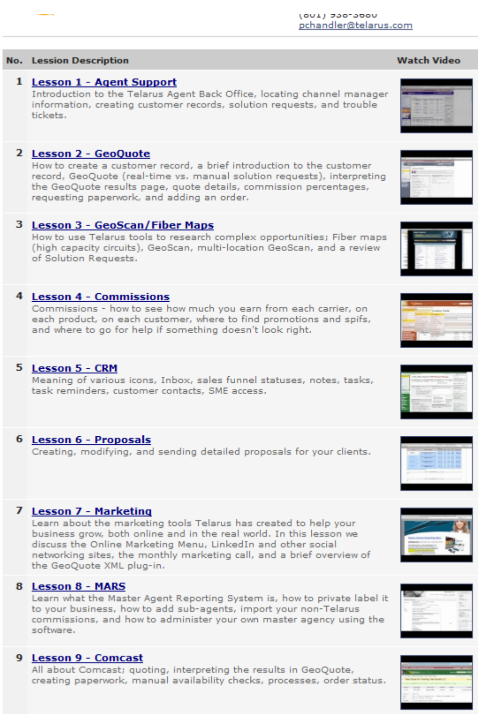


Training

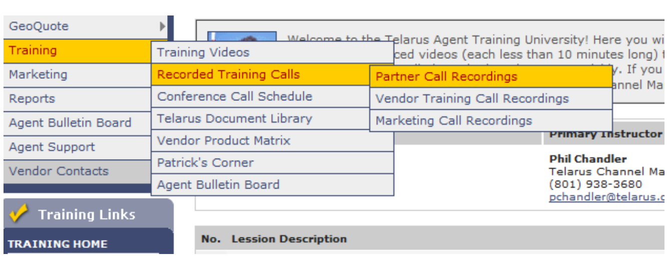
Telarus has a dedicated section in the back office on training. You can access this section by going to the **"Training"** section from the left side of your home page.



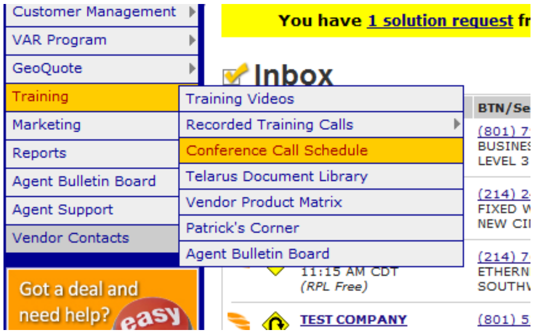
To watch one a training video on a particular function or section of the back office, select **"Training Videos"**. These videos are each average about ten minutes in length.



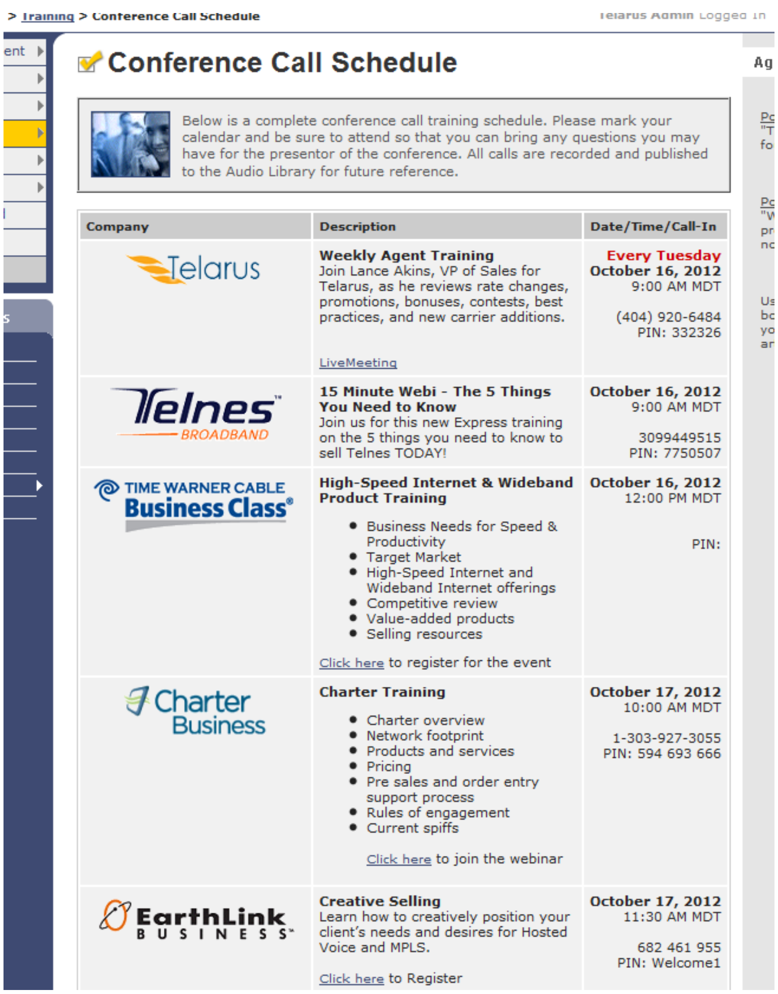
Recorded Training Calls is where you can find our Tuesday morning Partner call that we record each week, training calls held by our Suppliers and Marketing help calls that were held by Patrick Oborn.



Conference Call Schedule shows a current list of trainings being offered by Suppliers and Telarus.



Check this page often since we are always adding training sessions. Also be sure to register in advance for a training call if it requires you to do so.



Vendor Product Matrix will show you all the services and Suppliers that we work with that sell those services. It will also show you if that particular service can be quoted in Geoquote™ (Real-Time), and what will need to be submitted for pricing via Manual Quote through the back office.

Telarus Product Matrix

The Right Products at the Right Price

Do you have access to the products that you need to be successful in telecom sales? Do you have access to cloud, fiber, wimax, mobility, and other game-changing solutions that you'll need to compete? Below is our comprehensive product matrix, where we have compiled a list of both the products that Telarus is able to offer through our many service providers, but we've also included the time in which it takes to get a quote for that solution. Having the right products, from the right providers, at the right price; it's what Telarus is all about.

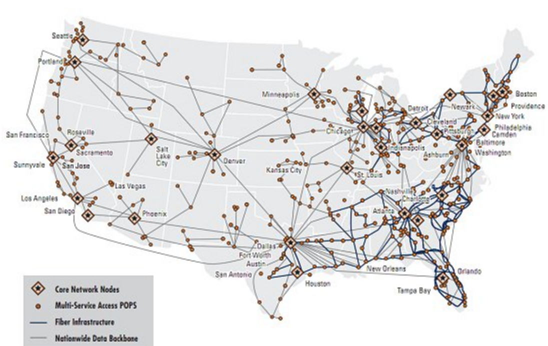
PRODUCT MATRIX UPDATED ON OCTOBER 15, 2012

Mobility	Service Providers	Quote Time
Expense Management	Advantix Solutions Group	Manual Quote
3G Fixed Wireless	Accel Networks, Broad Sky Networks, EarthLink Business, Level 3 (Sprint 3G), MegaPath, NetWolves, XO Communications	Real-Time
3G Mobile Wireless	AT&T, Cbeyond, EarthLink Business, TelePacific, Verizon Wireless	Manual Quote
4G WiMax	AT&T, Accel Networks, Broad Sky Networks, NetWolves, Verizon Wireless	Manual Quote

Internet Access	Carriers	Quote Time
Business DSL	AT&T, Broadview Networks, Cbeyond, CenturyLink, EarthLink Business, Ernest Communications, MegaPath, NetWolves, PAETEC, RealLinx, Telnes Broadband	Real-Time
Cable Internet	Comcast Business, Time Warner Cable Business Class	Real-Time
Data T1	Alpheus, AT&T, ACC Business, AireSpring, Broadview Networks, Cbeyond, CenturyLink, EarthLink Business, Ernest Communications, Integra Telecom, Level 3, MegaPath, Mosaic NetworkX, NetWolves, Nitel, PAETEC, PowerNet Global, RealLinx, TelePacific, Telnes Broadband, USA Digital Communications, Vocal IP Networx, Windstream Communications, XO Communications	Real-Time
Satellite Fixed Wireless	Broad Sky Networks, NetWolves	Real-Time
High BW Fixed Wireless (Mircowave)	Airband, Broadview Networks, NetWolves, PAETEC, TelePacific, XO Communications	Manual Quote
Bonded T1	Alpheus, AT&T, ACC Business, AireSpring, Broadview Networks, Cbeyond, CenturyLink, EarthLink Business, Integra Telecom, Level 3, MegaPath, NetWolves, Nitel, PAETEC, PowerNet Global, RealLinx, TelePacific, Telnes	Real-Time

By selecting any of the Carrier names in **blue**, you will be taken to a profile page that will give you more information about that Carrier. You can see the types of products they offer, strategic advantages, awards and recognition they have received, case studies, network maps and press releases.

EarthLink Business Network Map

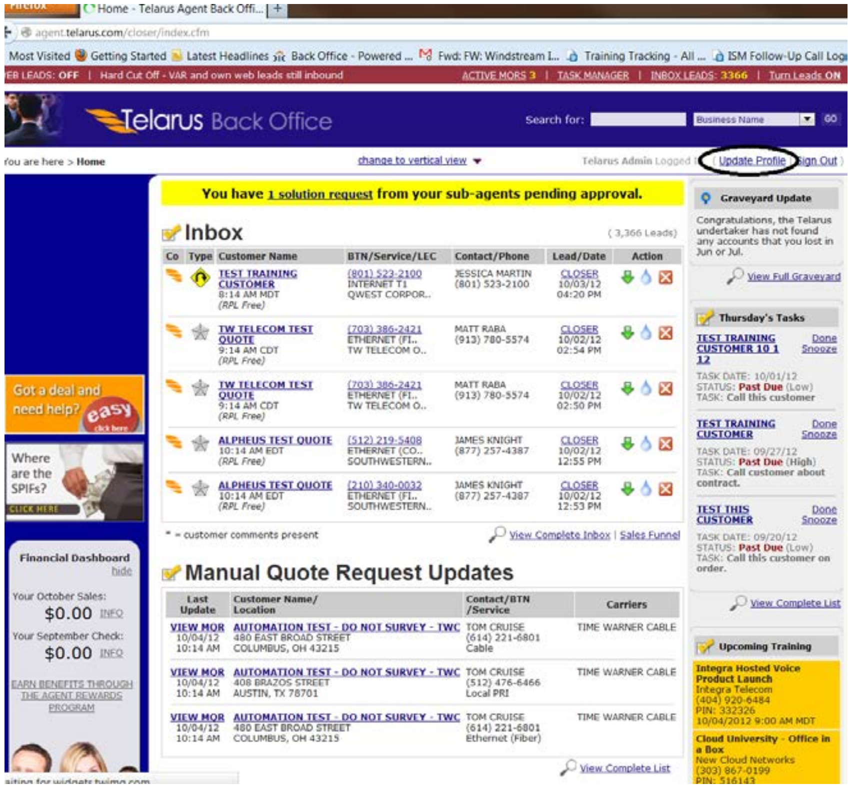


Related EarthLink Business Press Releases

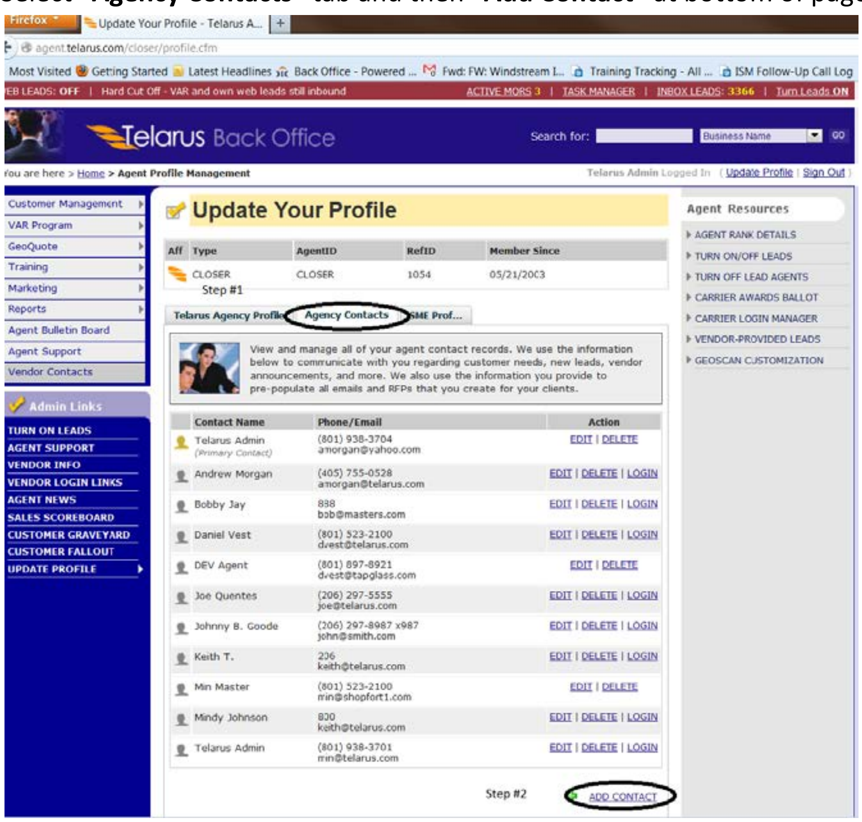
- Telarus Signs New EarthLink Business Agreement (January 4, 2012)
- Telarus Named to One Communications 2009 Masters Club (March 25, 2010)
- Telarus Named Top 5 Agent with New Edge Networks (March 17, 2010)
- Telarus Named to One Communications 2008 Masters Club (February 18, 2009)
- Telarus Named to One Communications 2007 Masters Club (May 1, 2008)
- Telarus Selected Most Valuable Partner by New Edge Networks (July 21, 2004)

How to Add an Agency Contact

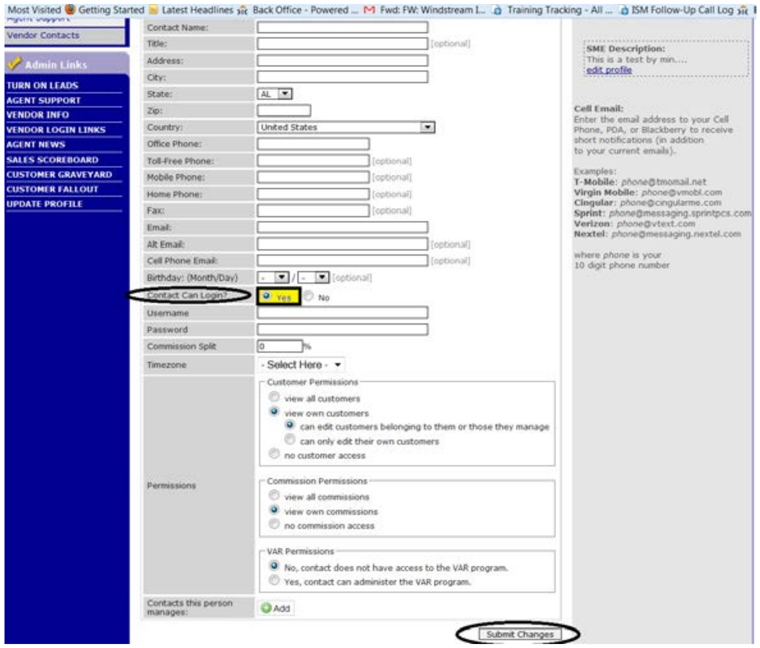
1. Click on **“Update Profile”** in upper right hand corner of home page.



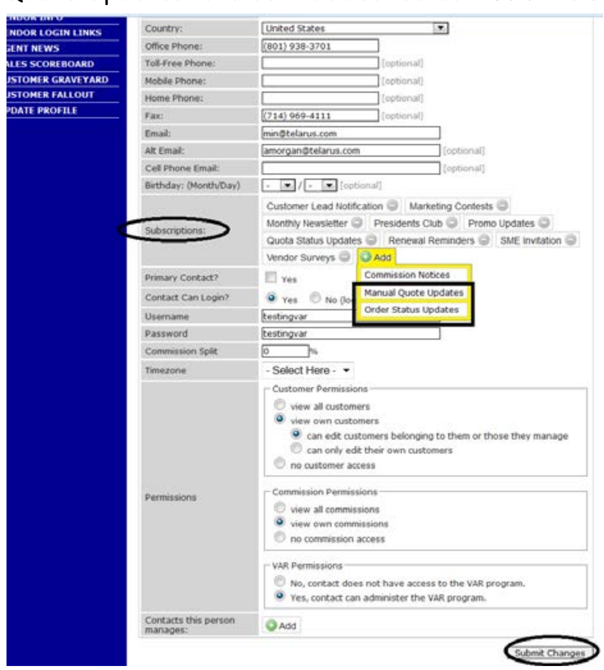
2. Select **“Agency Contacts”** tab and then **“Add Contact”** at bottom of page.



3. Complete requested information and select **"Submit Changes"**. (If the Agency Contact will be logging in under own agent id and password, the **"Contact Can Login"** must be selected as **"yes"**.)Once selected for login access, the Primary Contact entering all information will need to select an agent id and password for the Agency Contact. The **"Permissions"** section will appear, and this is where the settings can be customized to the best fit for the employee they are adding. Select **"Submit Changes"** once the profile is complete.

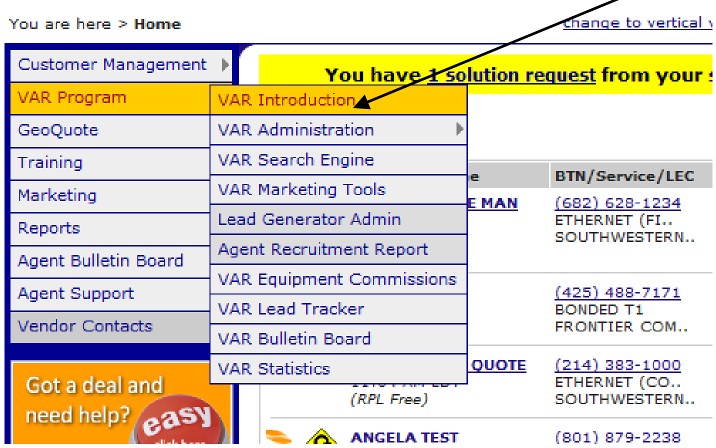


4. To edit the email permissions of the Agency Contact, select **"Edit"** next to the Agency Contact that needs email permissions set. You will back in the Agency Contact profile page. Go to the **"Subscriptions"** section of the page and add or remove emails permissions by selection either the circle with the dash (to remove) or the green add button to add additional emails. *Note- if the Agency Contact will be submitting manual quotes or orders, you will want to make sure **"Order Status Updates"** and "Manual Quote Updates" are both added. Select **"Submit Changes"** for changes to be finalized.

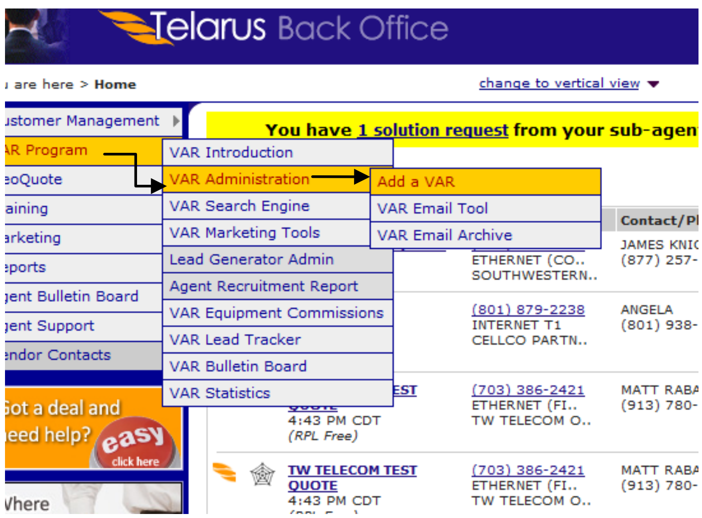


<u>The VAR Program in Your Telarus Back Office</u>

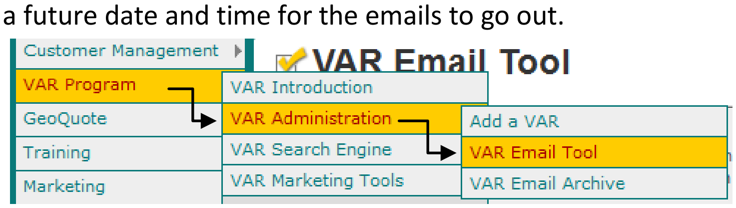
1. Want to learn more about the VAR Program? Select the **<u>"VAR Introduction"</u>** section.



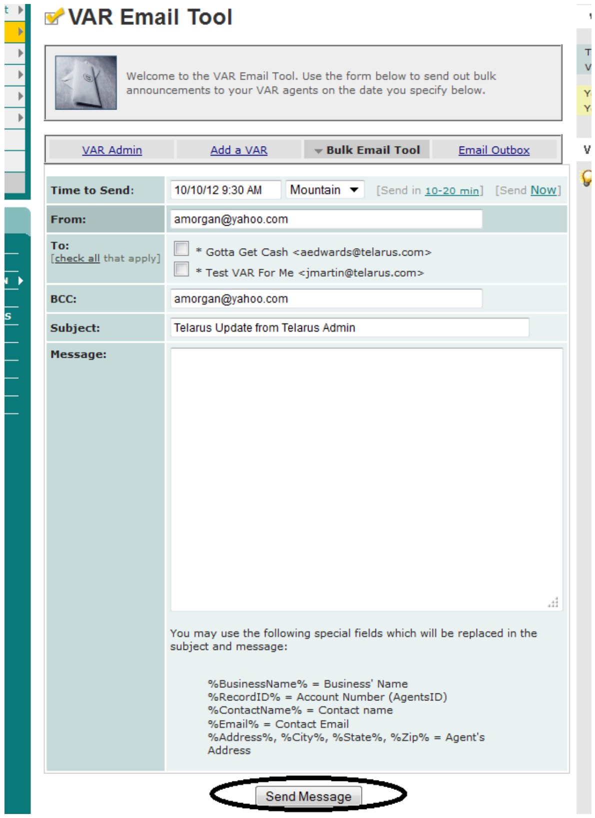
2. Want to add a VAR to your back office? Select the **<u>"VAR Administration"</u>** button and then **<u>"Add a VAR".</u>** (For further instructions on adding a VAR, please see the "Add a VAR" section in this manual.)



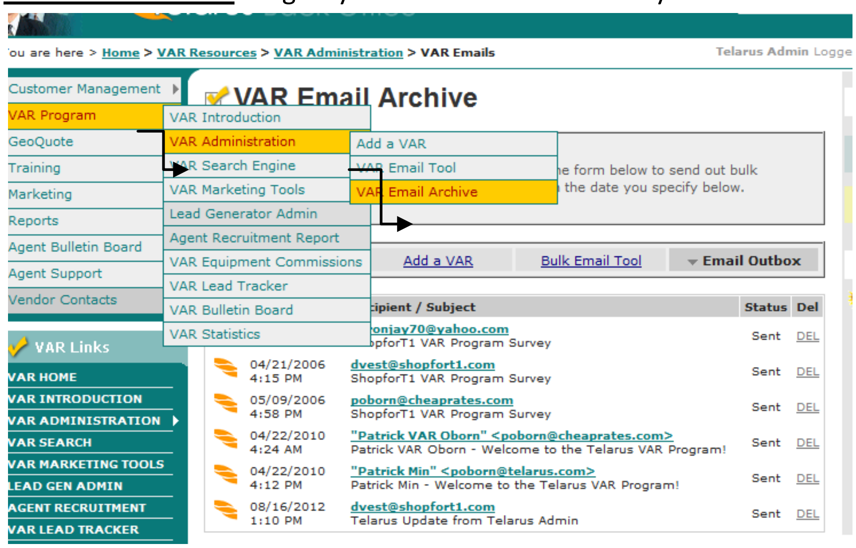
3. VAR Email Tool allows you to send out a bulk email to all of your VAR's at once. You can specify a future date and time for the emails to go out.



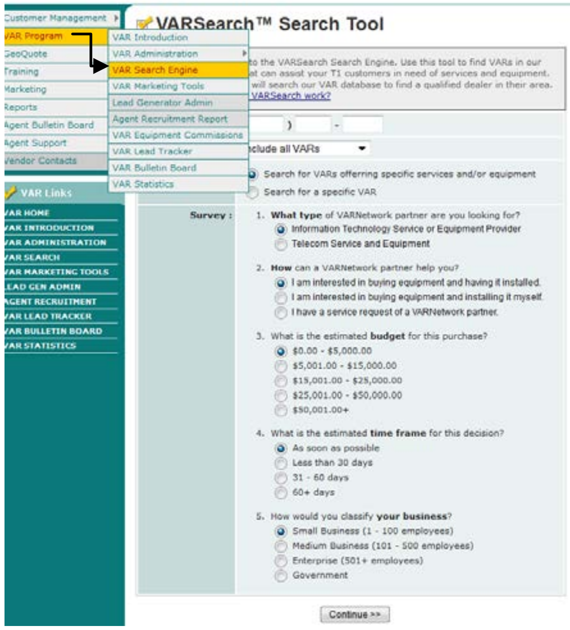
Complete the Bulk Email Tool fields and select **"Send Message"** to send your bulk emails out to your VAR Partners.



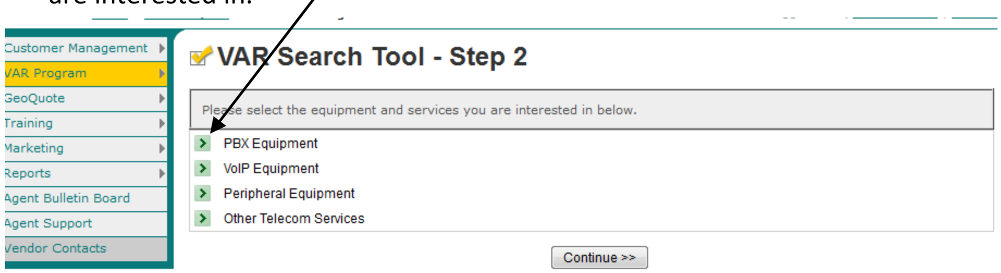
4. **VAR Email Archive** will give you a list of all VAR emails you have sent.



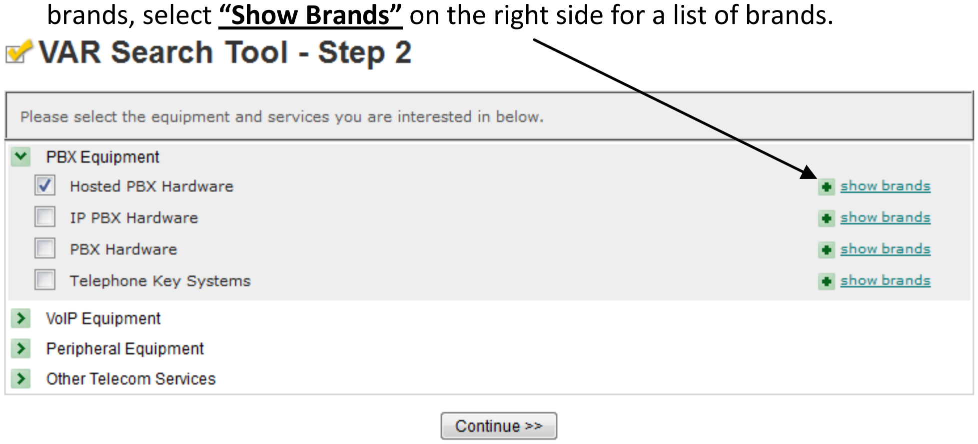
5. VARSearch Tool allows you to search through our database of VAR's and find a VAR who will be a good fit for your customer. Complete all the fields on page 1 and continue.



Be sure to select the green arrow to see a drop down box with the available brands that you are interested in.

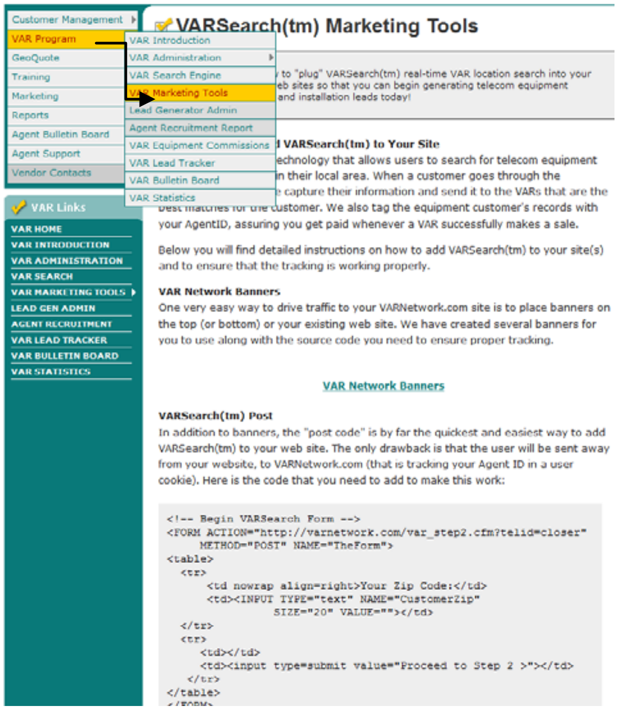


A drop down list will appear with all services in the category you selected. To see the brands, select **"Show Brands"** on the right side for a list of brands.

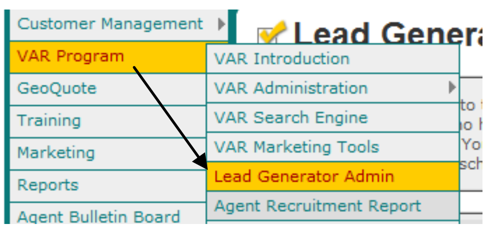


a. After you select **"Continue"** a full list of VAR's available will appear on the next page.

6. **VAR Marketing Tools** will give you ways that VAR Network can help you as a Telarus Partner.

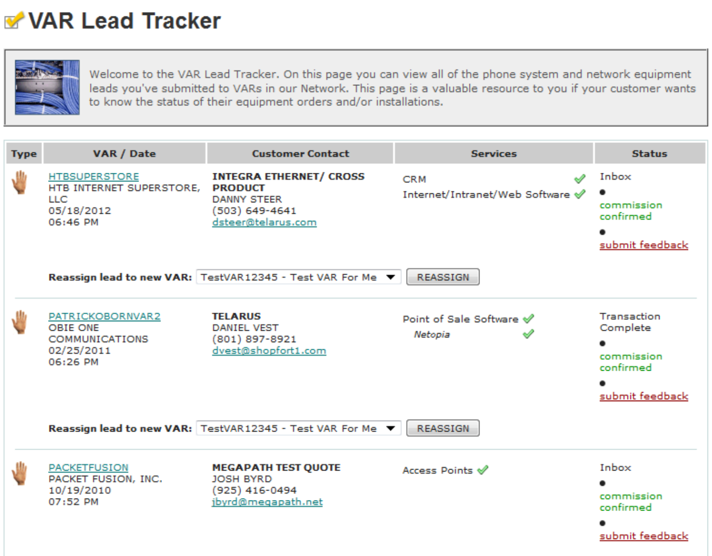


7. **Lead Generator Admin** is where you can view the partners who have selected you as their preferred closer and submited at least one lead. You can also view the leads they've sent you and send them emails and newsletter blasts.

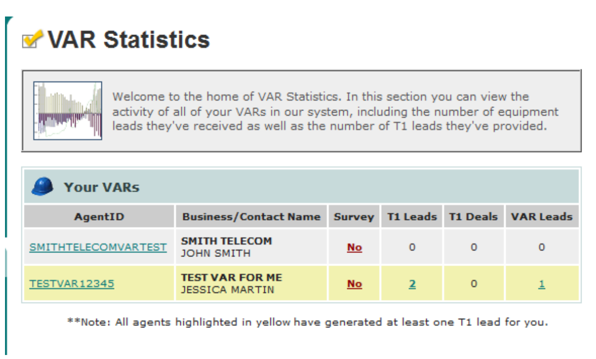


8. **VAR Equipment Commissions** will show you the billing and commission information we have received from each VAR.

9. **VAR Lead Tracker** will give you a view of all the phone system and network equipment leads you've submitted to VAR's in our Network. This page is a valuable resource to you if your customer wants to know the status of their equipment orders and/or installations.

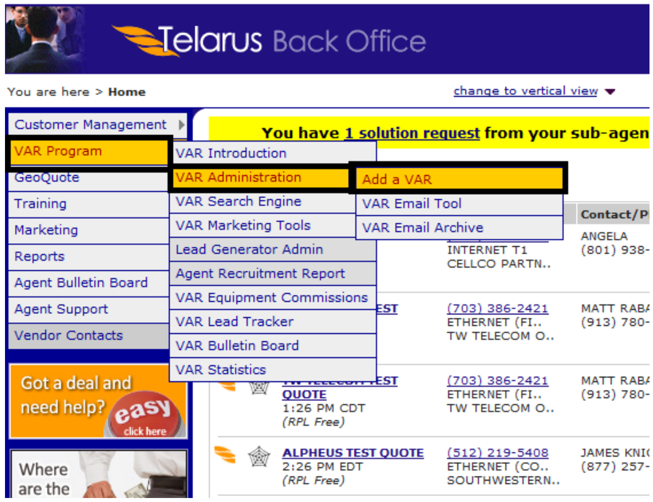


10. **VAR Statistics** will give you a view the activity of all of your VARs in the system, including the number of equipment leads they've received as well as the number of T1 leads they've provided.



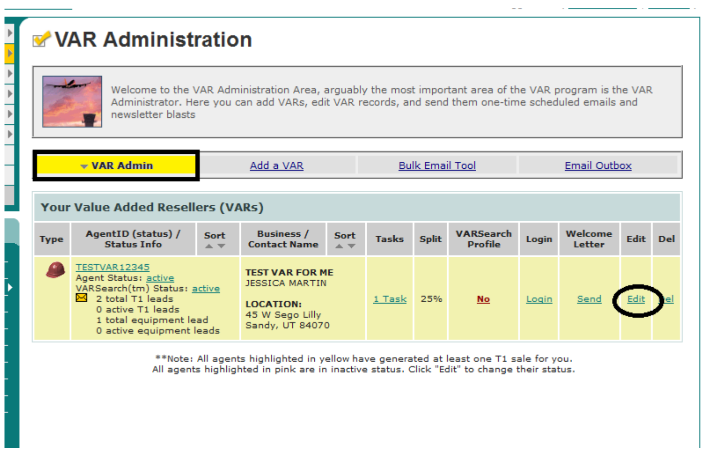
How to Add a VAR Partner

1. Select VAR Program, VAR Administration and click on **“Add a VAR”**.

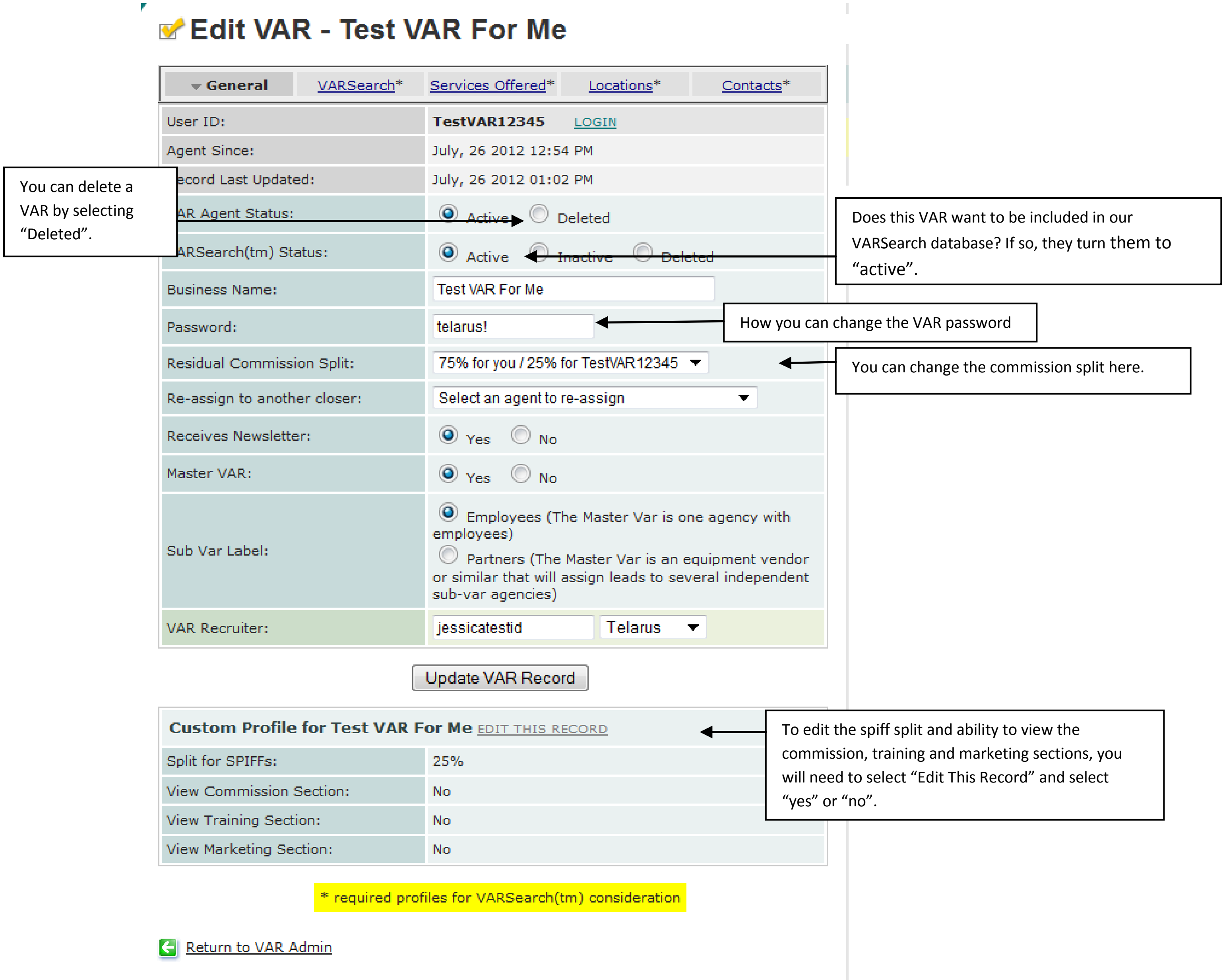


2. Complete all highlighted boxes to add the contact information for your VAR. Click **“Add VAR Record”** when completed.

3. To see and edit the added VAR profile, select the **“VAR Admin”** tab.



4. To edit the VAR profile and set up permissions, select **"Edit"**. Edit the fields that need to be changed as listed below.



MARS (Master Agent Reporting System) and Managing Sub Agents

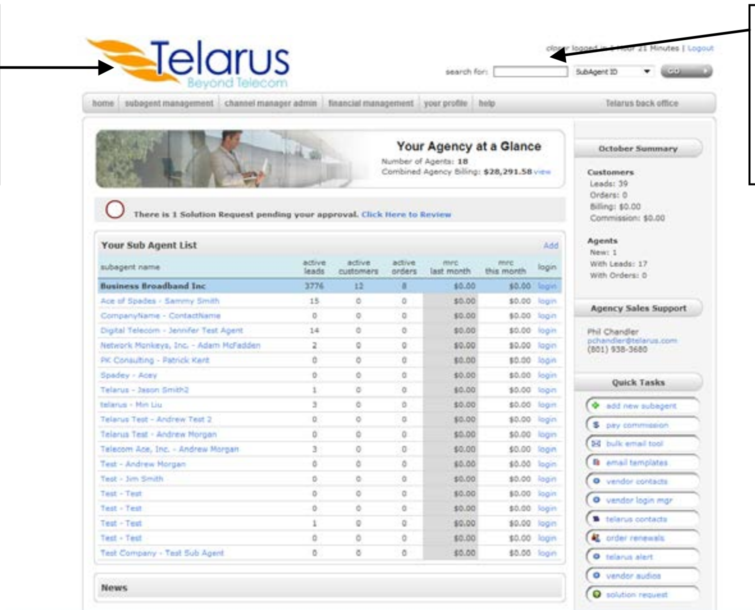
The MARS software allows you to manage subagents and give them access to real-time quoting, proposal generation and tracking their orders.

1. To login to the MARS tool, you will need to go to Partnerbackoffice.com and use your agent id and password. You will also need to sign an addendum to your agreement. This addendum can be requested by contacting your Telarus Channel Manager.

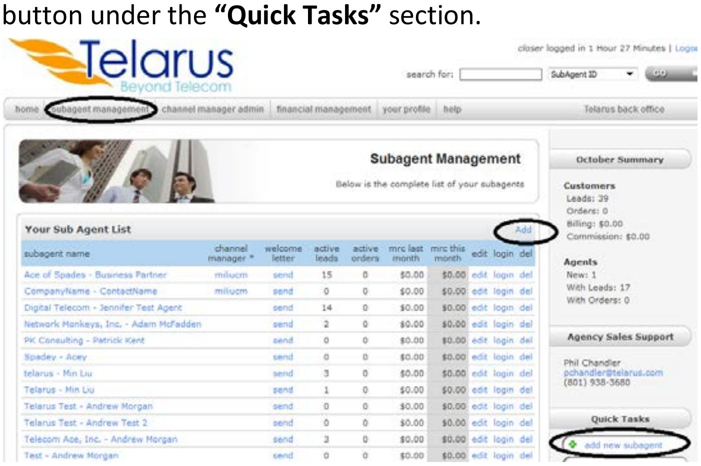
2. This will bring you to your home page in Mars.

This will be YOUR company logo when you and your sub agents login.

You can use the “Search for” tool box to look for both customers and subagents. Use the dropdown box to search for a specific search type.

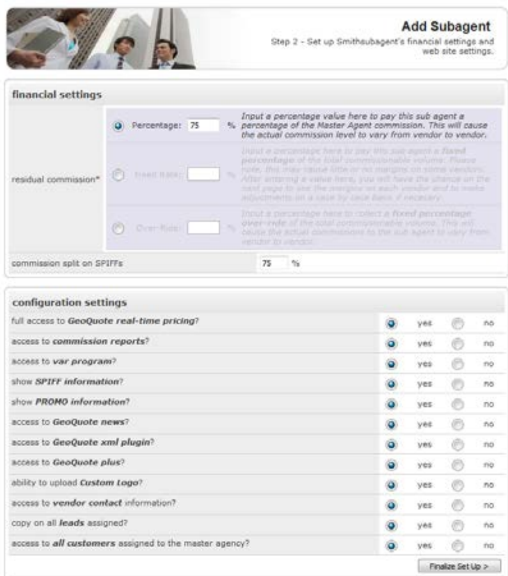


3. To being adding subagents, you can either go to the **“Subagent Management”** tab, or select **“Add”** locate on the top right corner of Sub Agent list. You can also select the **“Add Subagent”** button under the **“Quick Tasks”** section.

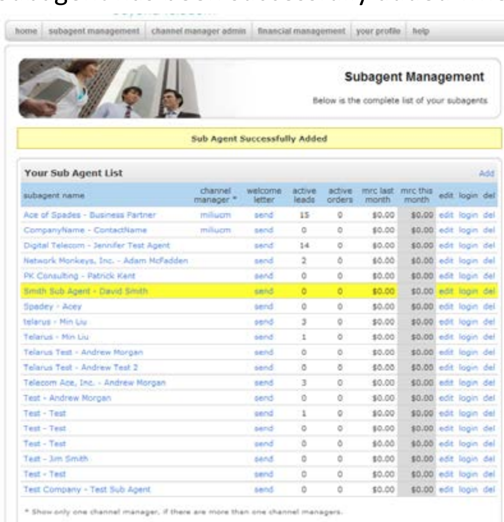


Complete the required information in each box, and then select **"Continue"**.

The second step is where you can set your commission split levels and also set the visibility levels for your subagent.



Subagent has been successfully added when you see the following screen:

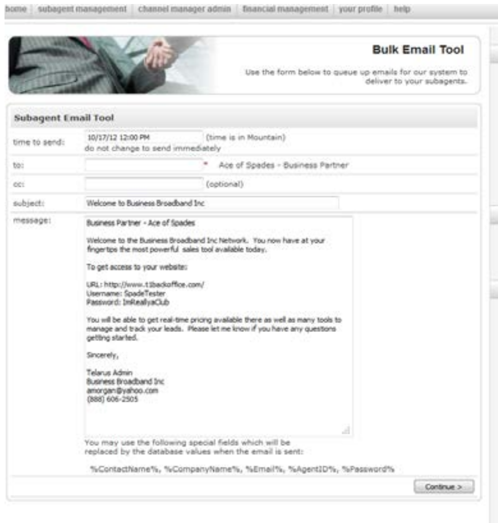


subagent name	channel manager *	welcome letter	active leads	active orders	mrc last month	mrc this month	edit	login	del
Ace of Spades - Business Partner	miliucm	send	15	0	$0.00	$0.00	edit	login	del
CompanyName - ContactName	miliucm	send	0	0	$0.00	$0.00	edit	login	del
Digital Telecom - Jennifer Test Agent		send	14	0	$0.00	$0.00	edit	login	del
Network Monkeys, Inc. - Adam McFadden		send	2	0	$0.00	$0.00	edit	login	del
PK Consulting - Patrick Kent		send	0	0	$0.00	$0.00	edit	login	del
Smith Sub Agent - David Smith		send	0	0	$0.00	$0.00	edit	login	del
Spadey - Acey		send	0	0	$0.00	$0.00	edit	login	del
telarus - Min Liu		send	3	0	$0.00	$0.00	edit	login	del
Telarus - Min Liu		send	1	0	$0.00	$0.00	edit	login	del
Telarus Test - Andrew Morgan		send	0	0	$0.00	$0.00	edit	login	del
Telarus Test - Andrew Test 2		send	0	0	$0.00	$0.00	edit	login	del
Telecom Ace, Inc. - Andrew Morgan		send	3	0	$0.00	$0.00	edit	login	del
Test - Andrew Morgan		send	0	0	$0.00	$0.00	edit	login	del
Test - Test		send	1	0	$0.00	$0.00	edit	login	del
Test - Test		send	0	0	$0.00	$0.00	edit	login	del
Test - Test		send	0	0	$0.00	$0.00	edit	login	del
Test - Jim Smith		send	0	0	$0.00	$0.00	edit	login	del
Test - Test		send	0	0	$0.00	$0.00	edit	login	del
Test Company - Test Sub Agent		send	0	0	$0.00	$0.00	edit	login	del

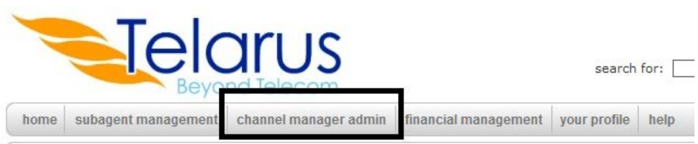
* Show only one channel manager, if there are more than one channel managers.

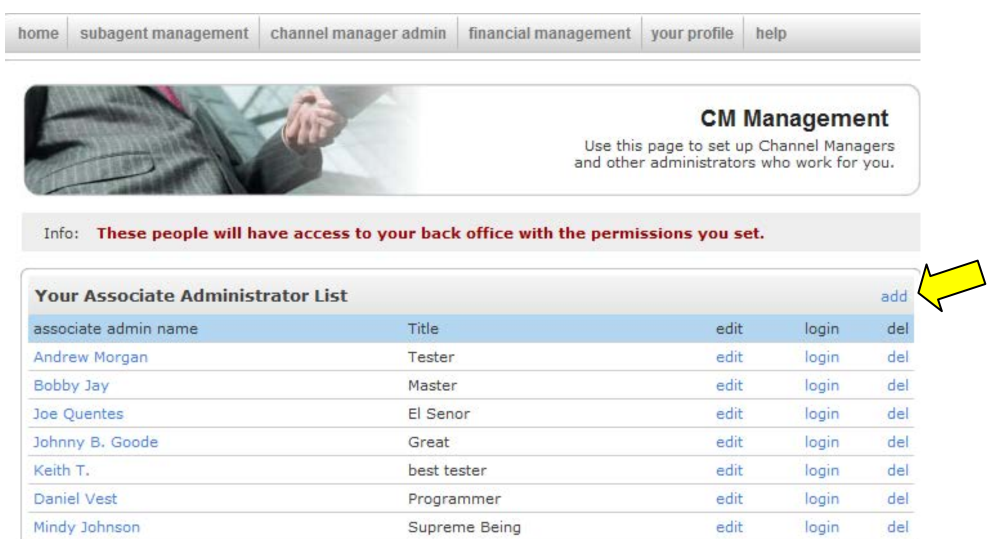
If the permissions or contact information need to be changed for a sub \agent, you can select **“edit”**.

You can send your new subagent a welcome letter by selecting **“send”**. A new page will appear allowing you to customize and set the time, date, to, from, subject and message that will be sent to your sub agent.

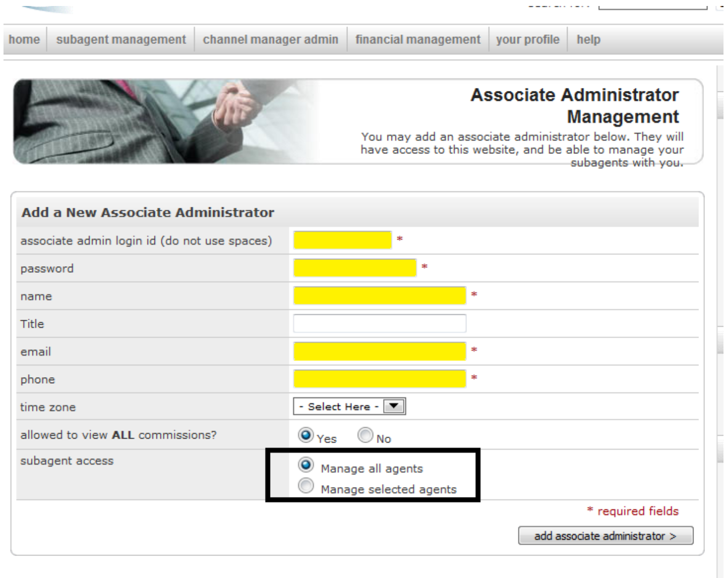


4. The Channel Manager Admin tab allows you to add your internal staff as Associate Administrator’s of your MARS portal. You can set them up to manage all of your subagents or select subagents of your choice. To do this, you will need to add them as a new Associate Administrator.

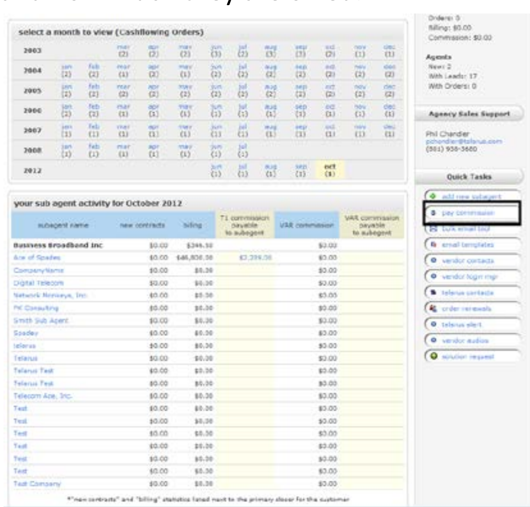




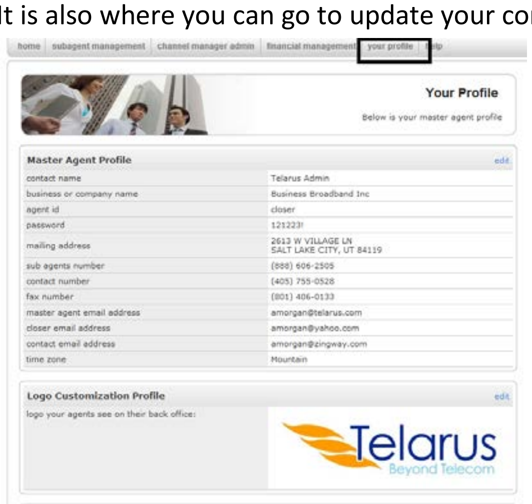
Complete the required boxes and **"add associate administrator"**.



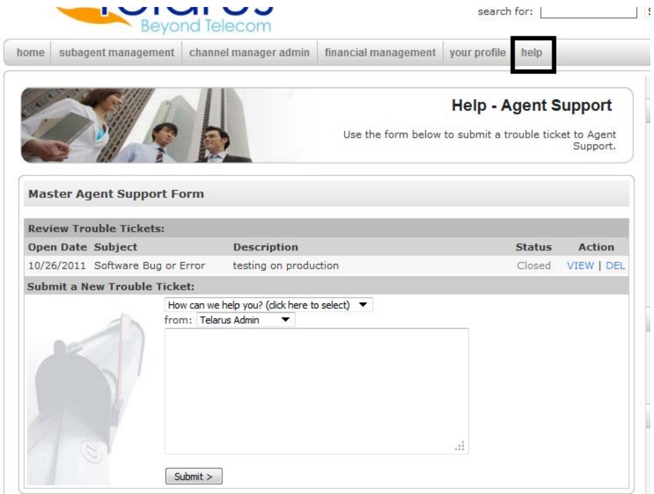
5. The Financial Management tab is where you can find a complete commission report for all of your subagents. This can also be accessed by going to the **"Pay Commission"** button. Your commission report will let you know which subagents to pay and how much they are owed.



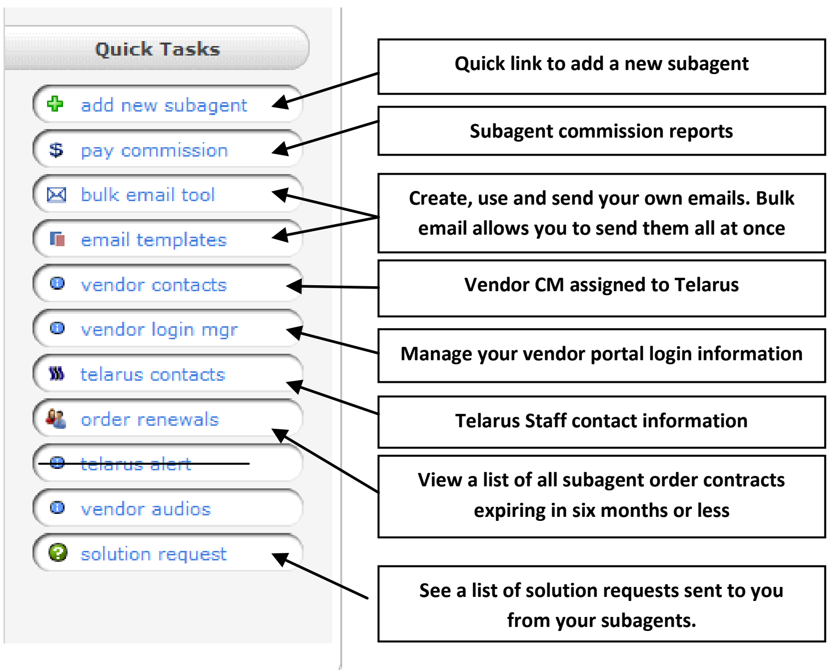
6. The **"your profile"** tab is where you can change your contact information as the Master Agent. It is also where you can go to update your company logo.



7. The MARS back office has a trouble ticket system similar to your Telarus back office. The **"help"** tab will take you to the trouble ticket system where you can submit tickets based on issues with your MARS back office should any arise.

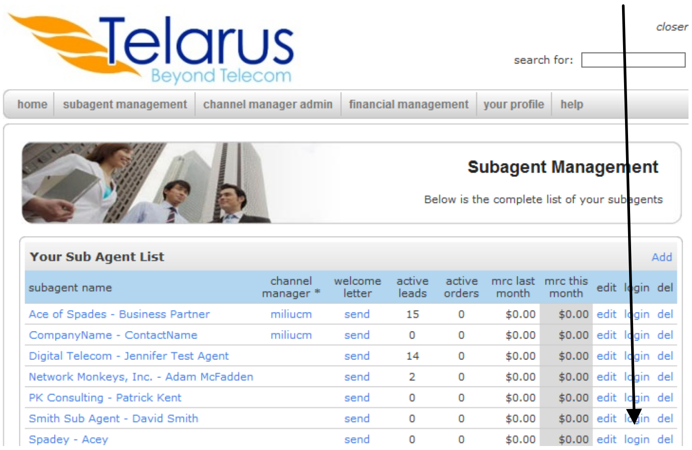


8. The **"Quick Tasks"** are quick links to various places in your MARS back office.

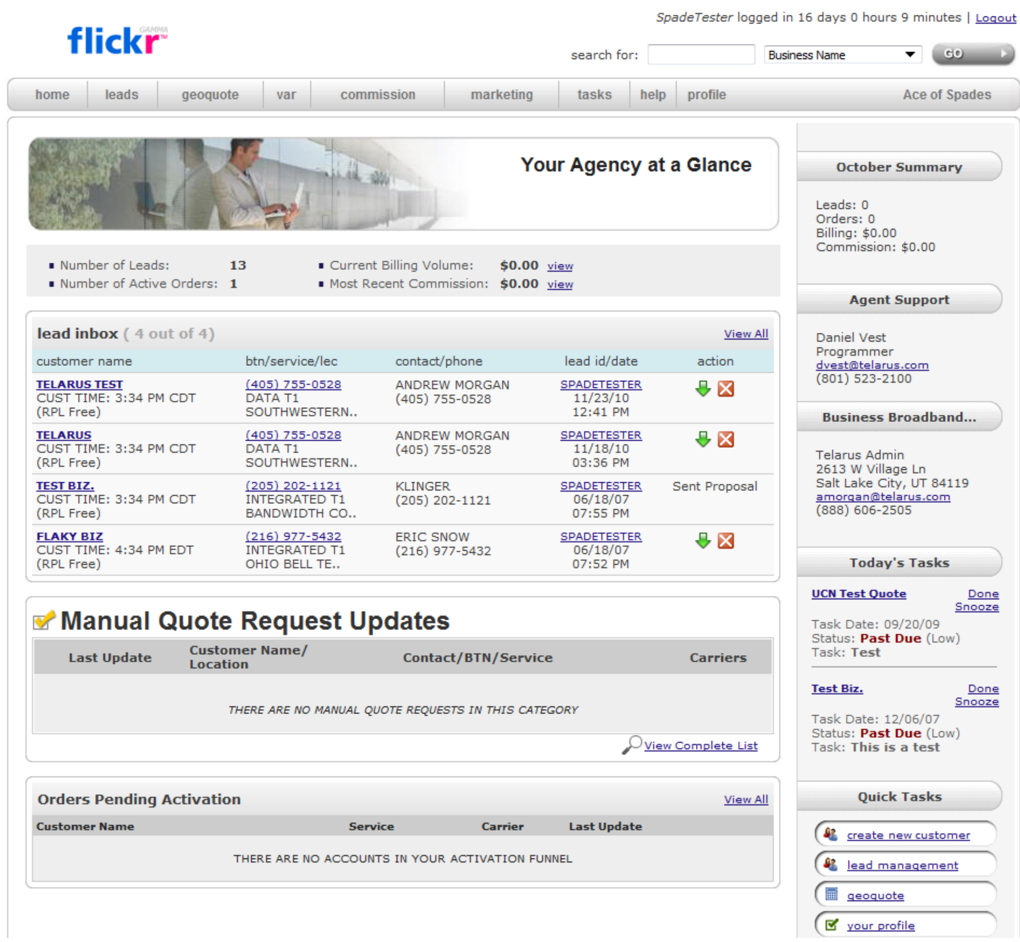


Your Subagent back office in MARS

1. You can login to a subagent back office by selecting **“login”** from your sub agent list.



Your subagent back office view:



A subagent back office looks and functions very closely to the Telarus back office. The subagent does not see their back office tied to Telarus. They see it as tied to you, their Master Agent.