**This process refers to terms defined in the Marketing Agent Agreement (“Agreement”) and, in some cases, may augment those definitions as applicable to the Consumer Agent Channel.**

1. **Tracking Period.** The tracking period for Orders is weekly, beginning with the first day of the week and ending on the last day of the week (“**Tracking Period**”).
2. **Order Processing and Validation.** 
   1. Agent will submit Orders for Products and each Product will be tracked based on the following status categories:

* Completed Sale: as defined in the main Agreement.
* Rejected: A “Rejected” Order has been cancelled or rejected by Frontier or Customer, including those deemed to have been obtained as a result of fraud or material misrepresentations, or have been rejected by Frontier for other reasons, including but not limited to, failure to pass credit check or to clear engineering review, or charge backs.
* Pending: A “Pending” Order has been submitted to Frontier and does not fall within another category.
  1. Agent acknowledges that Orders that do not comply with Frontier ordering processes may cause Orders to be delayed in the review process and/or impact the Order’s categorization status. Agent must identify Orders not tracked within the Xactly system that need to be corrected by Frontier's designated order writing group. Orders that are not corrected or cannot be corrected prior to installation will be subject to the payment dispute process.
  2. During each Tracking Period Xactly will identify Orders submitted, the current categorization status of each Order in an Event Report, and Completed Sales in a myIncentives Report. Within two (2) weeks from the close of a Tracking Period, Frontier will review and finalize the myIncentives Report, declaring the list of Completed Sales in the myIncentives Report final and ready for payment, subject to Recovered Amounts as outlined in Section 2(d) (“**myIncentives Report**”). Each myIncentives Report will be available for review at <https://login.xactlycorp.com/>.
  3. Frontier shall be entitled to recover any amounts paid, or to cancel any pending payment amount associated with a Completed Sale if (i) the Product is disconnected within ninety (90) days of installation, or (ii) the Order is deemed by Frontier to have been obtained as a result of fraud or material misrepresentations by Agent (“**Recovered Amounts**”). Recovered Amounts will be reflected in the myIncentives Report. In such an event, if Frontier has already paid Agent, then a chargeback will be identified in and applied to the next myIncentives Report and such amount will be reduced from the next applicable payment. If there are no future compensation payments to offset, Agent will pay Frontier such amount within ninety (90) days of notification from Frontier.

1. **Payment.** 
   1. Commissions.Subject to Section 2(d),Frontier will pay Agent on a weekly basis for Completed Sales identified on the myIncentives Report, based on the commission schedule outlined in the Frontier Compensation Grid that corresponds with the posted sale date as reflected in the Frontier system. Payment will be made within thirty (30) days from the date Frontier provides the myIncentives Report, for all Completed Sales identified therein, with the exception of the Agents first payment, which shall be paid within forty-five (45) days from the date the first myIncentives Report is made available.
   2. Invoiced Amounts. Agent will invoice Frontier for expenses which have been approved by Frontier. Agent must obtain Frontier’s written approval in advance of incurring any costs or expenses for which it wishes to be reimbursed. Agent’s invoice shall be accompanied by all supporting documentation, including but not limited to receipts, invoices, Frontier’s prior written approval, etc. Frontier’s reimbursement of such cost will be paid outside of the OVBP process unless otherwise specified in the written approval.
2. **Payment Dispute Process.**
   * 1. Each myIncentives Report is available for review and subject to dispute for sixty (60) days from the date such myIncentives Report becomes available in accordance with Section 2(c) (“**Dispute Period**”). Upon expiration of the Dispute Period, Agent shall be deemed to have waived all rights with respect to any further claims regarding such myIncentives Report and all activity during the relevant Tracking Period (with the exception of Pending Orders).
     2. If Agent believes a myIncentives Report contains errors, Agent shall prepare a report identifying (i) Orders submitted during the previous Tracking Period which Agent believes has been categorized as a Rejected Order in error, improperly paid, or are not listed in the myIncentives Report; and (ii) Completed Sales improperly designated for Recovered Amounts (“**Disputed Orders Report**”). Each disputed matter may only be identified on one (1) Disputed Orders Report. Each Disputed Orders Report shall be on the form provided by Frontier, or in similar format (“**Dispute Form**”). Agent shall provide information and/or justification sufficient to support Agent’s claim with respect to each identified Order.
     3. Agent will submit each Disputed Orders Report, within the applicable Dispute Period directly through the workflow in Xactly.
     4. Pending Order(s) and Cancelled Order(s) are not disputable matters. Upon receipt of a properly submitted and complete Disputed Orders Report, Frontier will (i) investigate the Orders identified on the Disputed Orders Report, (ii) determine whether the status of each Order is accurately reflected on the current myIncentives Report, and (iii) respond to Agent by providing a written report identifying Frontier’s findings with respect to each Order in question and if any adjustments to be made to the myIncentives Report(“**Validated Dispute Report**”) within thirty (30) days following the close of the Dispute Period. If the Validated Dispute Report acknowledges the need for an adjustment in the amount due to Agent, then Frontier will apply the adjustment to the myIncentives Report in a timely manner; provided that the resulting adjustment in payment amount may be applied to the next myIncentives Report. Frontier’s findings with respect to each Disputed Orders Report shall be final.