



NutraTel

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Modern business telephony techniques

Dealer / Reseller Programme Agreement

This contract of reseller programme agreement is hereby entered into between

NUTRATEL TELECOM SOLUTION (PTY) LTD
18 Ealing Crescent, Bryanston Corner, Building B, First Floor, Bryanston, 2191
Co Reg. (2014/244720/07)

&

Company Name / Co Reg No / Name & Surname

on this day _____

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DEALER / RESELLER SIGN UP

1. All dealer / resellers must sign up via online application portal on the Nutratel website
2. All dealer / resellers must submit all the required documents cited on the requirements page on the website or in our training manuals
3. All dealer / resellers must be vetted based on the integrity assessment questionnaire form
4. All dealer / reseller signed application forms should be received through the Nutrate: reseller@nutratel.co.za email address or any other email address assigned by management from time to time
5. No personal or private email will be used to communicate or receive applications from the customer to Resellers
6. All applications received should be attended to within 48 hours of receipt and a correspondence made to the applicant within this time frame
7. All application received must be processed and completed within 7 work days including installation thereof

PROCESSES AND PROCEDURES FOR ALL RESELLER SIGN UP

1. All dealer / resellers must sign up via online application portal on the Nutratel website
2. In case of Reseller call in, a call will be answered via the Nutratel main switchboard and then rerouted to the dealer / reseller division for further engagement and deal sealing
3. All Reseller deals concluded over the phone are then redirected to apply formerly through the Nutratel online portal and sign up on the Nutratel website
4. All dealer / resellers must submit all the required documents cited on the requirements page on the website or in our training manuals
5. When documents are received an email must be drafted by the dealer / reseller account managers or assignees and sent to the customer acknowledging receipt of the application thereof highlighting ongoing processes and turnaround times for the necessary response
6. The dealer / reseller division must correspond to the applicants both those who are accepted on the programme and those who have been declined for whatever reasons via the applicant email provided explaining final status of application.
7. What follows is the signing of the Dealer / Reseller Service Level Agreement (DSLA)
8. For all those accepted a job card must be created by the Reseller divisional manager and signed by the dealer / reseller Director or his/her assignee
9. All the approved Dealers must pay a prescribed setup fee before finalization of the application. Currently the setup fee is paged at R10,000 where stock of 10 devices will be issued to them.

Tick box to indicate: Dealer (Signup fee: R10,000) | Reseller (Signup fee: FREE)

INSTALLATION OF IP EQUIPMENT AND TECHNICAL ASSIGNEES

1. Only Nutratel accredited and assigned installation technicians will be allowed to install Nutratel dealer / reseller equipment and configurations
2. No dealer / reseller or their representative agents are allowed to install the Nutratel products to their referred clients
3. No IP equipment will be released for installation unless a job card has been generated and approved by the dealer / reseller Manager/Director
4. ONLY Nutratel approved IP equipment will be installed at the client premises
5. All dealer / resellers will be equipped at their chosen premises with our basic package of marketing material.

BILLING, INVOICING AND PAYMENT

1. Only Nutratel will bill the dealer / reseller referred customer including amendments to billing information and accounts financial information on the invoice.
2. All payments for monthly billed invoices will be made into the Nutratel dealer / reseller designated account Nutratel – Dealer / Reseller Management Policy
3. Only the Nutratel finance department is responsible for client billing and invoicing
4. No dealer / reseller is allowed to bill or invoice the customer that they refer to Nutratel
5. All billings will be generated clearly showing the package price plus Vat at the prevailing rate
6. No dealer / reseller or their representative agents are allowed to install the Nutratel products to their referred clients

RISK MANAGEMENT

1. The management of risks, associated with Reseller sign up, is a vital component of the management of the Reseller programme and needs to be considered and determined. Reseller risk can be in terms of fraud, misrepresentation of the Nutratel Brand, additional charges to the prescribed standard pricing of the Nutratel service packages, unauthorized use of the Nutratel Brand and marketing collateral.
2. It is the responsibility of the Reseller division and must be broken down to individual responsibility to make sure that such risk exposure is minimized.
3. All use of the Nutratel marketing collateral should be authorized by the Director: Reseller Sales & Distribution
4. All Reseller channel partners are not allowed to install or attend to technical problems associated with the Nutratel IP products. Only Nutratel authorized technicians are allowed to do so.
5. No Reseller is allowed to add any mark up on the Nutratel standard package prices.

RESELLER QUALIFYING CRITERIA AND APPLICATION CHECKLIST

All applications must be checked against the checklist listed below before they are accepted as Reseller channel partners:

1. May be an established, experienced and reputable telecommunication / ICT Sales person, Broker, Real estate Agency or own a small business.
2. Have own transport, cell phone /Pc
3. Have the ability to maintain the value of the customer for the duration of the contract as per our terms and conditions.
4. Committed to achieving agreed monthly sales targets.
5. Have a valid ID/passport and have a registered business in terms of the South African law
6. Upon signing of the Reseller Agreement, consent is therefore given to Nutratel that Resellers agree to submit daily reports on sales along with a minimum of 10 leads and two (2) quotations,

RESELLER CHANNEL PARTNER INCENTIVES AND COMMISSION MANAGEMENT

Nutratel Channel partners will resell our products and services to small businesses and high-value residential customers located everywhere in South Africa.

Nutratel will take care of all customers' application processing for all the clients channeled to us via your brokerage, processing of applications and approval of such clients, bill and invoices and lastly collection of payments while the Reseller handles the marketing & customer retentions.

In turn the Reseller will receive a commission that will be paid to the Reseller channel partner within 30 days from the day of the successful first debit order.

All referred clients must be on debit order or they will be rejected.

Dealer Commissions

R500 once-off for every successfully completed deal along with an Annuity income of 10% of their clients monthly premium

Reseller Commissions

R250 once-off for every successfully completed deal along with an Annuity income of 5% of their clients monthly premium

BRANDING AND MARKETING COLLATERAL

1. Nutratel must ensure a clear single brand identity, in accordance to the Corporate Identity (C.I.) Manual and Nutratel Brand Management policy.
2. Only approved Nutratel marketing collateral should be use for activities like campaigns, events include the placement and production of posters, pamphlets, advertisements in the press, publications, signage, outdoor billboards, flags, street poles, mobile advertising platforms, marketing collateral and digital marketing platforms.

RESELLER CONTRACTUAL ARRANGEMENTS

1. All Reseller channel partners will sign an SLA and shall be governed by the provisions of the signed SLA
2. Reseller channel partners will be monitored and non-compliance will be managed through the Nutratel's processes including withholding of deposits, commissions, incentives, fine/s, damage claims, letter/s of non-compliance and Reseller retention.

Consent is herewith given to Nutratel to conduct a background check on businesses along with their directors as a means of various ITC / Credit Bureau facilities.

I hereby confirm that I am duly authorised to sign this agreement and I fully understand all its contents and I/We consider it a binding document and the basis for agreement.

Full names: _____

ID: _____

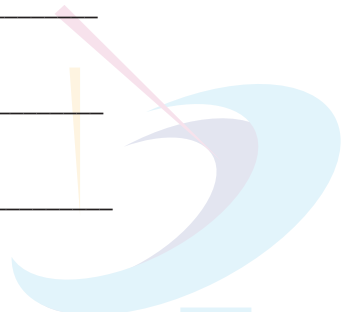
Signature: _____

Date: _____

Witness name: _____

Witness signature: _____

Witness ID: _____



Office use only:

Full names: _____

Designation: _____

Signature: _____

Date: _____

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